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HR FORUM 2020

IN TIMES OF CORONA

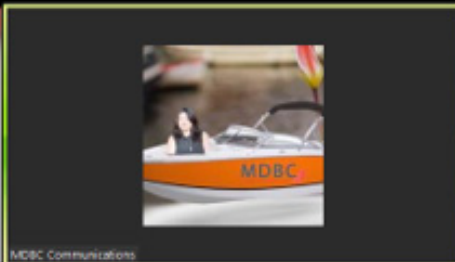
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ISSUE: 1ST EDITION 2020



Wlennah Sthelra



MDBC Communications



Satyan



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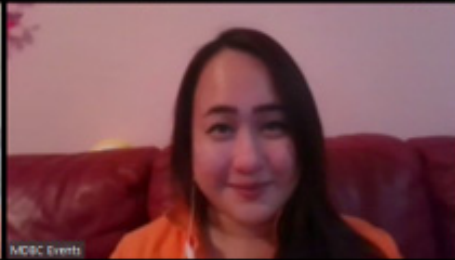
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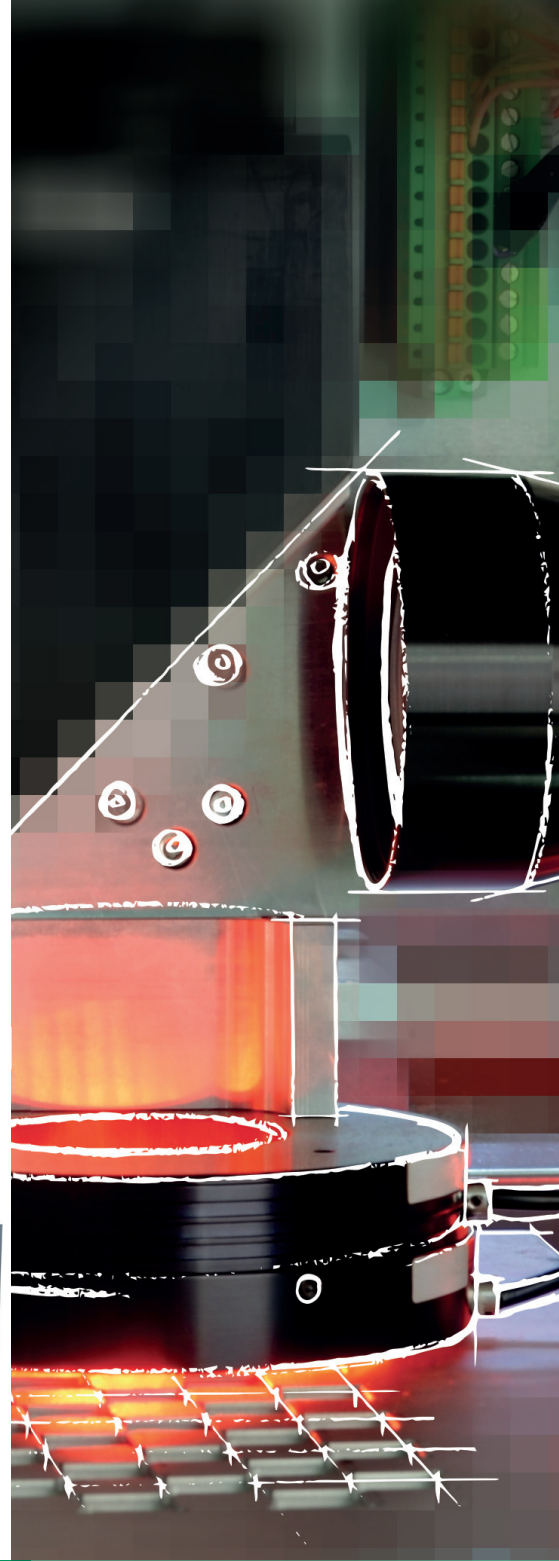
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A DIFFERENT 2020 - MEMBERSHIP VALUE DURING A PANDEMIC

Dear MDBC members and friends,

As Vice Chairman Remco Koster wrote in the previous MDBCconnects, MDBC could look back at 2019 with pride. We also had a great start of 2020, with spectacular new year's receptions in Kuala Lumpur and Penang. Together with the Netherlands Embassy, we were looking forward to a record 3 or 4 missions from the Netherlands during the first half of 2020 alone.

And then everything changed...

Faced with a pandemic and a (semi) lockdown, MDBC had to find other ways to continue to fully support and provide the most value to our members. Firstly, we immediately had to change our focus to compile daily information related to COVID - 19 and the Malaysian Movement Control Order, and distribute these to the members on a daily basis. Even more than usual, our daily routine had to include sourcing all news platforms, Ministry announcements, and becoming an active member of information - sharing networks of Chambers in Malaysia, and Dutch Chambers globally. Throughout this period, the cooperation between the bilateral Chambers has been fantastic!

Secondly, together with the Netherlands Embassy, we started to reach out to Dutch companies and entrepreneurs in Malaysia for 'MCO - Biz Talks': online engagements to hear from industry on their MCO experiences as well as their expectations for support.

With input from the members, either directly or via surveys, and together with other Chambers, an important task was to lobby with the (new) Government and various levels of the authorities. This covered a lot of ground: support member - companies in essential sectors to continue operations; for better stimulus packages for industry; for better information, guidelines, practical procedures, etc.; for better coordination between the various levels of authorities and enforcement; to give practical input on immigration matters (travel and return of expats to Malaysia); and to discuss economic recovery and return of investments.

And of course, we also increased our own engagement with and between members of the MDBC community, by organising a wide variety of webinars. So far, MDBC has organised more than a dozen webinars, and also co - organised more than a dozen, with

various partners such as the ASEAN Dutch Chamber Network, EuroCham Malaysia, NLinBusiness, and the Netherlands Embassy.

The most relevant topics of the webinars have been Human Resources, Personal Wellbeing, and Economy / Supply Chain. To support more members, we brought back our classic "Members - for - Members", we initiated a special "Boost your Groove" theme, and the "Move with MDBC" app to support physical exercise.

Side by side, we will get through this period! Wishing you all the best for the remainder of 2020.

Marco Winter
Executive Director



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CALENDAR



AUG

WED 5 / 3:00PM

EuroCham: BizTalk with DG Health

THU 13 / 3:00PM

EuroCham: BizTalk with Minister of Finance

TUE 18 & WED 19

MDBC / EuroCham: ICW Sustainability Leaders

SEP

MON 7 / 5:00PM

Rabobank Financial Markets Outlook

TO BE ADVISED

MDBC Annual General Meeting
MDBC (Virtual) Connects Fair 2020

NOTICE:

MDBC members will receive personal invitations for these functions by email once all details are confirmed. All events/dates to be reconfirmed.



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MDBC EVENTS

Bringing all our members, stakeholders and communities together.

MDBC ANNUAL NEW YEAR'S RECEPTION



Held together with our colleagues from the Netherlands Embassy, MDBC Members were invited to the annual New Year's Reception. Held at Blue, EQ Kuala Lumpur, guests enjoyed the stunning views of city while enjoying the celebrations with fellow members, a wide range of invited guests from corporate, government,

diplomatic, and NGO sectors, as well as VIP guests YB Dr Ong Kian Ming, YB Dato' Sri Mustapa Mohamad, and H.E. Aart Jacobi (Ambassador, Embassy of the Kingdom of the Netherlands).

For more pictures, please see pages 38 and 39.



Top left (l to r): Robert Lagerwey (General Manager, EQ Kuala Lumpur), Zainul Rahim (Chairman, MDBC), H.E. Aart Jacobi, YB Dr Ong Kian Ming, and Marco Winter (Executive Director, MDBC)
Top: Attendees at Blue, Level 51.



Top: Welcome address by Sammeer (Head of Wealth Management, Standard Chartered Malaysia).

Right: The half day forum, which drew over 500 participants, provided first hand insights from a panel of global investment experts on investment opportunities in 2020. Some of the topics covered were: understanding your behavioural biases towards investing, finding income in a low yield environment, importance of portfolio diversity, and investing closer to home.

MDBC members were invited to start the new year with Standard Chartered Bank's "Global Market Outlook Forum 2020". Experts were on hand to present their market views for the year and discuss how a well balanced strategy could help investors take advantage of opportunities

GLOBAL MARKETS OUTLOOK FORUM 2020



in the market. It was an opportunity to get unique investing insights from leading global and regional investment strategists. Guest of honor was YB Dr. Ong Kian Ming and featured the following topics and speakers:

Session 1

* Equity Investing: Are Behavioral Biases Holding Back Your Investment Returns? by David Wong (Senior Investment

Strategist and Head - Asia Business Development, Equities Alliance Bernstein, Hong Kong)

* Income Investing: Where Should Investors Turn for Yield in a "Lower for Longer" Paradigm?

by Karen Chen (Product Specialist, Allianz Global Investors, Hong Kong)

Session 2

* Asian Economic Outlook: Why Not is the Time to Invest Closer to Home?

by Teng Chee Wai (Managing Director, Affin Hwang Asset Management, Malaysia)

* Balancing Hope & Fear: The Art of Creating All Weather Investment Portfolios

by Hannah Anderson (Global Market Strategist, J.P. Morgan Asset Management, Hong Kong).

Quint Wellington Redwood (QWR), together with MDBC, invited C suite members for a roundtable discussion on "Organizational Transformation using Lean and Agile approaches".

The world around us is pushing us towards new ways of working that transcends the silos we all work in. We need our organizations to focus on fulfilling the needs of our customers and to provide continuous and better value, while at the same time dealing with increasing regulatory and performance requirements. There is a growing need to start thinking and acting 'Lean' and embracing 'Agility' as the tools to stay relevant in our markets and / or to survive.

The move towards more responsive and higher performing organizations are well - established, Lean and Agile philosophies have proven to be successful in a sufficient number of cases.

Many businesses are now following the lead of these early adopters, yet many are struggling or failing to achieve the

ORGANIZATIONAL TRANSFORMATION



desired increase in performance, customer satisfaction, and or organizational change.

The question we need to focus on is, What is needed to manage a transformation focussed on better performance, increased simplicity, and most importantly, a change in mindset and culture?

QWR invited experts from different industries that are managing, or have managed Lean / Agile transformations in their organization. They shared their do's, don'ts, and the lessons learned in achieving results during and after the transformation.

EDU360: MINDSET & BEHAVIOR CHANGE



There are internal challenges many organizations (mid - sized and large) are facing. At the same time, many external developments are taking place: unpredictable economy, restrictive governmental regulations, and continuously increasing competition. This means that the market position and revenues are at stake and team morale is sinking. Mediocre companies cut budgets and initiatives, and lower prices. Companies that excel use the 'downtime'

to shake things up and choose a 'change management' program to boost the internal drive and productivity.

This MDBC Education 360 workshop provided attendees with inspiration and the necessary tools such as:

- * The key to initiative change
- The ins and outs of 'mindsets'
- What hinders people / teams from growing?
- Why your important messages (or

strategies) don't get through 9 times out of 10

- Examples of success stories and the reasons why
- The 3 keys to change mindsets and behavior

- * The application to their own situation
- How to manage a successful change (in your life and in organizations)
- The application to their own businesses
- How to influence emotions and thinking
- An exercise to recognize the individual's own pattern.

The interactive workshop was a combination of theory, discussions, and applications to the attendees' own situation.





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Royal FrieslandCampina N.V is the parent company of Dutch Lady Milk Industries Berhad.



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NEW YEAR'S RECEPTION 2020



This year we celebrate the 10th anniversary of the MDBC Penang Chapter. On Thursday, 13 February, members were invited to the Parkroyal Penang Resort for a special cocktail reception on the occasion of the visit of the EU Trade Counsellors to Penang.

Deputy Head of Mission of the Netherlands Embassy, Christoph Prommesberger, and MDBC Executive Director, Marco Winter, hosted the reception with guest of honor, Deputy Chief Minister YB Dato' Ir Hj Ahmad Zakiyuddin Abdul Rahman, who also holds the portfolio for Industrial Development.

The reception at the beautiful Sunset Bar setting was also attended by representatives from a wide variety of Penang and Northern Region government agencies, organizations, associations, corporate, and civil society.



MDBC kicked off the first "Boost Your Groove" Friday seminar on 17 April in a collaboration with Sunway Medical Center (SMC) on "Promoting Good Posture" while working from home. Leading this session were speakers Choo Khai Shaun and Muhammad Ghazali.

Choo Khai Shaun is a Physiotherapist with SMC. In his six years of practice, he has accumulated experience with patients that have musculoskeletal, neurological, cardio - respiratory, and vestibular conditions through best practices in physiotherapy.

Muhammad Ghazali Abdul Jalil has worked as a Sports Rehabilitation Instructor in SMC for the past 13 years. He has experience in various

PROMOTING GOOD POSTURE

Get Moving



SUNWAY
HEALTHCARE



areas, treating patients with Sports, Musculoskeletal, and Orthopedic injuries, as well as pediatric patients.

In addition to being able to ask questions

directly to the experts, attendees were also shown a number of exercises and stretches to help improve their posture, especially throughout the Movement Control Order period.



HOW TO PREPARE MISO EGGPLANT

INGREDIENTS:

- 1 eggplant
- 3 cloves of shallot
- 3 cloves of garlic
- A thumb size of ginger
- Half a stick of red chili
- 1 tablespoon of miso paste (fermented beans)
- 200ml to 300ml of water
- 1 to 2 tablespoon of soya sauce

PREPARATIONS:

1. Peel the skin off the shallot and garlic.
2. Finely cut the shallot.
3. Finely chop the garlic.
4. Thinly slice the chili at an angle.
5. Julienne the ginger (slice the ginger very thinly lengthwise).
6. Cut the eggplant into small sized chunks.

COOKING:

1. Heat up the pan with cooking oil.
2. Sauté the ginger, garlic and chili until fragrant.
3. Add in the miso paste and stir well.
4. Add in the eggplant and mix well.
5. Pour in the water.
6. Mix well and let it simmer for a comfortable 30 minutes or until the eggplant is translucent.
7. Season with soya sauce or salt.
8. Eggplant Miso is done!

If you would like to view the video for your reference, please click on Simply Enak's social media platform of your preference to view the video:

• Facebook: <https://www.facebook.com/simplyenak/posts/2418386394927891>

• Instagram: https://www.instagram.com/hv/B-1oGrVp6Gq/7utm_source=ig_web_copy_link

• Youtube: <https://www.youtube.com/watch?v=h0W9N9uorDUS&feature=youtu.be&fbclid=IwAR2jlkC2ARTP-wkNkHrFz0tT1nq6ePkgE3jT0KEGevntoLecQeMYkS>

For more recipes & ideas what to cook at home, please follow Simply Enak on their social media.

Enjoy guys!

CREATIVELY COOKING HEALTHY

On 24 April, MDBC organized a webinar with our member Simply Enak to present a Creatively Cooking Healthy session. With the Movement Control Order (MCO), there was an increased focus on home



cooked meals. To encourage our members and help them cope with preparing healthy meals with a bit of variation and creativity, we invited Mark Ng (Co - Founder, Simply Enak) to share how to prepare a simple yet healthy meal of Miso Eggplant from his kitchen at home.

Providers of food tours and food related travel experiences in Kuala Lumpur, Penang, and Ipoh, Simply Enak promise curated experiences designed to allow engagement of guests with the local community as they experience local culture and most importantly, understand the cultural theories behind local cuisine.

HEART HEALTH DURING COVID - 19



Together with our colleagues from the Malaysia Australia Business Council (MABC), and the Malaysian New Zealand



Chamber of Commerce (MNZCC), MDBC organised our next "Boost Your Groove" webinar series with Sunway Medical

Center on 30 April regarding Heart Health during COVID - 19.

Featured speaker, Consultant Interventional Cardiologist, Dato' Dr. Yap Yee Guan, explained the specific issues related to the heart in a COVID - 19 infection, as well as provided advice on heart care during the pandemic. He gave a bit of background on COVID - 19 and highlighted factors that made an individual a vulnerable patient during this period.

After the Q&A session, Dato' Dr. Yap also provided some tips to attendees on how they could help look after their emotional well - being during the pandemic.

On 14 May, MDBC, together with other NL Business Hubs around the world gathered with NLinBusiness to organize a webinar on COVID - 19 and it's impact on the Global and NL Economies.

NLinBusiness, an initiative of the Dutch employer organizations VNO - NCW and MKB - Nederland, works closely with the Ministry of Foreign Affairs, The Ministry of Economic Affairs and Climate, trade associations FME, evofenedex and Koninklijke Metaalunie, as well as other interest groups, top sectors, knowledge institutes, and the Dutch business community.

Edo Offerhaus (Managing Director, NLinBusiness) welcomed attendees and also provided a brief on the Dutch economic restart agenda of VNO - NCW and MKB - Nederland.

VNO - NCW (known in English as the "Confederation of Netherlands Industry and Employers") is a Dutch employers federation. MKB - Nederlands is the Royal Dutch SME Association with over

COVID - 19 IMPACT ON GLOBAL & NL ECONOMY



Edo Offerhaus



Joanna Konings

170,000 members. Joanna Konings (Senior Economist - International Trade Issues, ING) gave a presentation about the emerging picture of the economic impacts of COVID -

19 on the global economy and in the Netherlands: What are the effects on different sectors; the outlook for value chains; and what are the scenarios for international trade in goods and services.

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RESIDENCE PASS-TALENT FACILITATING FOREIGN TALENT

The Residence Pass-Talent (RP-T) was introduced in April 2011 by the Malaysian Government. It aims to attract and retain top talent in the country with a range of benefits. The Economic Transformation Programme is anticipated to create more than 3 million jobs in the National Key Economic Areas (NKEAs) by 2020. The RP-T will be offered to highly qualified expatriates seeking to continue living and working in Malaysia on a long-term basis.

“MALAYSIA WELCOMES GLOBAL TALENT AND GIVEN THE OPPORTUNITY, MANY WOULD COMMIT TO A FUTURE HERE.”

Rakesh Mohan
Chief Executive Officer, Unilever

MORE THAN
90%
HAVE MORE THAN
10 YEARS
OF GLOBAL WORKING
EXPERIENCE

3,000
RP-Ts
HAVE BEEN
APPROVED
SINCE 2011

TOP 5 NKEA SECTORS



MORE THAN
90%
ARE C-SUITES AND
TECHNICAL EXPERTS
IN KEY ECONOMIC AREAS,
OF WHICH THE TOP 5
NATIONALITIES ARE:



“IN ADDITION TO PROMOTING DIVERSITY, FACILITATING TOP INTERNATIONAL TALENT WILL FURTHER ENHANCE THE LOCAL WORKFORCE AND SECURE MALAYSIA AS A DESIRED, WORLD-CLASS TALENT HUB.”

Alois Hofbauer
Managing Director, Nestlé (Malaysia)

One of MDBC's signature events, the HR Forum is now in its ninth edition and has gone online! Under the Movement Control Order (MCO), there has been a lot of focus on the different aspects of Human Resources. The Forum was therefore divided into separate sessions, with three sessions already having been completed: Well - Being, A Safe Restart, and Employment Matters. Additional sessions will continue to take place throughout the next few months.

Kicking off the HR Forum on 15 May was the first session on Well - Being. A special line up featuring MDBC members from International SOS, doctorDB, and Senz Strategy Consulting focused on:

- * Various aspects of the legal requirements for employee care;
- * An online 'go - to' platform for healthcare related information, products & services;
- * Helping employees gain mind and body positivity; and
- * Physical and mental wellness.

Moderator & Speaker:

* David Ng (Managing Director, International SOS)

Speakers:

* Joanne Seaton (Co Founder & Chief Executive Officer, doctorDB)
* Drs. Karin van Zuilen (Strategy & Change Consultant, Senz Strategy Consulting).

The second in the series was on "A Safe Restart". Many companies face the question of how to navigate their business operations and adapt to the new normal. This session explored the steps of how to restart operations and support employees as they return to the workplace with new requirements.

Returning to work is not just about getting employees to report to the office and comply with safe distancing measures, a safe restart is about being able to drive and regain the momentum in a climate where change and uncertainty are constant. In the keynote address, Jaya Dass (Managing Director, Randstad Malaysia and Singapore), discussed how good leadership and a reliable trust network can enable workforce flexibility and manage staff expectations. Businesses are, in a big way, reconsidering several matters that impact employment

WELL - BEING, A SAFE RESTART, AND EMPLOYMENT MATTERS



good practices for your next steps create your own tailored protocol.

- 1. use checklists** to tick off everything you need to make a protocol tailored to your company. Select which measures apply to your company (e.g. discard elevator measure when you do not have an elevator).
- 2. evaluate risk levels.** Each measure is assigned to a risk level. In case there are multiple options in one dimension (e.g. entrance) choose one or a combination of measures best fitted to your company situation.
- 3. work instructions.** Write your own work instruction, you can use inputs from the checklist when it fits to your company situation.
- 4. response & mitigation.** Make sure you don't forget to set up response and mitigation measures. (e.g. when you check temperature at the entrance, make sure you know what to do when someone refuses or has an elevated temperature.)



Top left: Speakers from Well Being HR Forum Session (clockwise from top left) - Joanne Seaton, Drs Karin van Zuilen, Marco Winter (Executive Director, MDBC), and David Ng.
Bottom left: Good practices highlighted by Randstad in A Safe Restart.
Top Right: Speakers from A Safe Restart session (clockwise from top left) - Marco Winter, Sharon Foo, Selvamalar Alagaratnam, and Jaya Dass.
Bottom Right: Speakers from Employment Matters session (clockwise from top left) - Koen van Gurp, Chan Swee Hwa, Marco Winter, and Esther Ong.

on a day to day basis - work from home as a default, safety and health at the forefront, and all the challenges and risks that comes with it. The presentation by Selvamalar Alagaratnam (Partner, Skrine) assisted businesses navigating through these challenges.

Last but not least, Sharon Foo (Human Resources Director, Dutch Lady Milk Industries), shared insights about the practical side of things and the principles that Dutch Lady Milk Industries applied during the pre - MCO, MCO, and post MCO period for their teams in the manufacturing line, main office, and on the road.

Dutch Lady was one of the companies that was granted permission to continue operations through the entire MCO period, and therefore had valuable insights to share.

In the last session of the MDBC HR Forum 2020, we covered Employment Matters. In previous years, 'recruitment' has always been the most popular topic of our HR Forum. This year, unfortunately, it has to be accepted that there is more retrenchment than recruitment going on.

MDBC found industry experts from within the membership community, and invited them to address issues such as employment related cost cutting measures, leading to retrenchment exercises inclusive of any legal requirements, post retrenchment actions HR should take to support the employees who stay, and to get business quickly back to high productivity and morale levels.

Moderator:

* Koen van Gurp (Director, TalentSquare)

Speakers:

* Esther Ong (Senior Partner, Esther Ong Tengku Saiful & Sree)

* Chan Swee Hwa (Director & Principal Consultant, Chainz Consulting)

Copies of the presentations by the speakers are available on the MDBC website under "Presentations" segment of "The Library".

Do check out the online resource center; there are presentations, white papers, reports, infographics, podcasts, videos, and more.

The Netherlands Rises to Global Top in IMD Competitiveness Ranking

MEMBERS NEWS

The Netherlands Ranks Among Frontrunners in EIBIS Digitalization Index

DUTCH LADY NEW FACTORY LAND PURCHASE



Dutch Lady Milk Industries (DLMI) announced the expansion of its manufacturing capabilities with the acquisition of 32.59 acres of industrial land in Bandar Baru Enstek, Negeri Sembilan for RM 56.79 million, which it aims to complete by this year.

The three land parcels are within Techpark@Enstek near the Kuala Lumpur International Airport, Putrajaya, and Cyberjaya, and linked to all major urban centres in the country via highways.

“The new facilities located in a HALMAS technology park are expected to be advantageous for the company’s long term expansion plans in Malaysia, as well as for future corporate earnings. This is part of our on - going plans of ensuring sustainable growth in all our business activities and the land acquisition is a key step towards realising our goals and is expected to help propel the local dairy and halal industries which are key to food securitisation,” shared Tarang Gupta, Managing Director of DLMI.

Meanwhile, DLMI is a strong partner of the government’s efforts through the Dairy Development Programme and Farmer2Farmer Programme where expert Dutch dairy farmers were specially flown from the Netherlands to transfer skill and knowledge to the local dairy farmers to improve the quality and quantity of local raw milk.

HENRY GOH & CO MALAYSIA IP AGENCY OF THE YEAR

Henry Goh & Co was selected as the recipient of “Malaysia IP Agency of the Year 2019” at the inaugural Global IP Awards, among a prestigious pool of nominees from more than 50 countries. The Awards recognize outstanding achievement in IP litigation, prosecution, and transactional work.

“We are honored and delighted with this added feather onto our cap. It is a true testament of the continued trust and confidence our clients have bestowed upon us to protect and prosecute their IP in Malaysia. Such an achievement was also made possible only by the hard work and dedication of our able team of IP professionals and staff. Three loud and warm cheers to our entire HG team!” shared Henry Goh & Co.

PEMANDU ASSOCIATES COVID - 19 INDEX LAUNCH

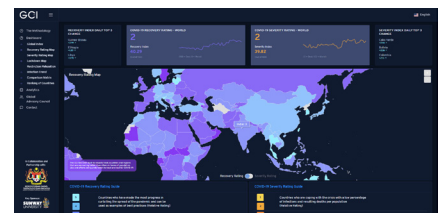
On 4 June, PEMANDU Associates launched the Global COVID - 19 Index (GCI) which was developed by PEMANDU Associates in partnership with Malaysia’s Ministry of Science, Technology, and Innovation (MOSTI), and Sunway University.

The GCI rates and ranks 184 countries based on how well they are coping with the COVID - 19 pandemic. The index can serve as an indicator for when countries can lift restrictions or implement heavier measures to control the outbreak. With its global coverage, it can also help answer the key question of what measures appear to be working or not working for countries around the world. From there, best practices can be derived and considered for countries with similar demographic, healthcare and socio-economic parameters. The index can also be helpful to the private

sector, serving as an indicator as to when regular operations might resume, or when they should prepare a mitigation plan. To date, the GCI has been enhanced with selected components of the Oxford University’s Coronavirus Government Response Tracker to provide an indicative recommendation for each country based on the World Health Organisation’s defined criteria for lifting lockdowns. The index is updated daily to reflect changes in the global landscape.

“We believe that the GCI can be a catalyst to enhance international cooperation and research against COVID - 19. As such, we have made it a publicly available resource for the benefit of the global community,” said YB Khairy.

MOSTI and PEMANDU Associates will be working together with the Harvard T.H. Chan School of Public Health, and



Sunway University to conduct further detailed analysis and publish a paper on the findings and insights from the GCI to be shared with the scientific community and the world.

When asked about the future development of the project, Dato’ Sri Idris Jala (President and CEO, PEMANDU Associates), said, “Over the next two years, PEMANDU Associates will work with MOSTI to continuously improve, maintain and update the GCI. With the GCI, MOSTI will actively facilitate interaction between key national organisations who are leading the charge against the pandemic, as part of Malaysia’s commitment in the global fight against COVID - 19.

PTP BOOSTS TERMINAL PERFORMANCE



Port of Tanjung Pelepas (PTP), a member of the MMC Group, has welcomed four new ship to shore (STS) quay cranes as it continues its drive to optimise services and capacity. The purchase of the Super Post Panamax cranes forms part of PTP’s Asset Management Strategy, which aims to improve the efficiency in the terminal, increasing container handling capacity, capability, and reliability, whilst meeting

its safety standards.

PTP’s Chairman, Dato’ Sri Che Khalib Mohamad Noh said that a series of equipment purchases by PTP is to enable the port to receive ultra large container vessels.

“By investing in our state - of - the - art equipment, we are further establishing

our terminal as one of the best in the region, and will ensure that PTP can keep up with the rapid changes in the port and shipping industry, subsequently meeting the growing demand of our customers,” he added.

PTP’s CEO, Marco Neelsen, stated that the four cranes form part of a purchase agreement for the supply of eight ULCV STS quay cranes. The remaining four units are expected to be delivered in Q3 to bring a total of 66 STS cranes in operation at PTP, of which 24 are Triple - E compliant. This latest addition of equipment capability demonstrates that PTP is one of the best equipped and most technologically advanced terminals in the region, and underlines its aspiration to become the preferred port of choice in the region.

SKRINE: OUTSTANDING FIRM



Congratulations to MDBC member Skrine who has been listed as an “Outstanding Firm in Client Service Excellence 2020” by asialaw. Fariz Abdul Aziz (Partner, Skrine), was also recognized as “Outstanding Lawyer for Corporate and M&A (Malaysia)”. His work focuses on domestic and cross border mergers and acquisitions (M&A), joint ventures, privatisations, foreign investment, private equity investments, and advisory services. Key industries which Fariz is active in include Oil & Gas, Petrochemicals, Power, Shipping, and Insurance.

The asialaw Profiles 2020 ranked Skrine as an ‘Outstanding’ firm in seven industries (Competition / Antitrust, Corporate M&A, Dispute Resolution, Energy, Infrastructure, Intellectual Property, and Technology and Telecommunications), and practice areas in addition to listing eight of their lawyers among leading practitioners.

INVEST SELANGOR: LAUNCH OF S - DAICO



(l to r) YB Dato’ Nor Azmie Diron (Selangor State Financial Officer), YB Dato’ Mohd Amin Ahmad Ayha (Selangor State Secretary), YAB Dato’ Seri Amirudin Bin Shari (Dato’ Menteri Besar Selangor), YB Dato’ Teng Chang Khim (Chairman of Standing Committee for Investment, Industry & Commerce and Small & Medium Enterprise (SME), State Government of Selangor), YBhg Dato Hasan Azhari Hj Idris (CEO, Invest Selangor Berhad), and representatives from National Aerospace Industry Coordinating Office (NAICO) and Malaysia Aerospace Industry Association (MAIA) during a briefing on Selangor Darul Ehsan Aerospace Industry Coordination Office (S-DAICO) held at Sultan Salahuddin Abdul Aziz Shah Building.

Invest Selangor announced its new division - Selangor Darul Ehsan Aerospace Industry Coordination Office (S - DAICO) and provided a briefing on the state’s Selangor Aerospace Action Plan 2020 – 2030 by YAB Dato’ Seri Amirudin Bin Shari (Chief Minister of Selangor).

Selangor Aerospace Action Plan, which is the first state level aerospace action plan in Malaysia, was developed to have an impact on the development of the aerospace industry, specifically in Selangor. The action plan targets seven action areas – infrastructure, incentive, funding, education and training, regulations, and market access, in

strengthening the industry’s ecosystem in Selangor and making it a global aerospace hub.

At the same time, S - DAICO also act as the secretariat to the Selangor Aerospace Council. The establishment of the S - DAICO is also to strengthen Selangor as the leading investment and trading destination for the aerospace industry as well as to attract more foreign investors. Selangor is currently home to 62% of the total 230 aerospace companies in Malaysia and home to over 20 institutions of higher learning and colleges which offer aerospace - related training.

S - DAICO is also expected to assist the State Government in putting together a post - COVID - 19 aerospace development plan, as the industry is one of the industries mostly impacted by the global pandemic. S - DAICO and Selangor Aerospace Action Plan offer a timely assistance to the industry players as to manage and coordinate the various arising issues and challenges. This effort is vital in facilitating industry players as to ensure Selangor remains an attractive investment destination for local and foreign investors. Simultaneously, investment opportunities and networking can be explored and channeled appropriately to strengthen the industry’s eco - system in Selangor.

NL Embassy: In Times of Corona



Kingdom of the Netherlands

In the past few months the world has looked very different from what we expected. The agenda for the first half of the year was very full with several trade missions and exhibitions. We had large activities planned in the field of agriculture, oil and gas, water, and waste management. Step by step the impact of the Corona crisis became more clear and our activities had to be postponed or taken online.

Looking Back

After 18 March, only a core team of staff has been present at the embassy and the other employees have been working from home. The first few weeks were all about collecting and sharing information. For example, we shared information on measures taken by the Malaysian authorities and provided advice on available accommodation, travel routes, and flights to the Netherlands.

We were able to help many Dutch citizens who were on holiday in Malaysia by telephone, e - mail, Facebook, and very occasionally, at the embassy. In close cooperation with KLM, we offered various options for Dutch people to return to the Netherlands. After the start of the MCO, KLM brought more than 650 Dutchmen and hundreds of other EU citizens home. Most residents remained in Malaysia however.

After the MCO started, it became clear that 'essential' companies needed special approval to be allowed to operate. Most Dutch multinationals in that category, like Unilever, Philips Health, DSM, Shell, and Dutch Lady could get an approval for their operations quickly. MDBC and the embassy worked closely together to secure approval for their Malaysian suppliers as well. That way, Dutch companies providing essential products and services (such as food, hygiene products, medical products, and energy) could continue to operate.

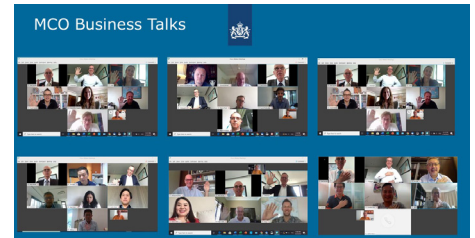
As a result, Dutch and Malaysians gained access to these essential products during the crisis. We also assisted the Dutch

health sector in the acquisition of medical materials in Malaysia for use in Dutch hospitals.

Switching to a New Way of Working

Just like everyone else, we got used to online meetings, both internally and externally. Together with MDBC, the embassy conducted 'MCO Business Talks' in recent weeks. Ambassador Aart Jacobi, his deputy Christoph Prommersberger, and MDBC Executive Director, Marco Winter, met groups of Dutch companies about twice a week to discuss the effects of the lockdown on their company, and to provide support and advice.

Multinationals, medium - sized companies, SMEs, and entrepreneurs from various sectors were part of the discussions. Each session lasts exactly one hour and provided a platform for

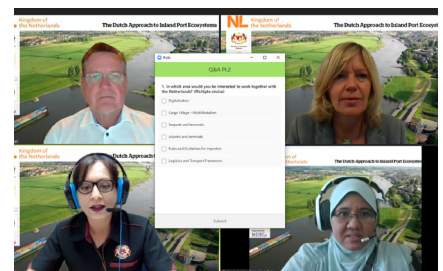
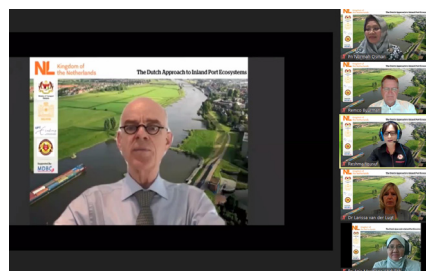
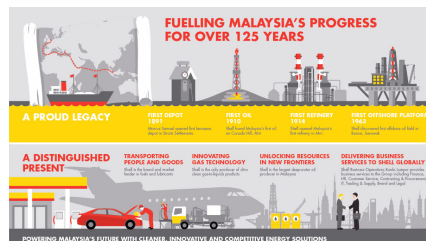


the exchange of experiences and best practices: How do you stay productive in a lockdown situation? How do you keep the staff motivated? How do you keep in touch with customers?

Many Dutch companies in Malaysia appeared to be doing surprisingly well and found their way to meet the challenges of the COVID - 19 situation. Being creative and inventive helps!

The first webinar conducted by the

Clockwise from top left: H.E. Aart Jacobi (Ambassador, Embassy of the Kingdom of the Netherlands to Malaysia) welcoming attendees to the Developments in the Malaysian Oil & Gas and Energy Sectors webinar. Speakers (l to r top row): Datuk Iain Lo (Chairman, Shell Malaysia), Moderator Nazery Khalid (Malaysian Maritime Expert), Roelina Abbas (Executive Director Services Development - Oil & Gas, Maritime, and Logistics Sector, MIDA) Middle Row: H.E. Aart Jacobi, Fadlan Nik Abdul Aziz (Head - Innovation Management, PETRONAS Project Delivery & Technology), Sharifah Zaida Nurlisha (President, MOGSC) Bottom Row: Christoph Prommersberger (Deputy Head of Mission, Embassy of the Kingdom of the Netherlands) Middle: Keynote Presentation by Datuk Iain Lo Bottom left: H.E. Aart Jacobi welcoming everyone at the Port Development webinar, also pictured on the right (top to bottom) are speakers Normah Osman (Deputy Secretary General (Policy), Ministry of Transport Malaysia), Remco Buurman (CEO, Holland International Distribution Council), Moderator Reshma Yousuf (Founder & Managing Director, Center for Logistics Leadership in Business), Dr. Larissa van der Lugt (Director, Erasmus Centre for Urban, Port, and Transport Economics, Erasmus University Rotterdam), and Anis Mardina Abdullah (Deputy Under Secretary - Logistics & Land Transport Division, Ministry of Transport Malaysia) Bottom right: The webinar also provided an opportunity to gain valuable feedback from the attendees



embassy is also a fact! Due to the postponement of Asiawater, the embassy and Asiawater organized a successful webinar in April on the impact of the pandemic in the water sector. This webinar could be followed via Zoom as well as Facebook Live, attracting almost 400 interested and engaged audience members who could ask questions during this session.

On 2 June, we held a webinar entitled "Developments in the Malaysian Oil & Gas and Energy Sectors" exclusively for Dutch companies in the Oil & Gas and related sectors (such as maritime, energy, and offshore energy). With Speakers from Shell Malaysia, PETRONAS, the Malaysian Investment Development Authority (MIDA), and the Malaysian Oil & Gas Services Council (MOGSC), it covered topics such as:

- * Shell in Malaysia and the Energy Transition
- * Global Oil & Gas Industry: Navigating Unchartered Waters
- * Crowd Sourcing of Technology Through Innovation Gateway @ PETRONAS
- * New Investment Prospects: Discovered Resource Opportunities and Late Life Assets
- * Investment Incentives for Foreign Companies in the Oil & Gas and Maritime Sectors
- * Sharing MOGSC Experiences

On 29 June, the embassy held a highly successful Port Development webinar entitled: The Dutch Approach to Inland Port Ecosystems. Speakers from the Holland International Distribution Council, Erasmus University Rotterdam, and the Ministry of Transport Malaysia gave insight into the overview of the Malaysian Inland Port landscape, the role of inland ports, how the Netherlands transformed into Europe's distribution hub, and how to facilitate multi modular logistics systems.

Looking Forward

At the moment of writing, it is uncertain what the coming period will look like. This situation may also have consequences for Dutch people who want to go to the Netherlands for holiday this summer, and who want to return to Malaysia afterwards. What does that mean in this situation? Can you return to Malaysia after your holiday in the Netherlands? At the time of writing, only Dutch nationals



Millions of Malaysian gloves for Dutch healthcare workers! World consumption of medical gloves is expected to jump to 330 billion pieces this year, two thirds of which are to be supplied by Malaysia, the largest rubber glove producer in the world. Also the Netherlands government is buying hundreds of millions of medical gloves in Malaysia to protect the Dutch healthcare workers against the COVID - 19 virus.

Ambassador Aart Jacobi and his deputy Christoph Prommersberger went to the airport to witness the shipment of a batch of gloves on a special KLM cargo flight.

with a "permanent residence" visa, MM2H pass, and Dutch nationals who are married to a Malaysian and who have a "dependent pass" stating the name of the Malaysian partner can re - enter Malaysia.

However, after returning from the Netherlands, you must be quarantined for a period of 14 days in a quarantine center of the Malaysian government or (at your own expense) in a "quarantine hotel" designated by the Malaysian government. Home quarantine is not allowed. For the time being, you cannot enter Malaysia with all other visa types, such as a temporary employment pass, a student, or tourist visa. It is likely that entry restrictions will be gradually eased in the coming months, but it is impossible to predict at what pace.

Does that mean that you cannot go to the Netherlands this summer to visit family and friends? That is ultimately your own consideration. You are wise to take into account that (depending on the type of visa you have) you risk not being able to enter Malaysia again right away. There is also a chance that you will have to be quarantined for two weeks after returning from the Netherlands. For that reason, many Dutch and other foreign nationals are still waiting to book their trip, hoping that the situation will become clearer in the coming weeks and months.

We wish you strength in this difficult time far away from family in the Netherlands. Of course we are happy to be available for help and advice. Stay healthy and take good care of each other!



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Procurement Courses	Duration	Date 1	Date 2
Negotiation	1 day	26 September	3 December
Supplier Relationship Management	1 day	31 October	4 December
Total Cost Analysis	1 day	24 October	10 December
Category Management	1 day	9 September	21 November

Supply Chain Management Courses	Duration	Date 1	Date 2
Forecasting and Inventory Management	2 days	2 & 3 Sept	25 & 26 Nov
Business Analytics	2 days	30 November & 1 December	
Strategic Supply Chain Management	2 days	5 & 16 October	
Logistics and Transportation	1 day	10 November	

Emerging Trends in SCM	Duration	Date 1	Date 2
Industry 4.0 in Supply Chains	1 day	26 Aug	9 Dec
Supply Chain Finance	2 days	17 & 18 Sept	
Retail and E-commerce Supply Chains	2 days	23 & 24 Sept	

Key Take Aways



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STUDENT INTERNSHIP PROGRAM

DIA BRANDS CONSULTANCY

The SIP Experiences of Wouter van Koningsbruggen, Marjolein Kok, and Toby Pierik at DIA Brands Consultancy.

As an International Business student at the Hanze University of Applied Sciences in the Netherlands, Wouter van Koningsbruggen was looking for an internship abroad. Marjolein Kok meanwhile, was in her final year of a Bachelor's study in Hospitality Management at Hotelschool The Hague, and Toby Pierik is an Art & Technology student from the Netherlands. Through MDBC, they were put in touch with DIA Brands Kuala Lumpur, which provided the perfect opportunity for a final management internship.

DIA Brands was established in London in 1983 and became one of the top five branding consultancies by the end of the 80s. Their doors opened in Asia in 1996 and now DIA is an independent group based in Singapore with studios in Malaysia, Australia, and Indonesia. Their culture is built around ideas and they work on end to end brand strategies and campaigns

for various companies from different industries and sizes.

The interns at DIA play a key role in the accomplishments of the company. They do research for all of the different projects that DIA is working on. This research includes: making competitive analyses, research about best practices, research on vision / mission, and naming. Furthermore, with the whole strategy department of DIA, there are many brainstorming sessions about new names, vision / mission, and taglines of companies. Wouter and Marjolein contributed to these brainstorming sessions as well. Toby meanwhile, had first hand experience of the involvement that designers have in brand strategy meetings, which allows for DIA's inclusive approach to communication within the company, allowing for anyone with an idea to speak up and share their feedback on a project.

DIA also hosts a lot of workshops for clients which enables them to get the whole client team on the same page for their new

brand strategy. Both interns have also been involved in the preparation of these workshops, as well as in direct meetings with the clients, providing a valuable learning opportunity. In one of the first weeks, Marjolein and Wouter went on their first business trip ever! Their trip took them to Johor. According to Marjolein, "We went for one day to Johor to host a workshop with the whole strategy team at Iskandar Capital. This was a very cool experience and something which would definitely not happen at an internship in the Netherlands. At the end of the day, we also experienced a very delicious banana cake at a bakery, which is known for being the best one in Malaysia. This is what is so nice about an internship abroad; combining work experience with learning about a different and new culture."



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Around the World

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INVESTKL: INTERNATIONAL SOS

This article has been contributed by InvestKL. For more stories like this, please visit www.investkl.gov.my.

For International SOS, Kuala Lumpur is the gateway to Southeast Asia.

As International SOS celebrates its 24th year of operating in Malaysia, Kuala Lumpur remains of ever-increasing importance to its regional business strategy. For Jing Tan, its newly appointed Regional General Manager and Director of Southeast Asia,



Kuala Lumpur is simply the gateway to one of the most exciting growth markets on the planet.

“We are excited to be in the heart of Southeast Asia as it is one of the fastest growing regions in the world with gross domestic product growth averaging between 4% - 5% annually in recent years,” says Jing.

“Kuala Lumpur, being strategically located in the heart of Southeast Asia, is the preferred gateway to this region, which has a population of more than 655 million and combined GDP of US\$3.3 trillion.”

For perspective, Kuala Lumpur is a critical cog in the global machine that is International SOS, the world’s largest medical and travel security risk services organisation. Over the years, International SOS has evolved from being a medical emergency evacuation specialist to offering risk mitigation and prevention solutions.

The group’s clientele includes 87% of Fortune Global 100 companies as well as two-thirds of existing Fortune 500 companies around the world, served by its workforce

of 11,000 employees spread across 90 countries.

Approximately 47% of its workforce are medical professionals — including 1,400 full-time doctors — who, supported by a network of 81,000 preferred medical, legal and security providers, help clients by resolving 4.1 million assistance calls annually.

Its global operations necessitate multilingual ability among its workforce and that is why Kuala Lumpur, with its naturally multilingual profile of human talent, fits perfectly as one of International SOS’s 26 Assistance Centres worldwide.

“Malaysia’s operations have consistently exceeded their business targets and, within Southeast Asia, it has the largest number of employees of around 500. Effective July 2019, Kuala Lumpur has become the head office for the Southeast Asian region and is the regional hub for medical services for the whole of Asia,” says Jing.

He acknowledges that the group’s successes in Kuala Lumpur so far was built on the foundations of a strong relationship between International SOS and InvestKL, the agency mandated to facilitate 100 multinational companies (MNCs) to invest in Greater Kuala Lumpur by 2020.

Among other major milestones achieved with InvestKL’s support was the successful relocation of the company’s Asia Medical Services Regional Operational Headquarters (OHQ) from Singapore to Kuala Lumpur in 2012.

InvestKL also facilitated the company’s new Global Shared Services Centre in 2014, which created 150 new jobs. About 95% of the new employees are Malaysians.

“Our relationship with InvestKL is one of the partnerships that adds tremendous value to our business in Malaysia. InvestKL understands the needs of investors and is always there to support and guide,” Jing adds.

A competitive advantage

While International SOS has grown its Kuala Lumpur base rapidly in recent years to support accelerating business expansion across the region, this growth is only the beginning, says Jing.

“In the last five years, we have doubled our headcount in Malaysia, and we foresee this trend will continue as we grow our business not only in Malaysia but also in the region. We will expand in the digital space and continue to invest in technology for TeleHealth by embedding digital innovations into our solutions such as telemedicine, TeleConsultation, and Wellness Applications in an integrated platform.”

He adds that the group is pleased with its current rate of expansion in Kuala Lumpur and that the next five years is expected to see International SOS more than double its operations in the city.

Explaining further, Jing notes that Kuala Lumpur is the group’s regional hub for medical services and that the city houses its Asia Response Centre for all offshore medical activities. With a single response centre in Kuala Lumpur, its clients have a single escalation point with consistent operating standards and economies of scale.

“This has become our competitive advantage, allowing us to grow our medical services business in the region by double digits,” says Jing in explaining the group’s enthusiasm in investing in the capital city.

The potential returns on its continuous investments in Kuala Lumpur are clear. According to the group’s latest “Business Resilience Trend Watch” survey done with over 1,300 business travel decision-makers, 51% of respondents believe that health and security risks increased in the past year.

In addition, a Global Mobility Effectiveness Survey by EY found that 50% of companies surveyed thought their global mobility team was understaffed and that only 30% have a system in place for tracking business travellers.

“This is not surprising as more companies are operating across borders and travellers today are exposed to even more risks than before — pandemic risks and terrorism threats, to name a few. Therefore, we foresee demand increasing and not diminishing,” says Jing.

The outbreak of the COVID - 19 pandemic is an example of growing risks that International SOS had mobilised quickly to

KL GATEWAY TO SOUTHEAST ASIA

address for its clients. Among others, the group provides critical, accurate, and timely information on the outbreak to support its clients' decision - making. In addition, its medical and security experts serve as advisers to review and validate its clients' pandemic response, policies and business continuity plans during the outbreak. International SOS also provides assistance both in person and virtually, including Tele-Consultation and, increasingly, in the area of emotional support. It has provided open - access information, accessible via its corporate website at www.internationalsos.com.

Perfect base

For Jing, who had spent the past decade spearheading the financial leadership of International SOS in Asia, the region offers untold promises that are yet to be tapped. To put that into perspective, the group's Asian business as accelerated with strong double - digit growths for both revenue and profit under his financial leadership prior to his current role.

At the global level, International SOS's vision is to be the world's leading medical and travel security risk services company and Jing aspires to realise that vision at the Southeast Asian level. His key areas of focus are our people, business growth, and service quality, he says.

"We will continue to focus on our people and our productivity by recruiting the best,

developing and retaining our talents. With our nationalisation agenda, we are also focusing on transferring our skills and technology to our local talents in order to have a strong pipeline of future national leaders," he added.

"We will also grow our market share by focusing on client - centricity through innovation and digitalisation while continuing to deliver with the highest quality of service and continue to improve our capability via innovations. And Kuala Lumpur is the perfect base from which to realise the vision," Jing adds, for a multitude of reasons. Chief among them is that many MNCs have chosen Kuala Lumpur as their regional hub and it makes business sense to stay close to clients in order to provide better service within the same business ecosystem, he clarifies.

On the operational side, Malaysia presents investors such as International SOS a dynamic and vibrant business environment that is driven by steady GDP growth rates of between 4% and 5% annually.

Additionally, Greater Kuala Lumpur ranks top across the region in terms of cost competitiveness and value for investment by way of a well - developed infrastructure, an educated multilingual and multi - talented workforce, as well as flexible regulations.

"Kuala Lumpur is the right choice as we can also attract talents who are able to deliver great service to our clients not just in Malaysia but worldwide. The availability of financial and tax incentives for foreign companies to set up business and operations in Malaysia is also an added advantage," explains Jing.

Delivering long - term value for the nation and investors

For InvestKL, attracting 100 multinational companies (MNCs) to make meaningful, high impact investments in Greater Kuala Lumpur by 2020 is not solely about fulfilling a key performance indicator target. It goes hand - in - hand with creating a long - term impact and a mutually beneficial relationship between the MNCs and the nation, and benefiting the public, as part of shared prosperity, says CEO Muhammad Azmi Zulkifli.

"The continuously growing investments by International SOS into Greater Kuala

Lumpur exemplifies the kind of long - term economic benefits we seek to create for the benefit of Malaysia and Malaysians," he says.

The agency mainly focuses on services-based MNCs that intend to set up regional hubs to serve the Asian or Asia - Pacific regions. It is focusing on six sectors — smart technologies, consumer technologies, e-commerce, medical devices, industrial automation, and energy and renewables.

The investment promotion agency under the Ministry of International Trade and Industry currently reports to Datuk Seri Mohamed Azmin Ali.

In that vein, International SOS is the perfect fit for the mould. Since 2015, International SOS has more than doubled its headcount from 200 to 477. Nearly all of the jobs went to highly trained Malaysian professionals, which provides them with a regional platform to gain invaluable knowledge and exposure, says Azmi.

"At the heart of the matter is the strong fundamentals of Greater Kuala Lumpur that provides invaluable ease of doing business amid modern amenities, state - of - the - art infrastructure and a dynamic talent pool."

Therefore, InvestKL is playing a critical role in connecting discerning MNC investors who are looking for what Greater Kuala Lumpur can offer as a stepping stone into Asia - Pacific, he adds. The location is especially advantageous for MNCs with geographically diverse operations given that Greater Kuala Lumpur's central location translates into easy air mobility into most of Asia - Pacific.

In terms of the larger national economic agenda, which hinges critically on digitalisation and disruptive technologies, Azmi says the MNC profile that it seeks to attract is also consciously tailored towards supporting the digitalisation drive at the national level.

"Therefore, it is imperative that we ensure the creation of present employment opportunities via the investing MNCs that also prepares our local talent pool for the digital future via continuous learning and up skilling, among others," Azmi adds.

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Served by **11,000** employees across **90** countries worldwide

Inaugurated regional hub for medical services and the Asia Response Center in Kuala Lumpur

Why Greater Kuala Lumpur

- Cost competitive for dynamic & vibrant business environment.
- Educated multilingual & multitalent workforce.
- Flexible regulations with availability of financial & tax incentives for foreign companies.

Benefits to Local Economy

- Technology & skill transfer to local talent to foster future leaders.
- Growing market share that focuses on client centricity through innovation & digitalization.
- Local talent recruitment & development.

58%



of respondents are actively looking for a new job in the next 12 months.

Even as companies race to digitise their operations to enable professionals to work from home and ensure continued efficiency, COVID-19 has no doubt caused damage to the labour market.

Many organisations have gone into “survival mode” as the pandemic drags on, calculating the real financial impact COVID-19 has on their businesses. Compared to previous years, more employees have been affected by business closures or placed on shorter work hours or furloughs in quarter one this year.

The [COVID-19 Labour Pulse Survey](#) is an online study conducted with 531 locally-based working professionals to understand their sentiments about the employment market thus far and how their career expectations have changed.

Out of the 58% respondents who said that they are actively looking for a job:



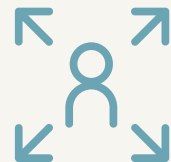
24% want to change their careers or the industries they work in



20% are unsatisfied with their salary and want a job that pays them more



13% said that their skills and experiences no longer match their current job requirements



5% said that their job scopes have changed too much due to COVID-19



RANDSTAD: SAFELY BACK TO WORK



Extract from the report by Randstad. Full report is available via www.randstad.com.my

Safely Back to Work in the New Normal: A disciplined return to work will be key to economic recovery in the wake of the pandemic.

The COVID - 19 health crisis and continued lockdown in many markets is posing unparalleled challenges to people and economies around the world. Governments are setting up unprecedented economic support measures to assist businesses and workers alike. Nevertheless, as businesses of all sizes in many different sectors are struggling to survive, huge numbers of people are losing their jobs and facing serious financial uncertainty. With this pandemic far from over, and its impact likely to be felt for years to come, one thing is certain: the world of work is never going to be the same.

Given the sense of urgency, the HR services industry formed an alliance spearheaded by Randstad NV, the Adecco Group, and Manpower Group. Together, the industry endeavors to make a vital contribution to the process of preparing for the new normal, and expedite getting people safely back to work and businesses and economies running again.

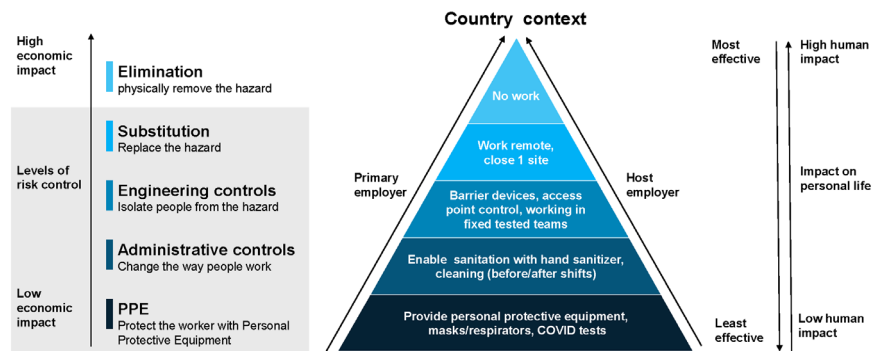
Organizing a Safe Return to Work
Amid the first cautious signs that the worst of the pandemic may have passed in some countries, initiatives focused on helping people return to work are beginning to appear. Governments, however, have made it clear that it will be a cautious, step - by - step process.

Health and safety protocols will need to be updated for the temporary 'economy driven by physical distancing'. Rather than reinventing the wheel, countries, sectors, and companies should be able to build on existing best practices and share these globally. The HR services industry is ready to help organize and implement this.

Enabling a Safe Return to Work

How can COVID - 19 be integrated into an existing Health & Safety (H&S) approach? As part of various governmental H&S intervention strategies (e.g. OSHA and NIOSH, in the US), the same approach that is rooted in safety management systems can be adapted to integrate other critical areas of influence, such as COVID - 19 prevention and strategic recovery. To define the levels of risk and the right approach in specific circumstances, use can be made of an adapted version of NIOSH's Hierarchy of Controls.

How does this help companies? The pyramid provides employers with insight into how they can restart their company in a safe and balanced way, while mitigating the COVID - 19 challenges. Recommendations are advisory in nature, informational in content, and intended to assist employers in provide a safe and healthy workplace, thus minimizing the economic impact posed by the corona crisis and enabling access to livelihoods for many workers again.



Share sector/ country practices: achieving acceptable levels of risk as well as limiting economic impact

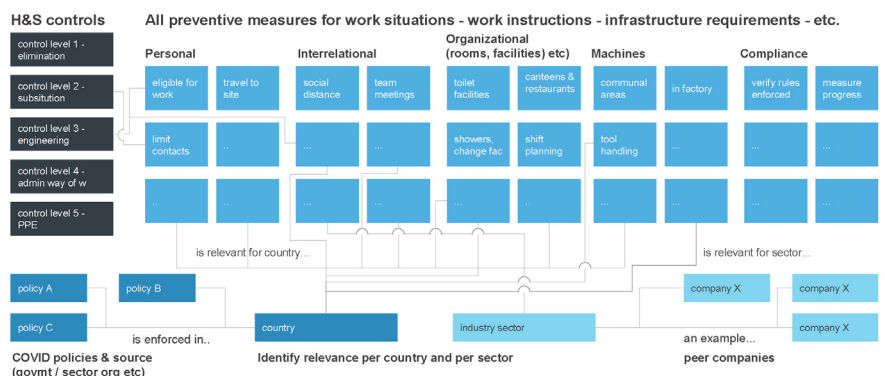
Example of template

COVID-19 PROTOCOL	PERSONAL	INTERPERSONAL	ORGANIZATIONAL	INFRASTRUCTURE	COMPLIANCE
PERSONAL: Social distance	Eligible to work	Before going to work	Do not go to work by employees of Corona infection of suspected or already members. Don't go to work if you have a cold. Don't go to work when a family member has a fever. Do not go back to work until the employee or family member has at least 24 hours without symptoms.	Communicate to employees instructions when to stay home.	When available, provide COVID test to employees.
PERSONAL: Personal hygiene	At work	Don't shake hands. Regularly wash your hands and/or use disinfectant hand gel with at least 70% alcohol. Wash your hands at least 6 times a day, according to the instruction. In one case before eating, after using the toilet, after traveling by public transport, when you cough or sneeze, after touching a common object. Do not sneeze or cough into your hands or sleeves. If cough in the elbow, bring your own paper handkerchiefs and throw them away after using them once. Then wash your hands.	Communicate to employees personal hygiene instructions at work.	Provide soap & hand sanitizers	
INTERPERSONAL: Remote work	When at work from home	Organize homework that factor allows it	Enable online access to documents and organize virtual meetings.	Consider other types of remote work of public transportation (e.g. cycling to work)	Adjust the work accordingly and design the workplace accordingly. If there are 1.5 meters in unworkable, follow strict RDM hygiene rules 3B4 which are much as possible in government.
INTERPERSONAL: Social distance	When traveling to work	Keep a distance of 1.5 meters as much as possible when transporting to and from the workplace.			
INTERPERSONAL: Social distance	When at work at business sites	Have a distance of 1.5 meters as much as possible at the workplace start			

Template that is developed to collect protocols related to COVID-19

Column names

- Dimension (personal, interrelational, organizational, machine or compliance)
- Topic name (e.g. access the entrance)
- Measure (e.g., e.g., measure staff temperatures at the access gate)
- Work situation (what is the challenge in the work situation)
- Effect measurement (what is the aspired effect and how to measure this)
- Work instructions (what and how to implement)
- Infrastructural requirements (needed means of support)
- Addressed risk control level



Global grid - safely back to work COVID protocols ontology explained

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IP Protection



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"Most Attractive Emerging Market in Asia"

(Bloomberg's Emerging Market Scorecard, 2018)



"Ease of Doing Business within ASEAN"

(World Bank's Doing Business Report, 2019)



"Global Competitiveness among ASEAN Countries"

(World Economic Forum's Global Competitiveness Report, 2018/2019)



"Digital Readiness among Developing Asian Economies"

(UNCTAD's Business to Consumer, B2C, E-Commerce Index, 2018)



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EUMCCI: MIDA'S ROLE IN SUSTAINING QUALITY INVESTMENTS POST COVID - 19

EUMCCI held another BizTalk on how Malaysia is coping with COVID - 19 included the mitigation measures and MIDA's role in sustaining quality investment post COVID - 19.

With all of the uncertainty created by the COVID - 19 pandemic, effective communication through digital solutions became a critical tool to ensure information flow and clarity in handling the on - going situation.

This webinar, which took place on 14 May, highlighted three main points:

- * The current situation and projected scenario post COVID - 19 on the Malaysian economy;
- * Malaysia's approach in combating the pandemic, with details of mitigation measures - Movement Control Order (MCO); and
- * MIDA's role in sustaining quality investment post COVID - 19.

The keynote speaker was Dato' Azman Mahmud (Chief Executive Officer, Malaysian Investment Development Authority (MIDA)).

The key takeaway messages from this webinar were:

* On the impact of COVID - 19 on the Malaysian economy: The Central Bank, in its statement said that the country's economic growth moderated to 0.7% in Q1 2020 but is expected to gradually pick up in 2H of 2020;

* Malaysia's approach to combating the pandemic and mitigation measures that the country put into place: Malaysia has taken a pro - active and responsive measures in balancing public health, economic sustainability, and the livelihood of people. It is important that companies now comply with SOPs which were established for their respective sectors. This is the new normal for the near future;

* MIDA's role in sustaining quality investments in the country, moving forward: Malaysia will remain an investor friendly destination for long term growth, for both foreign and domestic businesses alike.

One major initiative to be undertaken by MIDA is the establishment of a mechanism in MIDA to facilitate all necessary approvals required at the federal, state, and local authorities' level. This is to ensure speedy implementation of manufacturing projects.



EUMCCI: ACCELERATING MALAYSIA'S HUMAN CAPITAL INDEX

Human Capital (the knowledge, skills, and health that people accumulate over their lives), has been the main reason for continuous sustainable economic growth and poverty reduction in many countries.

The Human Capital Index (HCI), developed by the World Bank, measures the amount of human capital that a child born today can expect to attain by the age of 18. It conveys the productivity of the next generation of workers, assuming complete education, and full health in its benchmark. This index is constructed for 157 countries and in 2018, Malaysia ranked 55.

In this event, there was a discussion on how Malaysia can continue to improve its human capital and boost productivity.

Some of the key issues discussed included the importance of universal access to high quality education to better develop cognitive and social skills. Also addressed was the stunting problem that is on the rise, affecting one in five Malaysian children.

Panelists included:

- * Faridah Yang Razali (Head of School Breakfast Programme, Ministry of Education - Malaysia)
- * Dr. Firas Raad (Country Manager, World Bank)
- * Prof. Jomo Kwame Sundaram (Research Advisor, Khazanah Research Institute)

The panel was moderated by Shaun Adam (Public Policy & Government Relation Manager, EUMCCI).



Panel discussion (l to r) Shaun Adam, Dr. Firas Raad, Faridah Yang Razali, and Prof. Jomo Kwame Sundaram

The panellists and moderator with Jari Niemi (Chairman, EUMCCI Healthcare Committee)





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Our stewardess is just admiring Mr Johnson's new grandson after serving him a night snack. Although Mr Johnson is enjoying the comfort of his full-flat seat, tonight the joy of a newborn keeps him awake. We guess nothing will make Mr Johnson happier. But if there's anything we can do for him, we are more than happy to - klm.my

Royal Dutch Airlines





ADCN WEBINARS: LEADING REMOTE TEAMS, NAVIGATING THE FUTURE, TRANSMISSIONS FROM THE FRONT, and FUTURE READY.

The ASEAN Dutch Chamber Network, comprising of six Dutch Chambers of Commerce (Indonesia, Malaysia, Philippines, Singapore, Thailand, and Vietnam) represent a diverse range of Dutch Business.

Created to facilitate regional business and leverage on the strengths of individual country chambers / councils, ADCN develops common exposure, better streamlining of membership, and provides increased opportunities for respective members to attend events from Dutch Chamber colleagues that are of interest for many regional representatives here in ASEAN.

With events moving online during this COVID - 19 pandemic, ADCN took the opportunity to leap into the next stage of ADCN cooperation by organizing a number of webinars focused on helping our audience during this dynamic period.

Kicking off with "Leading Remote Teams in Challenging Times", which took place on 20 April, other webinars included "Navigating the Future" on 11 May, "Transmissions from the Front" on 18 May, and "Future Ready" on 1 June.

More than ever, leadership is about motivating and keeping others engaged. Circumstances during the COVID - 19 pandemic have been extra challenging for leaders and entrepreneurs. Many professionals work remotely and that comes with practical issues on matters such as collaboration, productivity, and trust.

In "Leading Remote Teams in Challenging Times", featured speaker Carola Boer (Founder, LeadUP), shared insights and practical tips on enhancing remote teams. She went through the different phases of leading remote teams during 'lockdown', gave 7 tips for leading remote teams, and shared how to avoid 5 common pitfalls.

Boer specializes in leadership and team development. She supports leaders and teams to increase their impact and effectivity. Boer has 25 years of working experience in various executive roles in multinational companies such as FrieslandCampina, Unilever, and Jacobs Douwe Egberts. She graduated from IMD Lausanne and Phoenix on Leadership and Coaching.

In "Navigating the Future", the focus was on "De trendwatcher des Vaderlands", with trendwatcher Adjiedj Bakas. The interactive presentation covered developments in the macro - economy, agrifood, logistics, and other key sectors.

Bakas is a highly acclaimed trendwatcher, author, and speaker with roots in India, Latin - America, and Europe. He researches financial, social, cultural, economic, technological, and spiritual trends and interprets these for an array of clients. Bakas is a much sought after speaker for conferences, strategy sessions, and other business gatherings.

"Transmissions from the Front" featured MDBC member Vriens & Partners. Since the COVID - 19 crisis unfolded in March, Vriens & Partners (V&P) has been conducting weekly webinars on the

political and policy implications in the region. In this webinar, V&P Country Directors from around the ASEAN region provided an update on the latest developments, and insights on navigating the economic and business impact of COVID - 19. The briefing also touched on exit strategies by relevant governments in this ever evolving crisis.

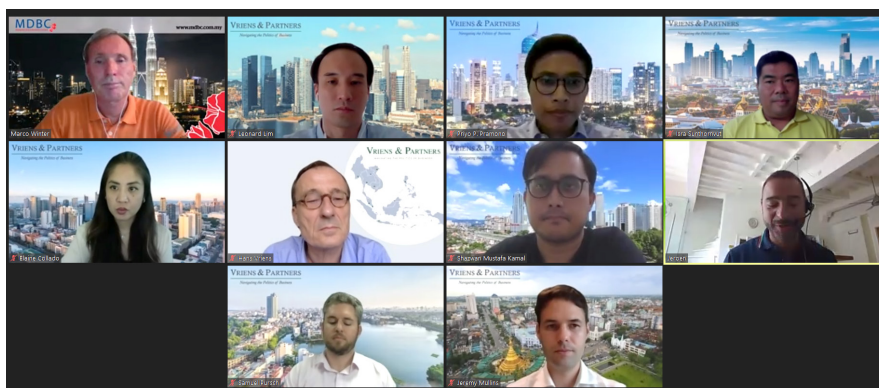
V&P is Southeast Asia's leading government affairs advisory firm. With over 80 staff and 30 senior counsellors across eight offices in capitals around the region, V&P develops strategies to overcome political and regulatory challenges in Southeast Asia. On top of their client advisory services, V&P regularly hosts specially - curated forums on Southeast Asian politics, business, and government affairs.

The latest ADCN webinar (at the time of print), titled "Future Ready" touched on planning for the impact on consumer lifestyle in Asia after COVID - 19.

Consumers have adapted how they live, work, and play, but what attitudes and behaviors will stick, and what will evolve? Kantar is the world's leading evidence - based insights and consulting company. Speakers Lauren Warner (Associate Director, Kantar Consulting) and Cristina Zonneveld (Senior Consultant, Kantar Consulting), shared that regardless of market nuance, Kantar believes that there are five (5) key shifts in consumer needs and behavior. They translated these consumer shifts into 23 opportunity platforms for businesses to prioritize, ideate, and activate against. These opportunity platforms must be planed for now, and for post COVID - 19.

Warner specializes in designing and leveraging quantitative segmentation solutions to help clients find growth. She has spent the last 5 years at Kantar working in the Strategic Consultancy division focusing on portfolio planning and innovation strategy. She is a technical expert in designing, embedding, and activating segmentation solutions. Zonneveld has over eight years of experience having worked on both the manufacturer as well as retailer side. She started her career at Procter & Gamble and has experience in Sales, Marketing, and Shopper Marketing.

Bottom: MDBC Executive Director Marco Winter with V&P speakers. (l to r, top to bottom) Marco Winter, Leonard Lim (Country Director, Singapore), Priyo Pramono (Country Director, Indonesia), Isra Sunthornvut (Country Director, Thailand), Elaine Collado (Country Director, Philippines), Hans Vriens (Managing Partner), Shazwan Mustafa Kamal (Senior Associate, Malaysia), Jeroen Haver (International Business Manager, NLinBusiness), Samuel Pursch (Associate Director, Vietnam), and Jeremy Mullins (Country Director, Myanmar).



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MY SERVICES - BUSINESS SERVICES

Not all MDBC member-companies are involved in bilateral trade or investments; a very important part of the MDBC community is our service providers. They provide the services (or products) which all organisations, and often especially the potential Dutch investors in Malaysia, require. The ease of doing business within the MDBC community has substantially increased thanks to our service providers. This page is specially dedicated to them.

ICT

BASIS BAY

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Temasya Glenmarie
40150 Shah Alam
Selangor Darul Ehsan

Tel: 603 - 5565 6200
info@basisbay.com
www.basisbay.com

Basis Bay is a leading provider of Sustainable Cloud and IT Infrastructure Services. Established in 1996 with a focus in the premium Enterprise IT space, Basis Bay has a presence in more than 30 locations across 20 countries throughout Asia Pacific and Europe, servicing over 300 clients, primarily Global financial services companies and multinationals. Basis Bay believes technology is a catalyst for change and a balanced world is possible.

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info@cenergi-sea.com
www.cenergi-sea.com

At Cenergi, we are a team of diverse personalities with a common passion for promoting sustainable practices and reducing carbon emissions across Southeast Asia. We believe that conscious use of energy is key to a sustainable future. Together, we envision a world where society functions in harmony with the environment. Our award winning business is divided into three main areas: Renewable Energy, Energy Efficiency, and New Ventures.

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Tel: 603 - 5123 3300
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Delfi Marketing is one of the leading trading houses in Malaysia offering marketing, sales, and distribution services. Besides being involved in the sales, marketing, and distribution of the Delfi brand of chocolates, Delfi Marketing is also involved in the distribution of third party chocolates & confectioneries, consumer goods, pharmaceutical goods, personal healthcare products, and veterinary products. We have an extensive distribution network.



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Tel: 603 - 2201 9959
fiona@27capital.com.my
www.27capital.com.my

27Capital is a financial advisory firm offering professional, pragmatic, and practical solutions for complex corporate transactions ranging from formation of strategic alliances, merger & acquisition, capital, and debt raising, to realization of investment through divestment or restructuring exercises. Our emphasis is on making it happen for our clients.

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www.markantoffice.com

Markant Office Furniture, originally founded in the Netherlands in 1948, is an international manufacturer of high end, quality office furniture, with an emphasis on design and ergonomics. With its headquarters in the Netherlands and production facilities in Malaysia, Markant provides competitive furniture in design and function to a global network of Markant companies in Europe and the Asia Pacific region.

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MY SERVICES - GOVERNMENT SERVICES

Not all MDBC member-companies are corporate members; an important part of the MDBC community is the Malaysian government organisations. They join the MDBC membership community to raise awareness of their activities, to network and to receive input on the issues that (foreign) investors might be facing. The ease of doing business in Malaysia has substantially increased thanks to these agencies. This page is specially dedicated to them.

GOVERNMENT STATUTORY BODY

MIDA

MIDA Sentral
5 Jalan Stesen Sentral 5
50470 Kuala Lumpur

Tel: 603 - 2267 3633
www.mida.gov.my

MIDA is Malaysia's principal promotion agency under the Ministry of International Trade and Industry (MITI), and is tasked with overseeing and driving investments into the manufacturing and services sectors in the country. It is responsible for leading and coordinating the industry development and promotion, and is the focal point for potential foreign and domestic investors looking to do business in Malaysia. MIDA has 12 regional and 20 overseas offices. Through this network, it acts as the first point of contact for investors.

INVEST SELANGOR

**No F1 - 2 - G, Jalan Multimedia 7 / AG
CityPark, i - City
40000 Shah Alam
Selangor Darul Ehsan**

Tel: 603 - 5510 2005
enquiry@investselangor.my
www.investselangor.my

Invest Selangor is the first contact point for corporations planning to invest in Selangor. We are a one - stop agency, which provides information and advisory services to potential and existing investors, as well as assistance in setting up operations in Selangor. Staying ahead of the competition, we create new networks, services, and competitive investment incentives provided by the Malaysian Investment Development Authority (MIDA).

ECERDC

**Level 22
Menara 3 PETRONAS
Kuala Lumpur City Centre
50088 Kuala Lumpur**

Tel: 603 - 2035 0000
secretariat@ecerdc.com.my
www.ecerdc.com.my

The East Coast Economic Region Development Council (ECERDC) was established to spearhead the socio - economic development of the East Coast Economic Region (ECER). It plays a lead role in setting directions, formulating policies, and developing strategies for the socio - economic development of ECER by promoting and facilitating investments into the region. ECER covers Kelantan, Terengganu, Pahang, and the districts of Mersing and Segamat in Johor.

GOVERNMENT STATUTORY BODY

NCIA

**1114, Jalan Perindustrian Bukit Minyak 18
Penang Science Park
14100 Simpang Ampat
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www.koridorutara.com.my

The Northern Corridor Implementation Authority (NCIA) was established to drive the government's regional strategies in the economic development agenda and covers the Northern Corridor Economic Region (NCER) - Kedah, Penang, Perak, and Perlis. It provides direction, devising policies and strategies that promote and accelerate the development of NCER. It focuses on Manufacturing, Agriculture & Bio - Industries, and Services.

INVESTKL

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50623 Kuala Lumpur**

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info@investkl.gov.my
www.investkl.gov.my

InvestKL is an investment promotion agency under the Ministry of International Trade and Industry, tasked to attract large global multinationals to establish their operational headquarters or regional services hub and strategically grow their business in Asia. Renowned for its world class infrastructure, Greater Kuala Lumpur has become the preferred location for investors in many different sectors.

MDBC
Malaysian Dutch Business Council



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WARM WELCOME

As always, we constantly expand to include new and interesting partners as part of our international community of business professionals, allowing our members to find more opportunities for success. To that end, we would like to extend a very warm welcome to the MDBC Community for the following new members:



EQ

BUSINESS ACTIVITY:

EQ is a 5 star hotel with a Green Building Index (GBI) Gold Certification located in the heart of KL's Golden Triangle, making it a perfect base for exploring the city. Each room features eye - catching city views and provides complimentary minibar, Movies - On - Demand, and Wi - Fi. The Equator Club offers exclusive privileges and access to a meeting room on the 50th floor. A variety of function rooms with high - end equipment makes it excellent for corporate and social events. Sanctum Wellness houses a state - of - the - art gym, spa, infinity and vitality pool facing the KL Tower.

CORPORATE REPRESENTATION

Saiful Akmar,
Account Director
Shaidatul Rahid,
Director of Sales & Marketing

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 50250 Kuala Lumpur

Tel: +603 - 2789 7777
 E mail: info@kul.equatorial.com
 Website: www.eqkualalumpur.com



FLY FIREFLY

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BUSINESS ACTIVITY:

Firefly, Malaysia's Premium Short Haul Airline, began operations in 2007. Currently, it operates a fleet of 12 ATR 72 - 500 turboprops out of Penang and Subang, connecting secondary destinations within the Indonesia - Malaysia - Thailand Growth Triangle, as well as providing air linkages between Malaysia and Singapore (Seletar - XSP). Firefly provides incredible value, convenient flight timings, and city airports together with excellent services to its passengers. Passengers are given complimentary 20 kg check in baggage allowance and in flight refreshments.

CORPORATE REPRESENTATION

Philip See Yew Jin,
Chief Executive Officer
Muizzuddin Mahmud,
Head of Sales

CONTACT:

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 47301 Petaling Jaya

Tel: + 603 - 7845 4543
 E mail: customer_care@fireflyz.com.my
 Website: www.fireflyz.com.my



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SDN BHD

BUSINESS ACTIVITY:

Building a unique application for mobile devices, that has the aim of assisting users with daily tasks in life and therefore improve life itself. In the market they call it "a super app", an app like no other app before. In addition, we are also offering custom software, mobile, and web application development consulting.

CORPORATE REPRESENTATION

Ramon Siebke,
General Director
Jody Janvier,
Technical Director

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 13000 Penang

Tel: + 604 - 313 9799
 E mail: ramon.siebke@mynapse.com
 Website: www.mynapse.com



**RIDGE BIOMED
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BUSINESS ACTIVITY:

Ridge Biomed Sdn. Bhd. is a leading supplier of biomedical and laboratory equipment in the country, including consumables from selected genuine brands. To ensure the high performance of our products at all times, we also provide a long - term reliable after - sales service. Together with our specialist consultants, we integrate science and engineering by designing labs using up to date design technology to deliver a research facility suitable for 21st century R&D, while ensuring the safety and needs of the research are met.

CORPORATE REPRESENTATION

**Renny Andryani Petrus,
General Manager
Zulfadli Zainal Abidin,
Managing Director**

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Tel: + 603 - 8800 8374

E mail: sales@ridgebiomed.com.my

Website: www.ridgebiomed.com.my



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CORPORATE REPRESENTATION

**Lisette Stinis,
Chief Executive Officer
André Hartman,
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E mail: accountdepartment@stinis.com

Website: www.stinis.com

**SUNWAY
MEDICAL CENTRE**

**SUNWAY MEDICAL
CENTRE SDN BHD**

BUSINESS ACTIVITY:

Sunway Medical Centre is the first private hospital in Southeast Asia to receive full accreditation from the Australian Council on Healthcare Standards (ACHS). The hospital currently offers comprehensive tertiary healthcare services, with more than 600 licensed beds, 200 consultation suites, 12 operating theatres, 26 centres of clinical excellence, and over 60 specialists and sub - specialists. Sunway Medical Centre has embarked on an extensive expansion plan to better cater to the international market. Sunway Medical Centre offers an extensive range of medical services.

CORPORATE REPRESENTATION

**Beng Long Lau,
Managing Director
Brigitte Jong,
Executive Corporate Services - BD**

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Tel: + 603 - 7491 9191

E mail: smc@sunway.com.my

Website: www.sunwaymedical.com



By Shangri-La

**TRADERS HOTEL
KUALA LUMPUR**

BUSINESS ACTIVITY:

Traders Hotel Kuala Lumpur by Shangri - La is located in the heart of Kuala Lumpur City Centre (KLCC) and offers the panoramic view of the Petronas Twin Towers, KLCC Park, and the city's skyline. The hotel has continually been recognised as one of the good performing hotels in KL with awards such as the Certificate of Excellence and Traveller's Choice Award by TripAdvisor, for five consecutive years. It is also a proud winner of the 'Best Experience Hotel' award by the readers of Expatriate Lifestyle. Skybar, one of KL's leading rooftop bars, has won praise and been voted 'Best Bar' numerous times.

CORPORATE REPRESENTATION

**Daniel Kaeflein,
General Manager
Aminul Rahman Ismail,
Senior Sales Manager**

CONTACT:

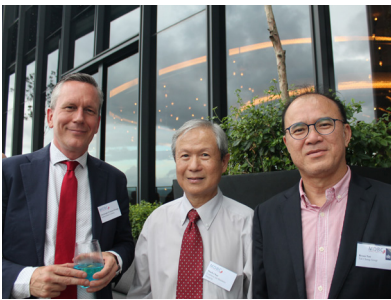
Traders Hotel Kuala Lumpur
Kuala Lumpur City Centre
50088 Kuala Lumpur

Tel: + 603 - 2332 9888

E mail: kualalumpur@tradershotels.com

Website: www.tradershotels.com

PICTURE PERFECT



When we still did 'live' networking...

2020 started in grand fashion with the MDBC - Netherlands Embassy New Year's reception at EQ Kuala Lumpur's Sky51, the most stunning location for our pictures! The event was also supported by HEINEKEN, Albatross Exim, and Uhrenholt. Who could have expected how the first half of 2020 would turn out...



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