



# Company Profile



## 1.0 Introduction



“Our clients benefit from a bespoke service tailored to suit their individual needs.”

Daystar University Enterprises Ltd (DEL) is the commercial arm of Daystar University.

Our operational offices are located at both campuses of Daystar University with the registered office at the main campus in Athi River.

We offer personalized services to our customers and with a focus on professional and quality services at an affordable price.

At its present level, the company is well placed to ensure that all of the benefits associated with medium organizations are available, whilst remaining at a size which ensures that clients receive personal attention from senior management and directors.

All our equipment are regularly checked and fully tested for safety on a continuous basis. We use environmentally friendly materials that our employees have been trained to use and our health & safety record are impeccable.

Continuity of key personnel has ensured that total consistency in quality service delivery is key to our successful and growing business.

## 2.0 The Business

### 2.1 Name

Daystar University Enterprises Ltd (DEL) was incorporated in Kenya under Companies Act in 2013. It has specialized in transportation of staff members for Daystar University and excursions for many other organisations. It's also the officially contracted service provider for the hospitality and cleaning business at the university covering the two campuses of the university. We do thorough and deep cleaning of the offices, classrooms, student hostels and the expansive grounds of the university.

We provide catering services to our esteemed students feeding more than 500 pax per day. This is not a mean feat and our customers keep on returning due to the excellent culinary varieties we offer.

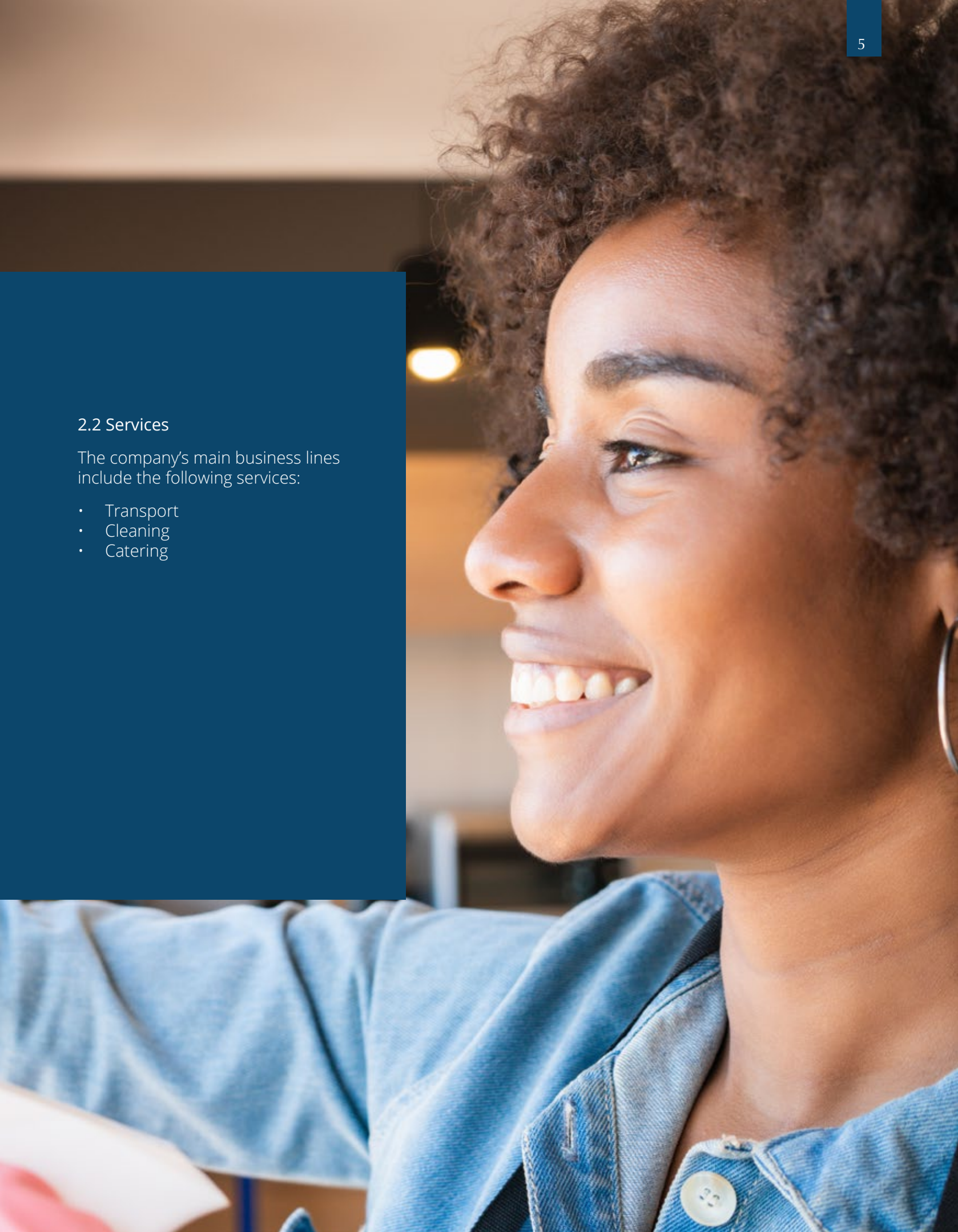
All our employees are critical to the services we provide and we are very selective in taking on new staff. Our staff has an excellent track record and many years of experiences and they are provided with regular training.

The company's success relies on its ability to train and manage its staff to achieve the stringent standards demanded by the customers we serve in Kenya. The cleaning department also specializes in the provision of cleaning consumables, chemicals & detergents, cleaning equipment, pest control, one-off specialized cleaning, office plants supplies, landscaping and garden services.

## 2.2 Services

The company's main business lines include the following services:

- Transport
- Cleaning
- Catering





## 2.3 Our Philosophy

DEL understands that customers have their own individual and unique requirements and that a single service supplier cannot fulfill all their diverse needs. This is where we come in to offer bespoke support solutions in cleaning, transport and catering that meets your requirements.

We are committed to meeting the needs of all our customers in the most cost effective and quality efficient way.

## 2.4 Our Location

DEL's offices are located at both the University's Nairobi Campus and Athi River Campus.

## 2.5 Leadership

The business is led by a board of directors composed of senior university management staff and a team of senior managers in procurement, finance and business development, operations, and who have accumulated more than 20 years experience in diverse fields including Project Management, Administration, Research & Entrepreneurship.



## 3.0 Vision & Mission

“To be the leading hospitality service provider of choice in our chosen operating areas for clients, our supply chain and employees”

### Our Approach

- Provide our clients with the highest quality services delivered in a safe, professional, considerate and harmonious manner.
- Provide a safe and secure working environment and monitor the health of all our employees and workforce.
- Carry out all activities in a sustainable and environmentally conscientious manner

### Our Values

- We intend on becoming one of Kenya's largest independently owned office, industrial and commercial hospitality service providers through:
- Exceeding customer's expectations by understanding their workplace hygiene expectations.
- Providing competitive and cost effective cleaning solutions combined with new technology and innovation.
- Providing first class service being customer centric focused.



At Daystar University Enterprises Ltd, we value INTEGRITY, HONESTY, OPENNESS, PERSONAL EXCELLENCE, CONSTRUCTIVE SELF-CRITICISM, CONTINUAL SELF-IMPROVEMENT, and MUTUAL RESPECT.

## 3.1 Our Core Values

We believe that integrity, trustworthiness and honesty are integral to who we are as a company, and so, we insist that at every stage of what we do, DEL works in partnership with our suppliers who share our values. We insist on 'Fair Trade' principles and ethical business practices that support even the smallest manufacturer.

We also stipulate that the choice of cleaning products we accept, and its delivery to our warehouses and to operational offices and janitors closets, are all done to the highest ethical and quality standards.

It is this passion for getting things right and our refusal to compromise on quality that have established our reputation.

## 3.2 Quality Assurance

Our employees are supervised by experienced and competent supervisors who follow laid down procedures that help identify areas of improvement while establishing a routine that ensures maximum benefit to the customer. Performance is also used as an incentive to qualify for performance bonuses at the end of the year.



## 4.0 Cleaning Services

### 4.1 Contract Cleaning Services

Our aim in DEL is to provide a long and short term professional cleaning services, customized to our client's needs. We offer free estimates with one of our professional cleaning consultants in order to provide you with the best cleaning solution.

Initial Cleanings, Real Estate, Offices, Rentals, Move In/Move Outs, Closing Clean Ups, Windows and Spring Cleaning services are available.

We are extremely flexible in adapting to special needs and can provide the services necessary to deliver an outstanding cleaning experience.

We custom design each cleaning program to meet your specific needs. Our wide array ( Product Range) of services will give you all the solutions you need with the quality you expect.



Our goal as a member of your community is to provide you with the best cleaning service and at an affordable price.

#### Product Range

- Regular Cleaning of offices, Business premises and Apartments, Universities and Colleges
- General Cleaning of Commercial & Residential, Educational, Industrial (Deep cleaning of floors, carpets, windows and others)
- Floor & Marble Maintenance (Crystallizations, Polishing)
- Environmental services
- Office boys and hospitality services
- Housekeeping (Room Attendant, Public Areas, Room Service)
- Value Added Services (One Off Cleaning)

We are committed to bringing you the personal attention, reliability, trustworthiness and quality care you deserve. Our staffs are fully bonded and insured and are covered under worker's compensation insurance. Whether it's your home, business, rental property or listed property, we can help.

## 4.2 House Keeping Services

Because we feel you and what you might need and always deserve. We come up with this special service made for you at your convenience.

With DEL House Cleaning Services save your energy and your time of taking care of yourself and your family while we will keep your house always ready.

At DEL, we are an organization with demonstrable experience in cleaning and maintenance services. We directly hired personnel with the required technical skills to ensure timely delivery for our commitment to clients. All operation are overseen by dedicated supervisors and coordinators in order to maintain the highest standard

Services Offered:

- Garbage and waste disposal
- Kitchen cleaning
- Dusting, wiping furniture and fixtures
- Washing dishes
- Sweeping floors
- Window cleaning (inside faces only)
- Vacuuming carpet floor mats
- Ironing
- Wet mopping
- Changing bed linen, bed-making
- Restroom cleaning
- Pool cleaning

## 4.3 Pest Control Services

Daystar University Enterprises Ltd is one of the trusted names in the market for providing professional services and reliable solutions for all Pest Control Problems.

DEL's desire to be in the business of providing a Safe Healthy Environment to the customers. Our service executives are well trained and experienced to take decision to use or not to use a certain component that often determines success or failure.

It is a trusted name for all pest control services, safe and effective Guaranteed Treatment for termites, rats, wood borer, bugs, lizards etc.. Quality and Customers satisfaction is our Hall Mark. We use high quality non-smelling and health friendly chemicals to control pest.

Our Services:-

- Gel Treatment
- Herbal Treatment
- White Ant Spraying Treatment
- Fogging Treatment
- Rodent Control Treatment
- Wood borer treatment Anti-Termite / White Ants Treatment
- Pre-Construction Termite Control Treatment
- Post-Construction Termite Control Treatment
- COVID-19 sanitization

## 5.0 Catering Services

We produce high quality delicious food and cater for many occasions and events - from book launches, business meetings to School events. We are accomplished in managing catering services for boarders, event settings and also canteen management.

We always aim to deliver outstanding service and the high standards our customers have come to expect from us. This is achieved by employing a highly talented team with great culinary and hospitality skills.

We perfected ourselves in creating an artistic, elegant, memorable yet practical spread of dishes to be relished by both the eye and the palate. A culinary experience to remember. We create local menus, in consideration of the diverse health consciousness and are our pride. We are influenced by traditional home-cooked African cuisine with a touch of fast food.

Our goal as a member of your community is to provide you with the best cleaning Service at an affordable price.

Be it a large scale hospitality and corporate function we will provide an unforgettable and beautifully presented food, served with care by our friendly, trained, experienced and professional staff.

With extensive experience and capability in managing various catering projects locally, our technically qualified staff and detailed knowledge inclined superiors makes sure the ideas and development are implemented in all our catering projects and tasks. Our experienced Customer Service personnel are able to come up with a bespoke menu and package thus making their event smooth and hassle free.



## 6.0 Technology Systems and Data Management

We have a reliable ERP computer system, allowing for efficiencies and unparalleled flexibility for our customers in terms of receiving, pricing, placing orders and retaining historical data. We are able to cater to customer's preferences and generate personalized invoices, delivery sheets and statements.

## 7.0 Quality, Health, Safety and Environment Policy Statement

Daystar University Enterprises Ltd (DEL) recognizes its responsibility to consider the effect of our business activities on the environment and we are committed to ensuring we minimize our impact.

Practical initiatives we adopt include water and power savings at our offices and warehouse and a supplier code of ethics. We have also taken steps to reduce our paper trail through our digital technology systems.

This statement should be read in conjunction with the Health & Safety policies that set out specific responsibilities and arrangements by which Health & Safety is to be organized, implemented and monitored within the company.



## 8.0 Employment Training Programmes

All Daystar University Enterprises Ltd staff are trained in the relevant aspects of the duties required of them. This comes in four stages:

- **Induction Training** - A full COSHH/Health and Safety awareness on the potential hazards of cleaning equipment and materials, in addition to proper use of personal protective clothing. All DEL cleaning equipment is colour coded and employees are trained accordingly.
- **On Site Training** - This occurs in all Daystar University Enterprises Ltd cleaning contracts and acts to ensure that a member of staff learns the Daystar University Enterprises Ltd method of work. All work is checked once it is carried out to ensure all aspects of the cleaning specification are undertaken.
- **Specific Site Training** - We recognize that every site is different and requires areas of particular attention. Staff are trained with regard to the health and safety implications of a specific site as well as the security procedures of that particular site.
- **Ongoing Training** - This keeps employees up to date with any changes in materials or cleaning techniques used. All relevant changes are introduced throughout the Company and Managers and Site Supervisors then carry out training.

## 9.0 Equal Opportunities Policy

At Daystar University Enterprises Ltd we treat everyone equally and foster a culture free from discrimination, harassment and victimization. As such, we value diversity among our staff, customers, suppliers and community and we respect the individual contributions of all people.

We base all decisions related to recruitment, disciplinary action, dismissal or promotion solely on work criteria and individual performance.

## 10. Environmental Policy Statement

The Directors of Daystar University Enterprise Limited are committed to providing control of activities to avoid unnecessary or unacceptable risks to employees, customers, the general public and the environment by careful planning and assessment of all aspects and by determining controls with monitoring capabilities to ensure effectiveness; the concepts of Best Practicable Environmental Option shall apply together with the duty of care by establishment and maintenance of high operational standards. Such standards shall comply with or exceed regulatory control i.e. Environmental Management and Coordination Act, 1999, Water Act 2016, etc. and/or relevant Approved Codes of Practice.

## 11. Recycling Policy

We go to great lengths to ensure our activities are environmentally sustainable. Working with and to our clients guidelines we follow procedures to adhere to the following;

- Reduction of environmentally harmful chemicals
- Energy and water conservation
- Increased recycling and waste minimisation
- Emission reduction from vehicle use
- Sustainability improvements
- Increased provision of fairtrade goods
- Commitment to working with the Global Environment Forum



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