

GREATER KL: RISING EPICENTRE FOR THE GLOBAL INGREDIENT SOLUTIONS INDUSTRY



The world speciality food ingredients market reached US\$73.1 billion in 2021. According to the *Specialty Food Ingredients Market: Global Industry Trends, Share, Size, Growth, Opportunity and Forecast 2022-2027* report, this industry should reach US\$99.4 billion by 2027, a compound annual growth rate of 5.26%.

Growth drivers propelling the world speciality food ingredients market include rapid urbanisation, higher disposable incomes, consumption of ready-to-eat food and growing interest in health and wellness.

Speciality food ingredients are added to food items to enhance their nutritional value and functional benefits. They can also reduce food waste, extend shelf life and improve taste, texture, appearance and health profile. With its supporting infrastructure, talent pool and business-friendly environment, Greater KL provides an optimal platform for the world's biggest players in this industry, such as Ingredion. Here, Ingredion's regional services delivery centre can provide global solutions and support the company's innovation and growth.



Ingredion

Ingredion is a leading global ingredient solutions company. It makes sweeteners, starches, nutrition ingredients and biomaterials used by customers in everyday products, from food and beverages to paper and pharmaceuticals.



Global headquarters
Outside Chicago, USA



Headcount:
12,000 employees in 27 countries



Global presence:
More than 18,000 customers in 120 countries



Listed:
New York Stock Exchange



US\$8 billion 2022 total net sales



Ingredion Idea Labs® Innovation Centres:
32 worldwide

INGREDION IN GREATER KL



The Kuala Lumpur Shared Services Centre, established in October 2020, supports Ingredion's finance and human resource-related services in Asia-Pacific, Europe, the Middle

East and Africa. The centre aligns with two in-house centres that provide end-to-end processes, such as processing system implementation, automation and digital transformation.



Headcount:
80 employees, >90% local



The Regional Services Delivery Centre drives:

- stronger business partnerships;
- more efficient financial integration of acquisitions; and
- optimisation of the finance cost profile



Talent management:

Certified as Top Employer 2023 in Asia-Pacific by Top Employers Institute. This recognises its dedication to a better world of work through excellent HR and people practices.

HR development includes training in IT applications, Lean Six Sigma and robotic process automation (RPA).



Plans:

Currently assessing opportunities to bundle and source work in a global location and evaluating labour arbitrage opportunities by moving work between regional centres to enhance the global process operation aimed at moving towards a global business shared services set-up



Greater KL's key differentiators:

- Multilingual talent pool;
- Competitive cost of doing business;
- Robust digital infrastructure;
- Attractive real estate options

INNOVATIVE VALUE CREATORS:

Starch-based texturisers

Supports the structure and texture behind great eating experiences

Clean and simple ingredients

Addresses the clean label trend of shorter lists of acceptable food ingredients

Plant-based proteins

Offers new protein choices for new customer demands

Sugar reduction and specialty sweeteners

Enables sugar reduction without compromising on consumer expectations

Food systems

Delivers proven ingredient combinations to speed up product development

SUSTAINABILITY AMBITIONS:

Everyday Life:

Initiatives that ensure product and people safety, and protect human rights. Goals include:

- Implementing the ISO 26000 social responsibility guidance by end-2023
- Assessing human rights protection practices across 100% of our agricultural supply chain for Tier 1 priority crops by end-2024

Planet Life:

Initiatives related to environmental impact. Goals include:

- Achieving a 25% reduction in absolute GHG emissions by end-2030
- Sourcing 50% of our purchased electricity from renewable sources by end-2030
- Achieving 100% avoidance of waste to landfill by end-2030

Connected Life:

Initiatives in sustainable and regenerative agriculture worldwide. Goals include:

- Having 100% of Tier 1 priority crops sustainably sourced by end-2025 and our Tier 2 priority crops by 2030
- Implementing water conservation projects with growers in 100% of extremely high water-stressed sourcing geographies by end-2025



AWARDS AND RECOGNITION:

1 World's Most Ethical Companies awarded by The Ethisphere® Institute: 2014-2021, 2023

2 Human Rights Campaign Corporate Equality Index: 2021-2022

3 Fortune magazine's World's Most Admired Companies: 2009-2022

Reduce Scope 1 and 2 of greenhouse gas emissions by: **28%**



Achieve 100% avoidance of waste going to landfills



Sustainably source 100% of corn, tapioca, potato, stevia and pulses in the company's supply chain



“ We approach our sustainability programme from three angles: Everyday Life, Planet Life and Connected Life. We advance our progress through these three lenses for our sustainability goals and to help our customers meet theirs. At our Greater KL service delivery

centre, we promote safety to ensure our employees' well-being. We also support communities through corporate social responsibility activities organised by the health and wellness, and safety committees.” — Lim Lek Lim, director of Ingredion Kuala Lumpur Shared Services Centre



“ Ingredion is a visionary and a catalyst of innovation in the fast-growing global ingredient solution industry. Its remarkable commitment to sustainability mirrors Malaysia's vision for a prosperous future. Ingredion's comprehensive

sustainability programme propels the nation's Low Carbon Aspiration 2040 plan and inspires other corporate endeavours to embrace a brighter, sustainable tomorrow.”

— Datuk Muhammad Azmi Zulkifli, CEO of InvestKL

