

M D B C

Malaysian Dutch Business Council



Annual General Meeting Financial Year 2018

19 June 2019
DORSETT Kuala Lumpur



2018 Recap

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



2018 Recap

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This year a bit different...



2018 Recap

So first...

MDBC's first Award!



APAC 2018
International
Chambers of
Commerce
Awards &
Conference

**MEMBERSHIP
ENGAGEMENT PROGRAM
OF THE YEAR 2018 AWARD**

2018 Recap

And then...

What had a major impact on our year:
Business delegation with Minister Kaag of Foreign Trade

MDBC ONNECTS MINISTER KAAG'S VISIT
MAKERS & DRIVERS OF BUSINESS & COMMERCE EVENTS IN JOHOR
2017 TRADE FIGURES

CYCLING OUR WAY TO A BETTER BILATERAL RELATIONSHIP

ISSUE: 1ST EDITION 2018



2018 Recap

And then...

What had a major impact on our year:
A new government in Malaysia: new connections

MDBC ONNECTS MINISTER KAAGS VISIT
MAKERS & DRIVERS OF BUSINESS & COMMERCE EVENTS IN JOHOR
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ISSUE: 1ST EDITION 2018



MDBC ONNECTS BLOCKCHAIN
MAKERS & DRIVERS OF BUSINESS & COMMERCE MY CABINET
DEEP ORANGE

NEW FACES

ISSUE: 2ND EDITION 2018



2018 Recap

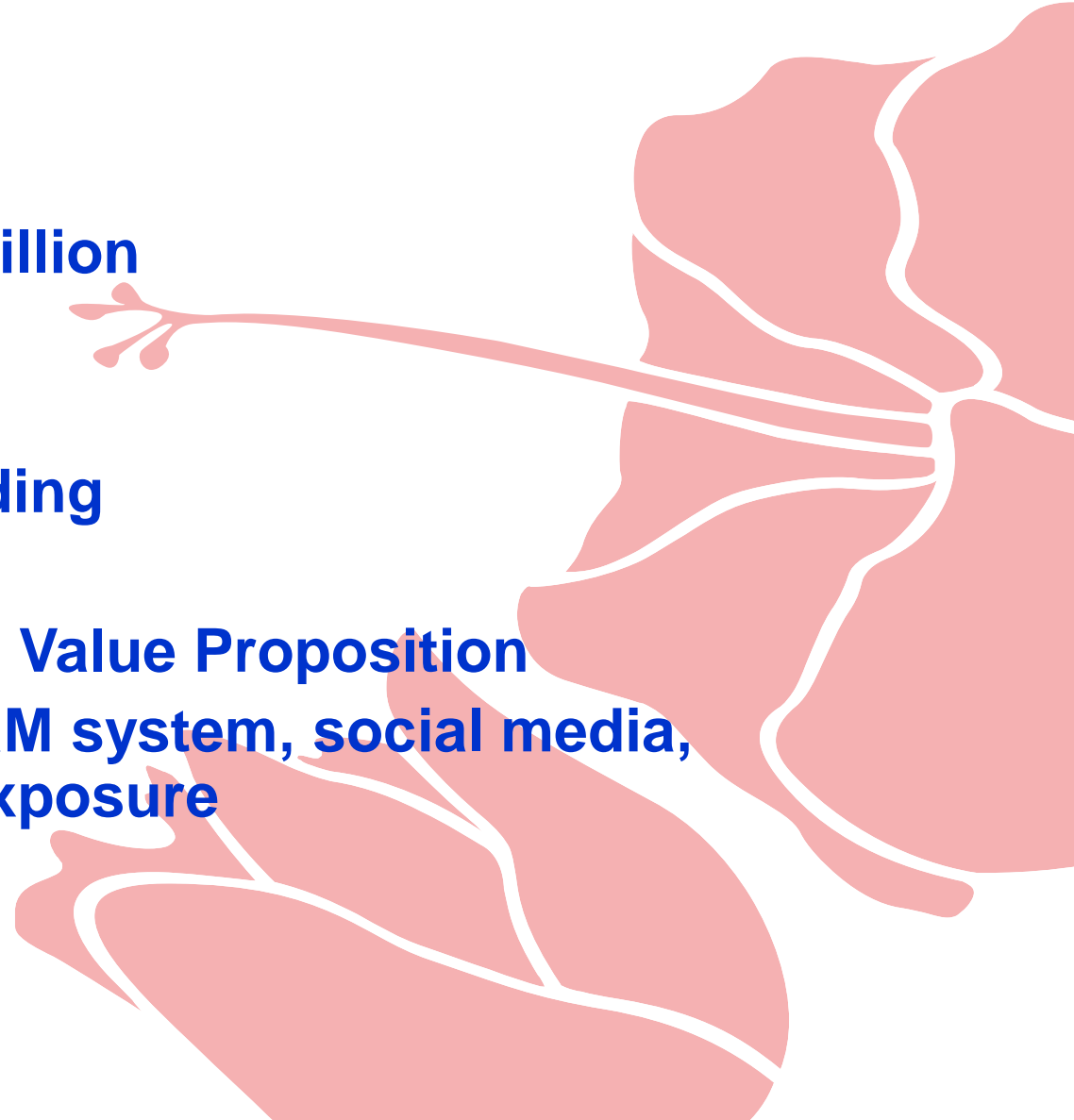
1. Accounts:

- **First time both Revenues and Expenses > RM1 million**
- **Net profit of RM92K includes RM44K which is payments received in advance for 2019 but had to be included in the 2018 audit. This will substantially affect bottom line FY2019.**
- **Retained earnings: RM700K = reserves for 6 - 7 months operational expenses, as per MDBC's strategy**

2019 Focus

1. Accounts:

- **Maintain Budget > RM1 million**
- **Focus on:**
 - **Collections of outstanding**
 - **Improving cash flow**
 - **Investment in Strategy, Value Proposition**
 - **Extra investment in CRM system, social media, MDBC promotions & exposure**



2018 Recap

2. Memberships:

- **End of 2017: 260**
- **End of 2018: 275**
 - **Corporate: 260**
 - **Individual: 15**
- **Annual Membership survey Q4**



2019 Focus

2. Memberships:

- **Slowly moving towards 300**
 - **Looking at opportunities to get more members in the ASEAN region and from the Netherlands**
 - **Expand Value Proposition for Members, More engagement & input during frequent member - lunches**
 - **The larger Membership Survey to be done again in Q4.**
- 

2018 Recap

3. Activities:

40 (!) Event invitations to our members:

- **Locations, besides KL: Penang (4), Johor (4), Petaling Jaya (2), Singapore (1), the Netherlands (1)**
- **Co-organising with: Netherlands Embassy, EUMCCI, Amcham, MABC, MGCC, MISI, MIDA, NLIB**
- **Member – events: KPMG, Rabobank, CBI, Standard Chartered**
- **Johor trip: IRDA, JPDC, Medini, Vopak/Dialog, Senai Airport (City), PTP**

2018 Recap



2018 Recap

3. Activities:

Special achievement of our Student Internship Program:

In 2018, the milestone of the 1,000th placement was achieved!



2019 Focus

3. Activities:

- **In line with Strategy and Value Proposition;
Assist members with Information and Business Development**
- **Partnerships (already ongoing for 2019):**
 - **Authorities: MIDA/InvestKL, MDEC, Greentech Corp**
 - **Other Chambers: EUMCCI, EU Bilaterals, Amcham, MABC**
 - **Other business associations: BCSDM, CBI**
 - **Others: Bfm, Zureli**
 - **In NL: NLinBusiness**
- **Representation / Advocacy:**
 - **Issues on Doing business in Malaysia (HR/Immigration);**
 - **Cooperation with other Chambers;**
 - **Establishing links with new Government**

2018 Recap

4. Office & Operations The Board of Directors & Embassy cooperation



2019 Update / Focus

4. Office & Operations The Board of Directors & Embassy cooperation



2019 Update / Focus

4. Office & Operations:

The Executive Team: full house for a moment in March - May with full time, part-time, temp and interns.

Teambuilding day!





**That was 2018 and a bit 2019 update.
Any questions before we continue with 2019?**

**19 June 2019
DORSETT Kuala Lumpur**

M D B C

Malaysian Dutch Business Council

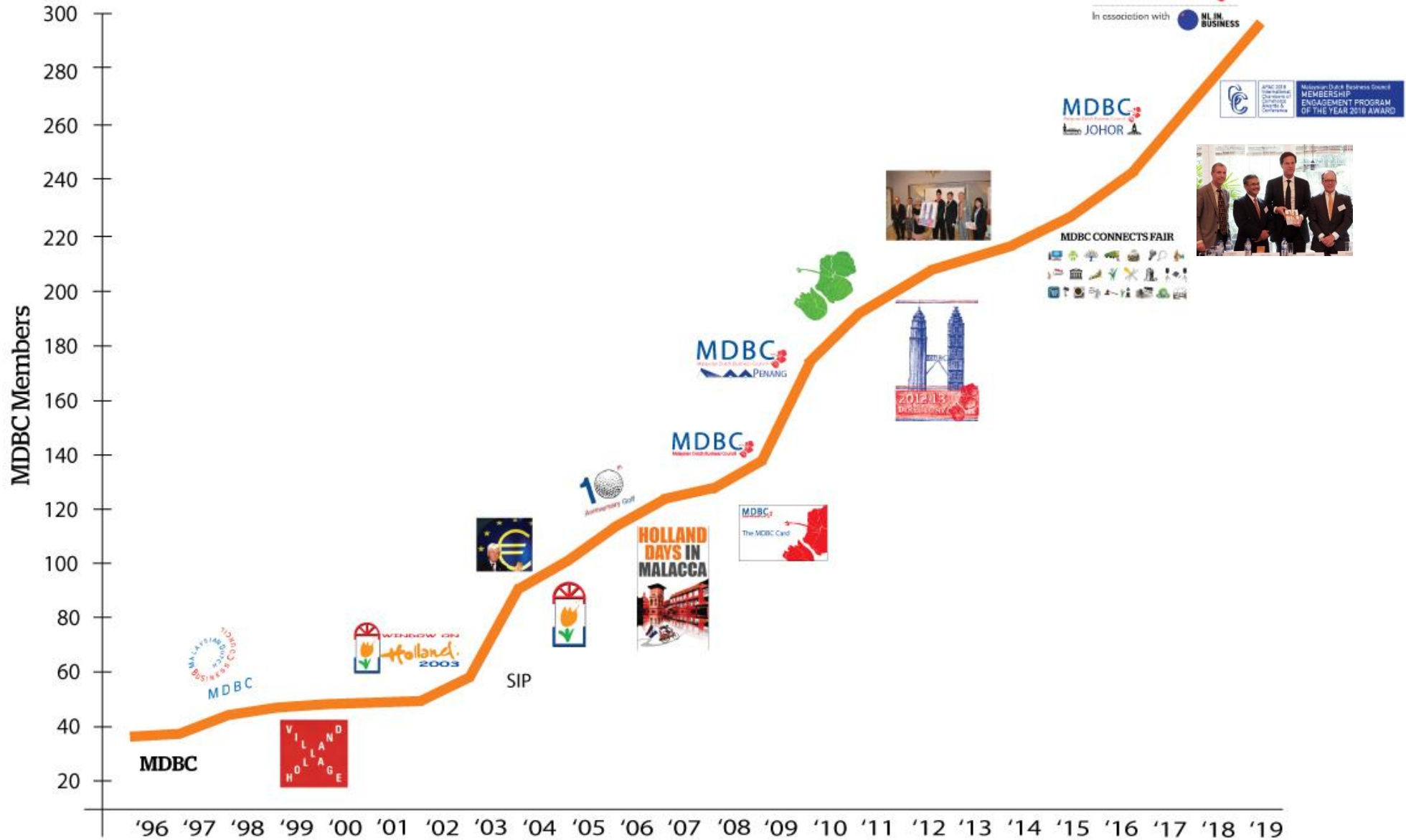


AGM over FY 2018: 2019 and 2020 Looking ahead

19 June 2019

DORESETT Kuala Lumpur



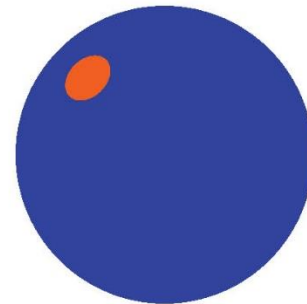


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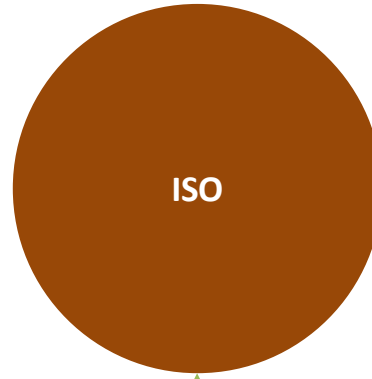


In association with



NL.IN.
BUSINESS

DUTCH TRADE PROMOTION & INTERNATIONAL BUSINESS ECOSYSTEM: PUBLIC – PRIVATE PARTNERSHIP



PRIVATE PARTNERSHIP

PUBLIC PARTNERSHIP



*Plus the industrial clusters, advocacy groups, bilateral chambers of commerce, knowledge institutions and Dutch business.

*Plus the local, regional and national government.

- ** MDBC in the top 3 of all Dutch Chambers in the world!
- ** Cooperation MDBC – Netherlands Embassy KL best practice globally!
- ** 2nd Dutch Chamber in the world to be accredited!



Why is the MDBC 'best practice'?

- Satisfied Members
- Governance Structure
- Cooperation with Local Partners
- Services
- Succession Planning
- Quality assurance
- 'Soft landing'



Vision MDBC 2016 - 2018

To support our (potential) members to be more successful on their Malaysian / Dutch business journey.

To be Entrepreneurial,
Independent,
Accessible, Responsible
&
Service Minded.



To become the full fledged service provider for all members & businesses with Malaysian Dutch linkages by 31 Dec 2018.

To connect people, businesses, (non) governmental organisations in providing unique services in a relevant networking environment.

VISION MDBC 2016 - 2018

AUDACIOUS GOAL: WHERE ARE WE GOING TO?



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

Strategy 2019 - 2021

We support our (potential) members to be more successful on their Malaysian/ Dutch business journey



STAKEHOLDERS (who do we serve?)

Strengthen the stakeholder base

Increase stakeholder engagement & satisfaction

SERVICES (what do we offer?)

Elevate awareness of MDBC services

Strengthen the value proposition

Organise high quality events
Create business development opportunities/exposure for members

INTERNAL PROCESSES (how do we do it?)

Building a high performing team

Create well structured & organised processes

FINANCE (how do we ensure a healthy financial basis?)

Maintain financial sustainability

Ensure economic advantageous procurement

Higher goal (why do we exist?)

We support our (potential) members to be more successful on their Malaysian / Dutch business journey

To connect people, businesses, (non) governmental organisations in providing unique services in a relevant networking environment

Core qualities (what do we excel at?)

Audacious goal (where are we going to?)

To be the best business chamber in the world*
Providing lasting value to our members

Entrepreneurial, Independent, Accessible, Responsible, Service Minded

Core Values (what do we stand for?)

* 90% of members:

1. is satisfied with the variety and completeness of business services at MDBC
 2. is satisfied with MDBC's role in **representing** their company to relevant stakeholders
 3. is satisfied with the **networking** opportunities provided by MDBC
 4. would **recommend** MDBC to potential members
 5. is satisfied with the **return on investment** of their membership
- * Ideally a ranking would be used to compare different business chambers. As there is no international ranking, our goal is to proclaim to be the best business chamber in the world based on these indicators

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2019 Update / Preview

MDBC PREMIUM PARTNERS 2019



2019

6 Dutch Chambers in ASEAN

- Combined events calendar, members to join regional events
- Combined exposure
- Sharing of best practices
- Combined membership approach



ASEAN Dutch Chamber Network



The Association of Southeast Asian Nations (ASEAN) comprises of 10 countries, with a population of over 625 million, and a combined nominal gross domestic product (GDP) of over US \$2.8 trillion. If counted as a single entity, it would rank sixth in the world, making ASEAN a very attractive market. To facilitate regional business and leverage on the strengths of individual country chambers / councils, Dutch Chambers in the Southeast Asian region committed to collaboration under the title of The ASEAN Dutch Chamber Network (ADCN).

ADCN consists of six Dutch Chambers of Commerce (Indonesia, Malaysia, Philippines, Singapore, Thailand, and Vietnam), and represents a diverse range of Dutch Business, cutting across almost every commercial sphere from manufacturing and financial services, to Fast Moving Consumer Goods (FMCG), and high end electronics and communications.

ADCN is diversifying some common exposure, better streamlining of membership, and providing increased opportunities for respective members to attend events from Dutch Chamber colleagues that could especially be of interest for many regional representatives here in ASEAN. Read on to find out more about the individual chambers. To visit our regional Chamber events page, please visit adb.nl/asean-community/groups.

Regional Events

Malaysia

The Chambers



ADB DUTCH CHAMBER OF COMMERCE (SINGAPORE) (ADB - DUTCHCHAM)
ADB - DutchCham is the result of the Association of Dutch Business people (ADB) and the Dutch Chamber of Commerce (DutchCham) combining their strengths and efforts in 2018. With this merger our goal is to strengthen the Dutch community and

DUTCH BUSINESS ASSOCIATION VIETNAM (DBAV)
The Dutch Business Association Vietnam is a non-profit organization active since 1998. DBAV actively promotes stronger business relationships between the Dutch and Vietnamese business communities through events and (co-) www.dbav.com as other

DUTCH BUSINESS NETWORK INDONESIA (DBNI)
DBNI is a network of entrepreneurs & professionals with a link to The Netherlands. DBNI offers their respective members a platform to share knowledge and experiences in doing business in Asia. The mission of DBNI is to inspire people through

2019 Update / Preview

Main events & happenings:

New Year's reception

Connects Fair + Accreditation

MDBC Innovation & Sustainability Awards 2019,

in conjunction with IGEM, 9 October

MITI mission to the Netherlands, 5 & 6 Nov

Dutch Tech Summit,

in cooperation with MDEC, 14 Nov

Heineken Tavern, 12 Dec

(all future dates to be reconfirmed)





***This concludes
Annual General Meeting
Financial Year 2018
Thank you for your attendance!***

**19 June 2019
DORSETT Kuala Lumpur**