

Annual General Meeting Financial Year 2015



Pre-AGM Talks:

"EUMCCI –

matters & opportunities"
by Remco Koster





Pre-AGM Talks:

"Supporting the economic bilateral relationship" by H.E. Ambassador Harry Molenaar

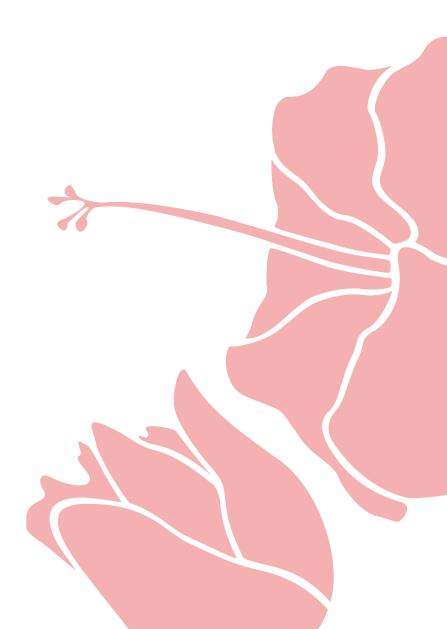
Kingdom of the Netherlands



Annual General Meeting Financial Year 2015



- 1. Accounts
- 2. Memberships
- 3. Activities
- 4. Office & Operations





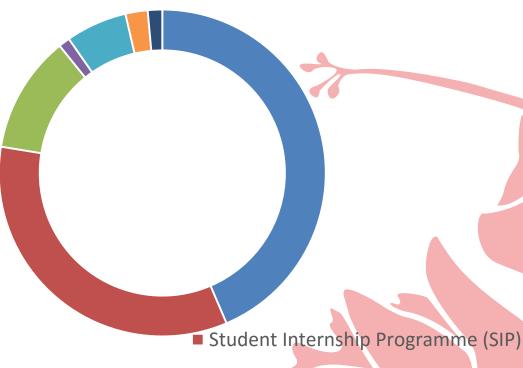
1. Accounts:

- Revenue Expenses: RM19,129 (ED bonus adjustment/phasing)
- Accumulated excess: RM488,151, out of which: Cash & cash equivalents: RM438,843
- Accumulated excess = reserve for more than 6 months full operational expenses



Accounts:

Income

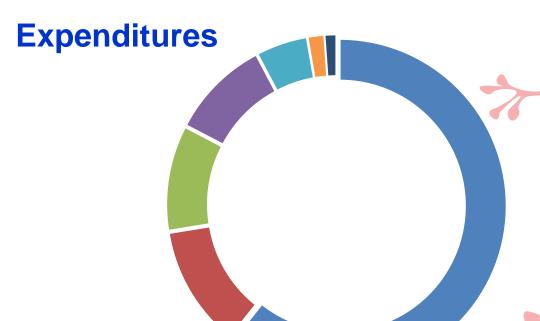


- Membership fees
- Advertisement & Premium Partners
- Functions & Exhibitions
- Interest

- Directory Advertising
- EU Project



1. Accounts:



- Human Resources
- Student Internship Programme + Interns
- Publications
- Bad debts / Provisions

- Office & operations
- Functions, Exhibitions & Meetings (incl Penang, EUMCCI)
- EU Project

MDBC Malays an Dutch Business Council	2014	2015	2016	2017	
Budget	Bonus 2013	Bonus 2014	Bonus 2015	Bonus 2016	
Actual	Bonus 2013	Bonus 2014	Bonus 2015	Bonus 2016	Previous Sequence
P&L Impact	"Neutral"	"Neutral"	"Neutral"	"Neutral"	
	2014	2015	2016	2017	
Budget	Bonus 2013	Bonus 2014	Bonus 2016	Bonus 2017	
Actual	Bonus 2013	Bonus 2014			Change and
		Bonus 2015	Bonus 2016	Bonus 2017	new
P&L Impact	"Neutral"	"Loss"	"Neutral"	"Neutral"	



2. Memberships:

Over 2014: total 222

Over 2015: total 223:

- Corporate: 212

- Individual: 11

Membership survey Q4 2015



3. Activities:

Event invitations to our members:

Organised by: / Location:	In Klang Valley	In Penang	Total:
MDBC	15	3	18
MDBC as Co-organiser	5	2	7
Related organisations	10	5	15
Total:	30	10	40

- Including the 2-day trip to Johor with Singapore colleagues.
- Co-organising with: Netherlands Embassy, EUMCCI, Amcham, MABC, MFCCI, Cyberview, MICCI.
- Related organisations included Netherlands Embassy, EUMCCI, MIDA, Penang Institute, investPenang, Rabobank, MICCI.



3. Activities:















3. Activities:













3. Activities:











3. Activities – Southern Region:









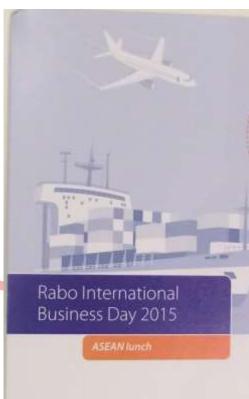






3. Activities in NL:













 Special activities:
 Student Internship Program (including first Mentor evening)









4. Office & Operations
The Board of Directors







4. Office & Operations: The Executive Team







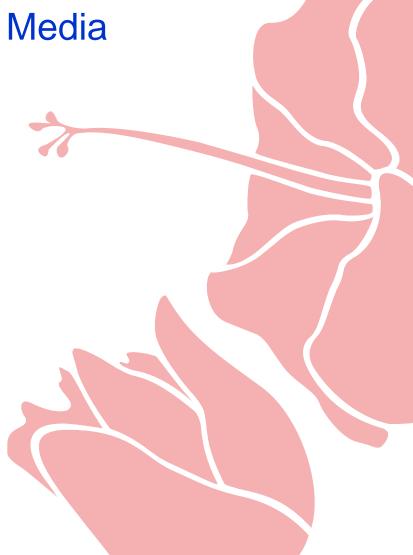






4. Office & Operations: Social Media







4. Office & Operations







4. Office & Operations: Website





QUARTE SOURCES - REMEMBER FROM - ACTIONS HAVE



Upcoming Events



MDBC: Annual

General Meeting, 23 June

Dies AR, proppe mate that this seem to fine MDBC repetitivity only. Letters & Seminarren, Deer MDBC premisers, The Chairman

7 (%)

MDBC: Travel Talk on The

Netherlands – Mind Space, 28

Dear MORC mambers, You have been invited in a speciel Travel Talk on The Hadhantarists on Tuesday, J.S. June, Travel — Bead



MDBC: VIP

Luncheon with the New Governor of

Bank Negara, 21

Sear MOSC members, title amilially water part for MP Lanchess with the new Governor of Earle Nagara With a Mead years











- 4. Office & Operations
 - Back-office improvements on IT facilities & internal infrastructure:
 - Email migration
 - Website
 - CRM system improvements
 - Accounting software



4. Publications



MDBCONNECTS





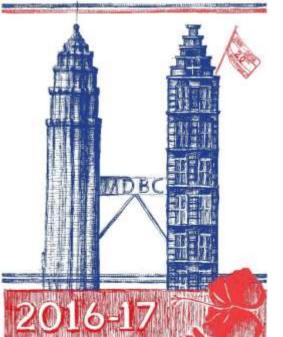


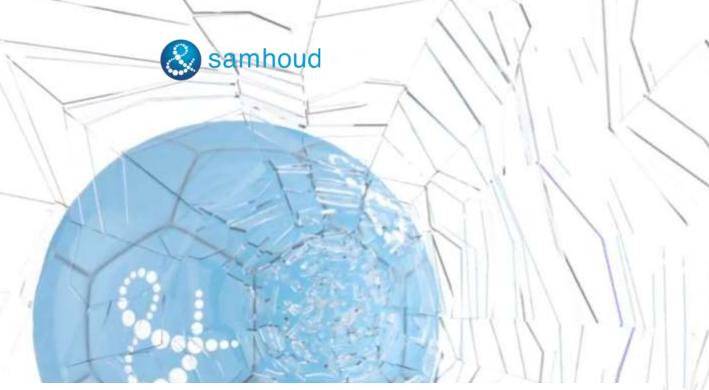


That was 2015. Any questions before we continue with 2016?



AGM over FY 2015: 2016 and 2016-18 Looking ahead







Malaysian Dutch Business Council

Strategizing the Future of MDBC 2016-2018



USUA,

Together we build a brighter future
We achieve breakthroughs by inspiring and connecting people

WHY STRATEGY? WHY A NEW ONE?

"WHY NOT CONTINUING AS IT IS, IT IS GOOD WHAT WE HAVE, RIGHT?"

We have a lot of events, what do we need more...?

The MDBC team is doing a lot of work really well...

Strategy is for consultants...

We have a lot of members, isn't that enough?

MDBC is very active, compared to other chambers, why change?

We are not a corporation, so why do we need a strategy?

Can't we just continue as it is, it is good what we have, right...?

usual unusual

Together we build a brighter future we achieve breakthroughs by inspiring and connecting people





A VISION TELLS YOU WHERE TO GO, WHILE A STRATEGY TELLS YOU HOW TO GET THERE...

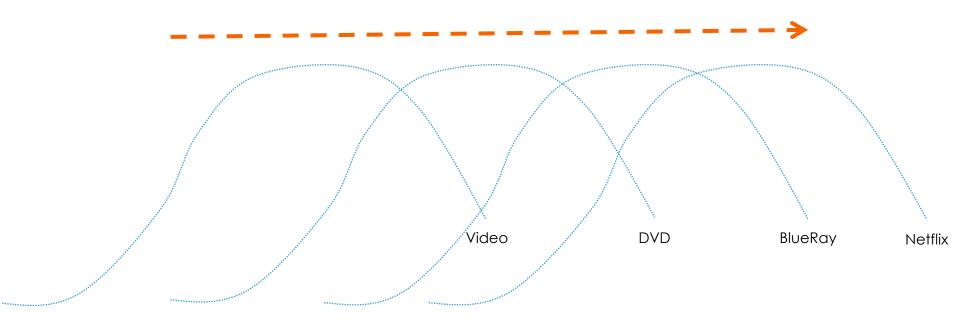
...and since we didn't have one, we just created a new one!!!





Life Cycle of the MDBC

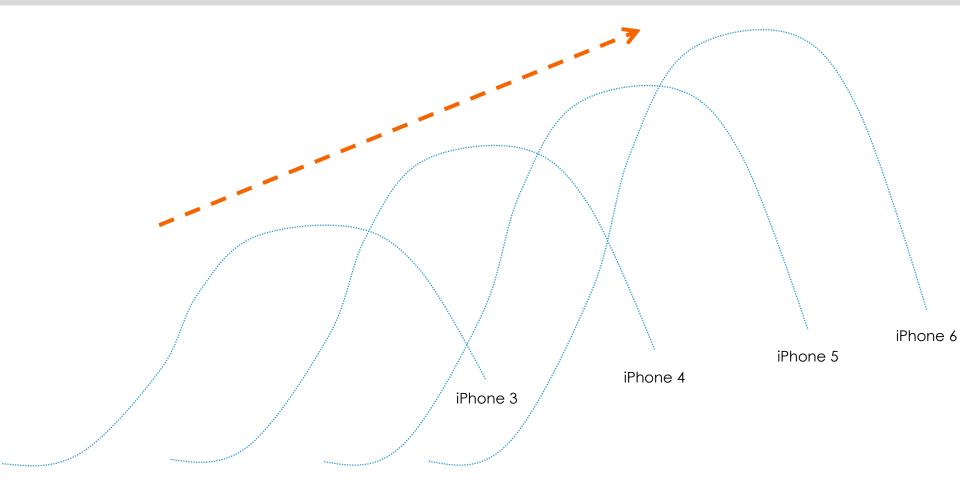
From infant stage, to full maturity, stabilisation and decline





Life Cycle of the MDBC

From infant stage, to full maturity, stabilisation and decline





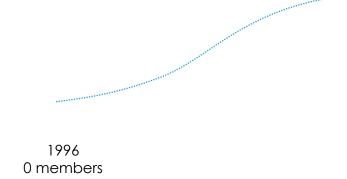
Life Cycle of the MDBC

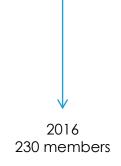
We are not growing, not in volume and not in quality

As Board of Directors, we intent to support the MDBC in reinventing itself, critically assess its current value proposition, understand what new developments are out there and how we can grow the MDBC in both volume and quality...

With key objective "To maintain its future value and relevance towards its members!"

So that is why we need a Strategy!





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2019 500 members?

But how do we get

there???



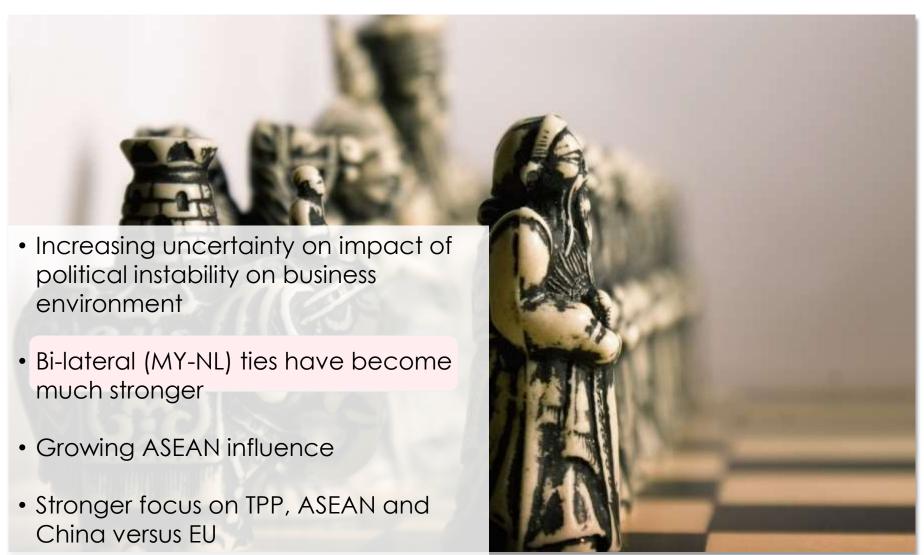




What are the major trends with high impact implications for MDBC?



POLITICAL



ECONOMICAL

Worth Basis, USA Inc. Also Sits in M.

- Increasing potential in bi-lateral trade and investment between Malaysia and Netherlands
- Slowing world economy
- Slowly recovering Dutch economy and simultaneous increase in mobility of Malaysian economy
- Low oil price and weaker Ringgit
- Implementation of GST and minimum wage
- Mismatch and uncertainty in labour market; imbalance between required skill set and available talents



SOCIAL / COMMUNITY



TRENDS AND DEVELOPMENTS

TECHNOLOGICAL



Outcome Membership Survey

Overall performance: 7.8 / Net Promotor Score: 8.3

What's Good



Pointers for improvements,

'requests'

- Customer Service
- Communication via email
- Number and variety of events
- Student Intern Program
- Paper Magazine & Directory
- Contacts & Networking Events
- Collaboration with other Chambers
- Events are sometimes superficial and can have more depth, focus and substance, higher quality, be more inspirational and more impactful
- Membership interest seems to deteriorate after 3.5 years
- More innovative support services for members (by members) and broader value proposition to attract & maintain interest in different stages of membership life cycle
- Some members are keen to present themselves (e.g booth, company presentation) to other members during events
- Business Development functionality can be further developed
- More information on market, economic and political developments
- More sector/industry specific events / networking opportunities
- Integrated communication strategy is missing, website functionality is poor, need for more interaction / communication between members
- Digital editions of Magazine & Directory, without loosing the paper version
- More personal contact expected from MDBC
- Turn MDBC into an advocacy channel on Govt policies and their implementations.



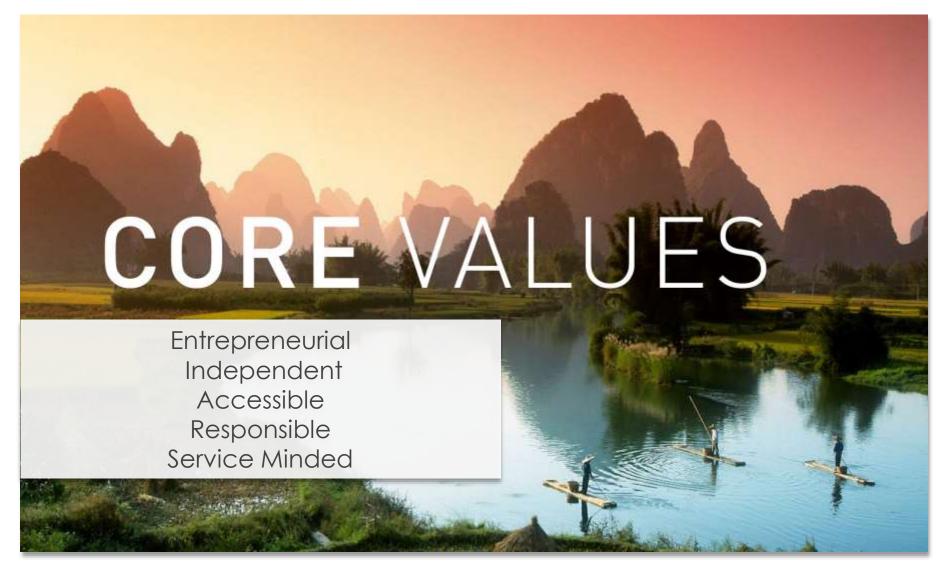




HIGHER GOAL: WHY DO WE EXIST?



CORE VALUES: WHAT DO WE STAND FOR?



CORE QUALITIES: WHAT DO WE EXCEL AT?



AUDACIOUS GOAL: WHERE ARE WE GOING TO?

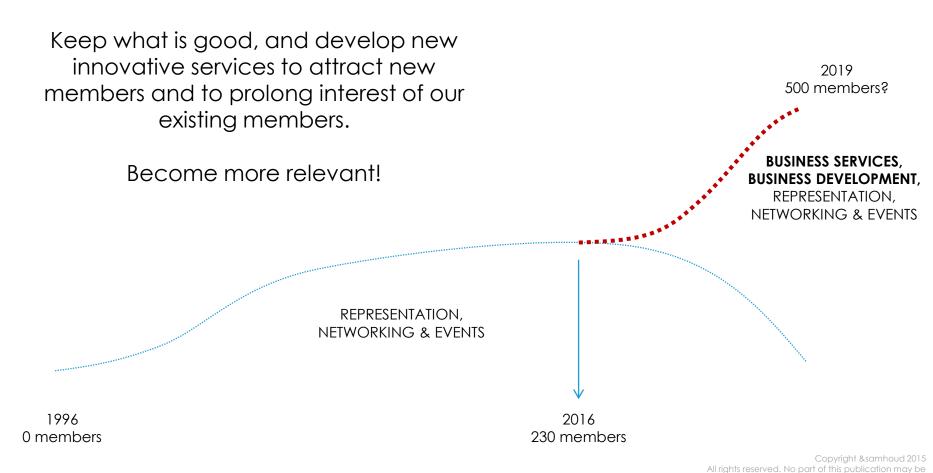


To become the full fledged service provider for all members & businesses with Malaysian Dutch linkages



Life Cycle of the MDBC

How do we get to the next phase, becoming a full fledged service platform?







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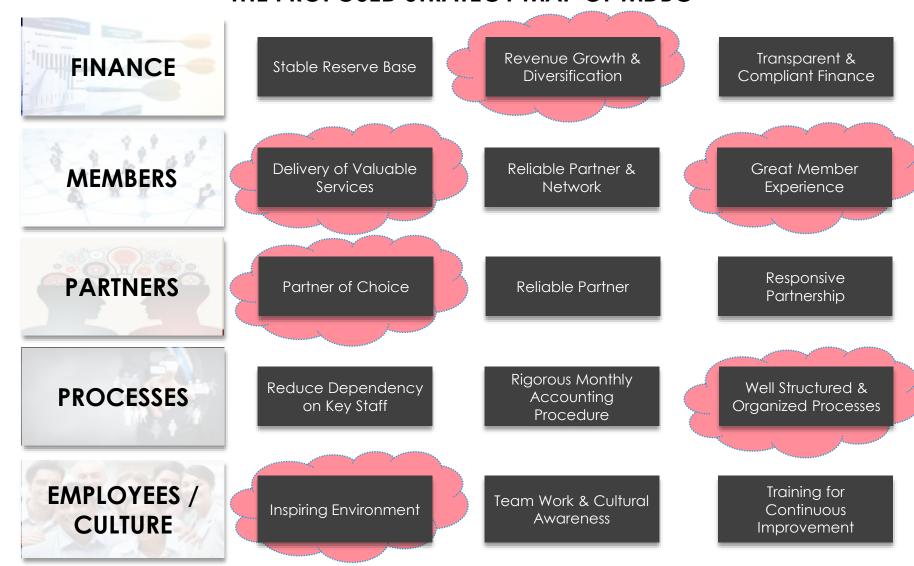


STRATEGY MDBC



STRATEGY MDBC

THE PROPOSED STRATEGY MAP OF MDBC



MDBC Value Proposition

How can MDBC add more value to/for our (potential new) members?

1. BUSINESS SERVICES

A. Informational:

- General info and Doing Business in Malaysia
- General info and Doing Business in The Netherlands
- Relevant Government Information
- Economic & Political Developments
- ASEAN
- FU
- News updates
- Interactive Members Chat Room

B. <u>Human Resources & Immigration</u>:

- Student Internship Program
- (Trailing) Spouse Program
- Pre-Arrival Services for Newcomers
- Cultural Induction
- Visa Services / ESD / APEC Card
- TalentCorp Residence-Pass Talent endorsemen
- Education & Training

1. BUSINESS SERVICES

C. Operational support (via member-referrals):

- Company Secretariat
- Audit, Tax & Legal Services
- Housing & Real Estate (Private & Corporate)
- Internet & Telecom Services
- Banking Services (Private & Corporate)
- Telecommunications & Internet
- Recruitment Services
- Translation Services
- Car Rental / Leasing

D. Business Development:

- Market Research & Knowledge Sharing
- Business Development
- Match Making



MDBC Value Proposition

How can MDBC add more value to/for our (potential new) members?

2. REPRESENTATION

- Represent the Dutch business community in Malaysia
- Represent the Malaysian business community in The Netherlands
- Commercial partnerships with Malaysian government
- Commercial partnerships with Dutch government
- Representation at Exhibitions
- Represent MDBC at national and international business events

3. NETWORKING

- MDBC Networking Events
- Non-MDBC Networking Events
- Members-4-Members
- Ted Talks
- Corporate Social Responsibility (CSR) activities
- CEO Round Table
- Link with other Dutch Business Chambers in ASEAN
- Link with EUMCCI and other Business Chambers
- Support Study tours of Dutch university groups
- Organise company visits
- Support Fact finding missions
- MDBC Alumni Network

PHOTO GALLERY

AT A GLANCE





2016 Preview/Update

- 1. Accounts
- 2. Memberships / Premium Partners
- 3. Activities
- 4. Special projects





1. Accounts:

- Budget with a small loss (RM15K) at RM960,000 (revenues and expenses both +22%)
- Changes from 2015 > 2016:
 - Business Directory in 2016
 - MSA16, 20th Anniversary
 - Some items affected by GST
 - Investment in Strategy, Value Proposition
 - Team expansion, HR cost increasing



- Accounts:
 - In line with the new Strategy, to develop:
 - Growth of existing revenues (for 2016: membership, PP & Advertising);
 - Consider new revenue streams (to be explained in a moment)



2. Memberships:

- **Membership drive late 2015** has brought results, first for Directory inclusion and still up to today.
- **Currently > 240 and growing** towards 250 !!
- The larger Membership Survey to be done again in Q4.

premarity of business professionals, allowing our members to find more apportunities for spaces. To they and, we would like to assent a very warm veloces to the MDRC Community for the following new members



MARKETING.



APP TIMBER

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2. Memberships / Premium Partners:

MDBC PREMIUM PARTNERS 2016

































3. Activities:

- In line with Strategy and Value Proposition
- Maintaining quality and quantity +
 looking into some niche opportunities, by sector:
 to capitalize on Embassy's niche-events, often
 related to missions and exhibitions



3. Activities:

















3. Activities: MDBC CONNECTS FAIR



Wednesday, 6 April Parkroyal Kuala Lumpur









3. Activities - exhibitions:









3. Activities - Penang:











3. Activities - regional:









3. Activities - in NL:









- 3. New Activities: Strategy/Value Proposition/New Revenue streams
 - MDBC Spouses Program:
 HR-program, with the intention to link trailing spouses with our membership community





- 3. New Activities: Strategy/Value Proposition/New Revenue streams
 - MDBC Spouses Program -
 - "MDBC Education":
 In-depth, paid (but value-for-money!) workshops in cooperation with our members, to utilize the expertise within our membership community and to provide more practical and complete assistance to our members.



- 3. New Activities: Strategy/Value Proposition/New Revenue streams
 - MDBC Spouses Program —
 - "MDBC Education"
 - Visa Services:
 On top of MDBC's vast experience in applying
 for student work visas, to now also support our
 members with (for example):
 - ESD application and registration
 - Visa collection
 - APEC card application



4. Publications & Publicity







4. Publications & Publicity



The Kingdom of the Netherlands is known for its chrees, which mills, fullys, and wooden clogs. Dig a little deeper though, and you will find that it has an abunchance of Maeters of Art, cutting edge technology, and a deep and rich bistory of trade and explora-

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Despite its until size and population, innovation has been a part of the DNA of The Nethestands for along time. There is a significant history of innovation spanning all sectors and industries. Dutch technological know how and products are much sought at

ter and are exported worldwide. The terthelicids investigate out tradition distribution by pagestation, enhancement disproperates, and collaboration materials for the feed selection that the feed selection to the challeng are so feed plus in the design and well-took, recurity, respectively in a distribution, and the result and well-took, recurity, respectively, and direction and well-took received of feed to a feed on the challenge, and presented through cross oversion bedrookogy and collaboration.

Today, the Dutch government cartisure to excourage iteourisis through to benefit, enrovation civells, and parts. The government, private sotor, universities, and research cartists all with together to make the Dutch lap section stronger.

Dutch companies and knowledge extrapes in the high tech rector are securitied for their technological excel-





- 4. Noteworthy:
 - EUMCCI
 - MDBC Johor / Southern Region Chapter?
 - Events & Membership Sr Manager



- 4. Announcement:
 - The Board is advising on a Membership Fee increase from 2017 onwards, a possible increase of 15% (excl GST) for Gold, Silver and Orange corporate memberships:
 - Enormous increase of membership value!



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 - Enormous increase of membership value!
 - Further investment in MDBC's Strategy



4. Announcement:

- The Board is advising on a Membership Fee increase from 2017 onwards, a possible increase of 15% (excl GST) for Gold, Silver and Orange corporate memberships:
 - Enormous increase of membership value!
 - Further investment in MDBC's Strategy
 - Never any Membership Fee increase since 1996!! (20 years)

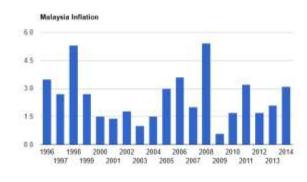
Budget 1997: RM110,000

Budget 2003: RM206,000

Budget 2016: RM960,000



4. Announcement:



Bounce: The Global Economy com. The World Barr

- The Board is advising on a Membership Fee increase from 2017 onwards, a possible increase of 15% (excl GST) for Gold, Silver and Orange corporate memberships:
 - Enormous increase of membership value!
 - Further investment in MDBC's Strategy
 - No increase in 20 years!
 - Not even inflation correction (RM1500 in 1996 ~ RM2700 in 2016 !! + 75%)



4. Announcement:

- The Board is advising on a Membership Fee increase from 2017 onwards, a possible increase of 15% (excl GST) for Gold, Silver and Orange corporate memberships:
 - Enormous increase of membership value!
 - Further investment in MDBC's Strategy
 - No increase in 20 years!
 - Not even inflation correction
 - While basic costs for MDBC have doubled since 2004...



4. Special Event – 20th Anniversary:









This concludes Annual General Meeting Financial Year 2015 Thank you for your attendance!

23 June 2016
PARKROYAL Kuala Lumpur