

SUCCESS STORIES OF MNCs



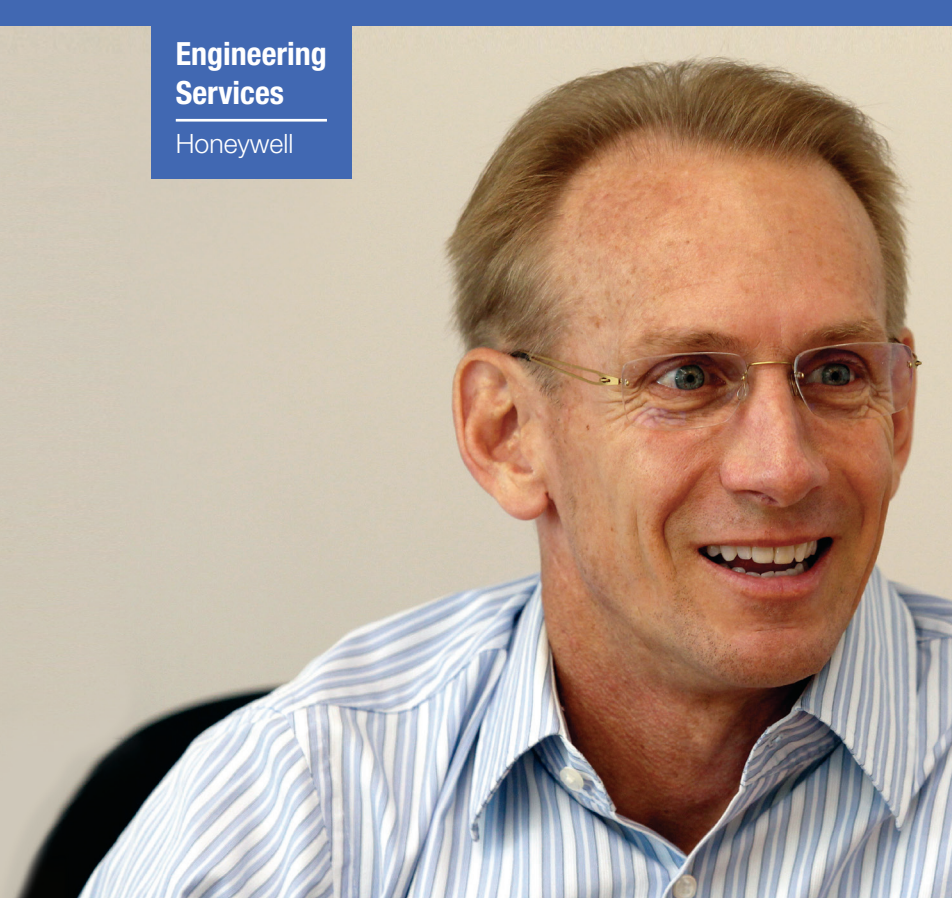
BACKGROUND

Greater Kuala Lumpur offers great opportunities for foreign multinationals looking to tap growth, not just in Malaysia but across Asia as well.

In Success Stories of MNCs U.S. Edition, we showcase some of the best U.S. organizations within the Fortune 500, and at the top of their industry, and their stories of how they engage and thrive within Greater KL's ecosystem.

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“One of the reasons that Greater KL was selected is its English-speaking, multi-ethnic and multi-racial population.”

**-Briand Greer, President of
Honeywell ASEAN**

GREATER KL, AN INCREASINGLY PREFERRED LOCATION FOR A REGIONAL BASE

Major pull factors make this city a prime destination for companies looking to grow their presence across ASEAN. To expand its presence in the fast-growing ASEAN region, Honeywell International picked Greater KL to establish its regional ASEAN headquarters. This move was made after evaluating many factors such as the ability to find and retain good talent, cost efficiencies that can be generated, the ease of doing business and the country's and region's potential, says Briand Greer, President of Honeywell ASEAN. Honeywell is a Fortune 100 company and known for developing technologies that enable industries and economies to grow. Honeywell is a global leader in several industries: Aerospace, Home and Building Technologies, Safety and Productivity Solutions, and Performance Materials and Technologies. Its products and services are found in commercial and defence aircraft around the world while almost every automaker and truck manufacturer uses its turbochargers. Shares of this American multinational company are known for their consistent above-average returns and long-term growth potential.

Honeywell generated sales revenue of approximately US\$40 billion in 2015 and a total shareholder return of 118% over the five-year period ending that year. This global company has been in Malaysia for over 30 years and is poised to play a bigger role with its new ASEAN headquarters. Its four businesses units – Aerospace, Home and Building Technologies, Safety and Productivity Solutions, Performance Materials and Technologies – currently operate from six facilities across the country.

“We have had a very positive experience here over the years. The two Honeywell facilities in Penang, established in 2008, produce innovative technologies that help customers all over the world. Operationally, these two facilities are among the best that we have globally,” says Greer. Honeywell's aerospace business in Penang integrates avionics systems for commercial, business, military and general aviation from a 220,000 square foot facility. The company's other facility on the island provides membranes for the oil and gas industry. These membranes, which remove impurities from natural gas, are sold to Honeywell's customers in the oil and gas industry around the world.

BUILDING A REGIONAL PRESENCE

“Honeywell’s top management expects 80% of the world’s growth to come from developing markets over the next 20 years. The potential for growth formed the basis of our decision to expand our presence in developing countries such as India and China and the ASEAN region. While Honeywell has a significant presence in all countries that have been identified as high-growth, setting up an ASEAN headquarters was imperative to accommodate this growth,” says Greer.

In order to pick a suitable base for its ASEAN headquarters, Honeywell conducted a thorough study on each country and considered several aspects of doing business. These factors include growth prospects, incentives, the ease of doing business and others.

“One of the reasons that Greater KL was selected is its English-speaking, multi-ethnic and multi-racial population. English is the global language for business while multi-ethnicity and multi-cultural facets are very important considerations for Honeywell. We can attract people from all over the world to come to Malaysia, if needed by the business,” says Greer, who was previously Aerospace President for Asia Pacific, based in China.

He adds that Honeywell’s positive experience with its facilities in Penang and the support by the government cemented the decision to establish an ASEAN headquarters in Malaysia. “We have been able to hire and retain very good talent in our facilities in Penang. Furthermore, government bodies have supported us well and this is not always the case in developing countries.”

“Indeed, it is the strong support and contribution from the Malaysian government that is key to our success in this country. The principal hub initiative was launched as we were evaluating among different countries in ASEAN and this initiative made Malaysia, and Greater KL a logical choice,” says Greer.

The Malaysian Investment Development Authority (MIDA) effected its principal hub initiative on May 1, 2015 and Honeywell was the first multinational company to join this programme. The principal hub initiative supports local and foreign multinational companies in their offshore trading activities by centralising key strategic value-added functions. This is expected to maximise value and cost efficiencies for the company.

With the new ASEAN headquarters in Greater KL, Greer expects the number of local managers employed by Honeywell to double over the next five years.

“We currently employ about 1,500 people in Malaysia. Out of this number, about 350 are managers. This number should easily double or more in the coming years as it is our policy for our operations to be as local as possible. The focus is always to hire local and develop local leadership.”

“Honeywell ASEAN headquarters is moving to a new office in June next year and this is testimony to our investment and commitment to Malaysia and to the ASEAN region as a whole,” he adds.

HONEYWELL



Global leader
in the Aerospace



30 Years
in Malaysia



Shareholder
return of **118%**
over the last
5 years



Sales revenue of
US\$40 billion
(2015)

WHY GREATER KUALA LUMPUR



English-speaking talents



Strong support by the Malaysian Government



Good living conditions

DEVELOPING A GLOBAL MIND-SET

The new larger premises for Honeywell in Bangsar South is an avenue for the company to further implement its “One Honeywell” culture, says Greer. This culture which focuses on business acumen, listening and responding to the customer and doing what is said will be done, has been credited for improving the company’s global competitiveness.

One Honeywell and the company’s ability and experience in operating successfully in a global market can be expected to inculcate a global mindset among its local employees. This is a prerequisite for local talent to take on greater regional responsibilities.

“With the principal hub located in Greater KL, Honeywell is able to develop talent that is willing to play a global role. Talent that shows potential will be able to progress by taking on an ASEAN role before moving on to a bigger Asian portfolio and so forth. To do so, it is important for them to take on more of a global mindset and to lean towards the international way of doing business. This way of working can only be taught by a global company with management that has been exposed to different countries and best practices,” says Greer.

Greer sees an increase in capable talent applying for jobs in Honeywell and attributes this to the company’s growing presence. “To find the best talent, we need to be the best company and one that offers career progression,” he says.

Greer adds that good living conditions in Greater KL make it easy for expatriates to assimilate to the local culture.

“This is such an attractive city with a good mix of greenery and commercial space. Malaysians are incredibly nice and this makes it an easy place for professionals and their children to live.”

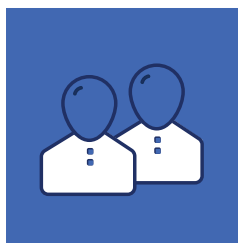
“To top it off, there is plenty of business opportunities in this country and this region. Companies here can focus on growing their business and building their market share,” says Greer.



The **1st** Multinational Company to join the **Principal Hub Initiative**



1,500 Local Employees in 6 Cities Across Malaysia 350 are Managers



Plans to **Double** Local Managers within 5 Years

BENEFITS TO THE LOCAL ECONOMY

This article was facilitated by investKL
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“There are many factors that make Kuala Lumpur ideal to establish digital initiatives. The availability of a large talent pool, language diversity, robust infrastructure, a government with a vision of becoming a premier digital economy, and the competitive cost of doing business.”

-Fitri Abdullah, Managing Director of Oracle Corporation Malaysia Sdn Bhd



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Content is accurate at the time of publication

ORACLE'S DIGITAL HUB IN GREATER KL TRANSFORMS CLOUD SERVICES FOR SMES

The digital hub, Oracle Corporation's first in Southeast Asia, has been growing rapidly on the back of Malaysia's business-friendly ecosystem. Located in Greater KL, Oracle Digital Hub is among four such operations established by the global tech giant in Asia-Pacific.

Founded in 1977, the California-based Oracle offers solutions that cater to the whole spectrum of enterprise needs. With more than 138,000 employees worldwide, the company is one of the world's leading B2B (business-to-business) tech providers with the lion's share of the global database and ERP (enterprise resource planning) market.

Over the last six years, Oracle has been placed between No 77 and No 82 on the Fortune 500 list, an annual ranking of the top 500 companies worldwide based on revenue. To stay relevant, its business strategy shifted three years ago from providing “on-premise” software solutions to a more service-oriented focus as a cloud provider.

“Playing in the cloud space has truly transformed our operations. Our products and services, the way we manage our customers as well as the type of customers we can target have also changed. The inception of the digital hub in Malaysia is a result of this change in Oracle's business strategy. Oracle Digital Hub in Malaysia offers cloud services and targets small and medium enterprises (SMEs) across 22 countries,” says Fitri Abdullah, managing director of Oracle Corporation Malaysia Sdn Bhd.

“Operations at this digital hub commenced at the end of 2016 and growth has been very rapid. A team of 200 employees was hired in a four to six-month period. It was very challenging to build something new and to grow so quickly but we managed to achieve our goal on the back of tremendous support from the government through agencies such as InvestKL and a lot of hard work by the Oracle team.”

He adds that Oracle has an internal investment scorecard for countries and that Malaysia is ranked highly in the region. “There are many factors that make this an ideal country to establish digital initiatives. Competitive advantages include the availability of a large talent pool, language diversity, robust infrastructure, a government with a vision of becoming a premier digital economy and very supportive of initiatives such as our digital hub, and the competitive cost of doing business.”

“Furthermore, we have been operating in Malaysia for about 30 years. This is a very important market for Oracle and establishing the digital hub here is aligned with our aspiration of becoming a leading cloud provider.”

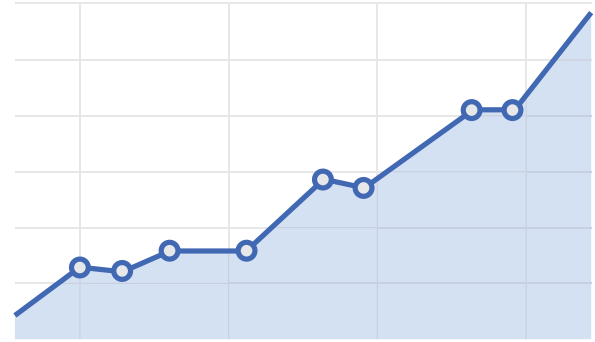
THE RIGHT TALENT TO STRIDE AHEAD

Moving away from Oracle’s legacy of providing “on-premise” solutions required a mindset shift in the way things are done in the company. Fitri believes the shift towards a service oriented culture has been difficult to incorporate quickly largely because its legacy products and services had been very successful for many years.

“We have to overcome legacy inertia and perceptions in order to do things differently. Nevertheless, total cloud revenue for Oracle Corporation surged 44% to US\$1.5 billion in our fiscal 2018 second quarter results. This success can be attributed to increasing scale and the gathering momentum in our cloud business. I am optimistic that this business will continue to grow in the coming quarters,” he says.

REVENUE

**US\$1.5
BILLION**



2ND QUARTER 2018

Growth in Oracle’s cloud services is expected to be driven by SMEs. After all, Asia-Pacific is home to over 67% of the world’s SMEs or about 266 million businesses.

According to Fitri, SMEs can leverage on cloud technology to streamline operations, boost innovation and reduce costs. Oracle’s family of offerings is designed to remove some of the biggest obstacles to cloud adoption and enable organisations to quickly and easily move business-critical applications to it.

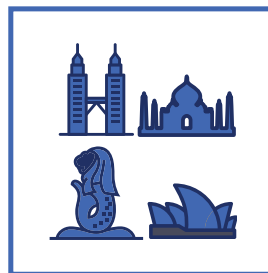
ORACLE



**Global Provider
of Enterprise Cloud
Computing**



**Aspires to become the
leading cloud provider**



**Oracle Digital Hubs
in APAC established
in KL, Bangalore,
Singapore and Sydney**



**Operating in Malaysia
for about 30 years**

WHY GREATER KUALA LUMPUR



Large Talent Pool with language diversity



Robust infrastructure



Malaysian government with a vision of becoming a premier digital company



Cost competitive

“Our cloud services allow businesses of any size to access the most modern solutions in the market at an affordable price. This is the democratisation of technology as it is no longer the exclusive advantage of large corporations with large budgets. The process of transitioning to the cloud is usually done in stages. SMEs typically start with one project and grow from there,” says Fitri.

To cater for the growth in the SME market, the plan is to increase the number of employees at Oracle Digital Hub over the next four to six months. Most of its workforce are millennials and Generation Z (the demographic cohort after millennials). Oracle carries out its own recruitment and has found it possible to find talent with the right skills in Greater KL.

“At Oracle Malaysia, we have a strong diversity agenda and about 45% of our non-managerial employees and 40% of our management staff are female. This is based on the recognition that a diverse and inclusive workforce where all employees contribute towards thought leadership drives innovation and higher performance.”

“Employees are given the necessary training with strong support from their superiors to succeed in their roles. After working with us for about two years, they can also apply for any positions within Oracle anywhere in the world. I would like the Oracle digital hub in Greater KL to be a great place to work and am very excited about the growth opportunities and outlook for this hub as we work closely with our customers on their cloud journey,” says Fitri.

BENEFITS TO THE LOCAL ECONOMY



Diverse and inclusive workforce, where 40% of management staff are women



Employees are given necessary training to succeed in their roles with option to apply to Oracle’s offices abroad after 2 years

This article was facilitated by investKL
Source and Photos by The Edge Malaysia



A GREAT MILESTONE AS SCHLUMBERGER CELEBRATES 80 YEARS IN MALAYSIA

It's tough times for the oil and gas industry – and how does the world's largest oilfield services company, a firm with 105,000 people, over 140 nationalities working in 85 countries and \$48.5 billion in revenue in 2014, deal with the challenge?

Answer: the company believes that the service industry can respond to challenges of working differently in four distinct ways.

First is by increasing technology innovation. Today, service industry R&E investments are focused on evolutionary products that not only do what is required, but at a better and lower cost. The second driver is reliability where a new approach to product development, job planning and design as well as job execution was initiated by the company six years ago.

Third is efficiency by leveraging scale in both field operations and back office systems. In this context the opening of Schlumberger's new operational support centre for oilfield assets reliability and efficiency in Port Klang is a major milestone in the company's transformation and demonstrates Schlumberger's commitment to Malaysia.

Last is integration. Integrating services, sharing resources and deploying people more efficiently can yield performance gains. Just as importantly, integrating technologies adds significant value.

ASEAN, A FAST GROWING REGION

Malaysia's land lay lush and fertile amidst deep, rich veins of natural oil and gas. Such lucky conditions drew Schlumberger to the country's shores eighty years ago (a mere eight years after its formation in France).

It was in Malaysia that Schlumberger engineers ran the first-ever electric log in an oil well in Miri, Sarawak, which marked the beginning of an uninterrupted service to the oil and gas industry, not just in Malaysia but the entire Asia-Pacific region. Schlumberger's long-term and unwavering belief in its future is centered on the premise that oil and gas will continue to be a cornerstone resource for the world's energy needs.



ExxonMobil estimates, Asia's share of global energy consumption will rise from 38% in 2010 to 45% by 2040, making the region not just an influential producer, but an important consumer as well. In fact, the Economist Intelligence Unit (EIU) forecasts that alongside energy consumption, industrial demand for oil and gas will also grow, as Asia's rising wealth fuels demand for manufactured goods – evidence of which is already apparent, in terms of the huge retail and consumption trend lines.

KUALA LUMPUR: A CITY FOR ASEAN'S BRIGHT FUTURE

Malaysia's capital Kuala Lumpur (KL) - where Schlumberger has a firmly established presence is blessed with an excellent location in relation to the rest of ASEAN.

With a matured and intricate network of airports, roads, railways, highways and ports, KL is a key node in ASEAN's bustling markets.

Strategic geography and world-class infrastructure aside, multitude of other plus factors sat in KL's armory, tipping the decision in its favour such as cost competitiveness, talent availability, political stability, client proximity, infrastructure preparedness and a mature legal and regulatory framework. Schlumberger saw that among the many Asian cities on offer, KL, one of its most-established locales, continued to offer the best proposition. And so, five years ago, Schlumberger began the first of what would eventually be five new, major investments in Malaysia.

SCHLUMBERGER



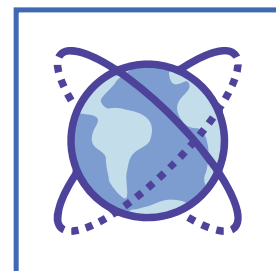
World's largest
oilfield services
company



80 years in Malaysia

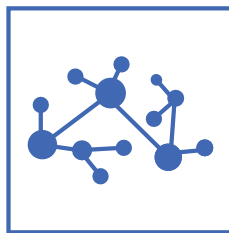


Revenue of
**US\$30.44
Billion**
(2017)



Servicing 80 countries

WHY GREATER KUALA LUMPUR



Matured and intricate network of connectivity



World-class talent



Excellent location in ASEAN

In 2010, Schlumberger opened its Asia-Pacific headquarters in Bandar Utama, Petaling Jaya. Enamoured by the favourable conditions enjoyed, the company established its financial hub for the entire Eastern Hemisphere that very same year. Schlumberger then opened the WesternGeco Penang Product Centre in 2011, dedicated to the manufacturing and support of state-of-the-art marine and land seismic equipment. Schlumberger took several steps further 4 years later with the inauguration of two new regional hubs and a centre for reliability and efficiency launched in May.

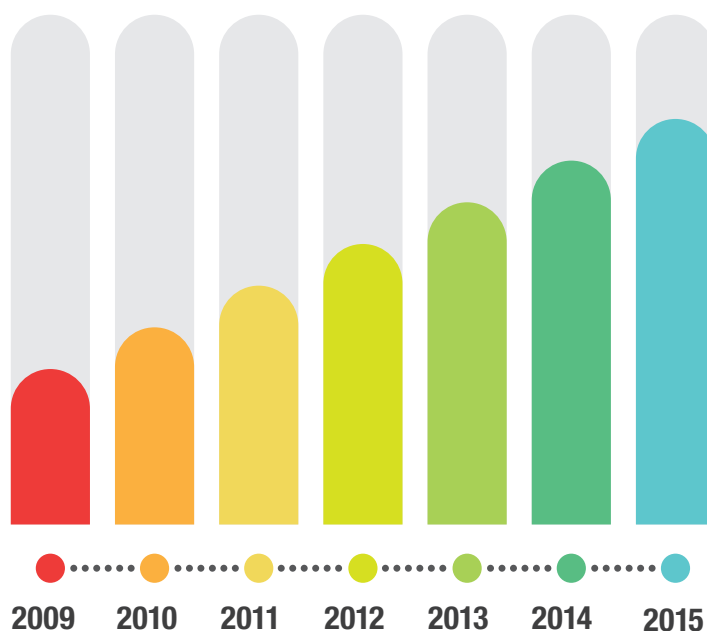
Other set-ups include Schlumberger's procurement service centre and its human resource hub, both located in Bandar Utama.

These developments since 2010 not only gave Schlumberger precious operational advantages but they also made KL one of the company's most important operations support centres. Today, Schlumberger's KL operations are supported by the largest shared services hub in the company.

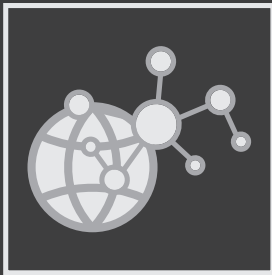
WORLD-CLASS TALENT – THE X FACTOR

As one of Schlumberger's three key global values, talent is the most important element of its business – the X-factor it seeks in all the market it operates worldwide. In support of the business in the region, the number of Schlumberger employees in Malaysia has grown from about 1,000 in 2009 to more than 3,300 employees today.

For a company which relies on advanced technical and engineering expertise, Malaysia has been a key supplier of valuable human capital. Today, the skills and technology sharing continues apace: 70% of Schlumberger's workforce in KL are locals. At Schlumberger's Port Klang-based operational support centre, the firm aims to employ at least 60% of local skilled technicians to man operations by end-2015.



BENEFITS TO THE LOCAL ECONOMY



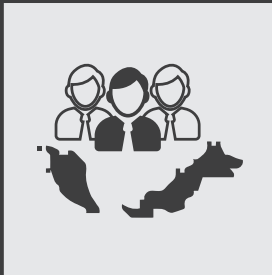
Global business hub & largest shared services hub



SEED outreach Programme for school since 2005



Opportunities for cross domain knowledge, upskilling and access to schlumberger's global business



70% local workforce

MOVING FORWARD

Schlumberger adds that its presence in Malaysia would not have been possible without the valuable role played by the country's government agencies. Ultimately, Schlumberger's aims to do more and its successful expansion in faraway ASEAN will be attributed to a confluence of key factors such as market dynamics, circumstance and ecosystem support, and beyond doubt, customer, talent and valuable support by the local government.

STATE-OF-THE-ART CENTRE

Located in Port Klang Free Zone and opened in May 2015, the Schlumberger Asia Center for Reliability and Efficiency is dedicated to advanced maintenance and servicing of oil and gas technologies for Asia-Pacific. The 200,000 sq ft state-of-the-art centre was designed to minimise environmental footprint, earning it a Leadership in Energy and Environmental Design certification from the US Green Building Council. It will also play a central role in Schlumberger's roll-out of new technologies and systems in Asia.

BEYOND THE OILFIELD

A favoured outreach theme at Schlumberger is education. As a knowledge-based company where people are the most important resource, education is highly valued. Through local initiatives, science, health and safety education is encouraged among the young. The Schlumberger Excellence in Educational Development (SEED) programme has reached hundreds of schoolchildren in Malaysia since 2005.

Schlumberger employees do reading sessions while scientists spend a week at a time at selected schools teaching students about the water cycle and pollution. The schools have also received computer hardware and connectivity expenses for access to the internet. Students in SEED also take part in workshops and other events where they can share their projects and ideas with Schlumberger specialists.



This article was facilitated by investKL
Source and Photos by The Edge Malaysia



“The construction market in Greater KL is robust now and there is a lot of competition for good talent. However the local talent pool has a lot of diversity and this bodes well for all industries including construction.”

- Micheal Doring, Turner International Malaysia Sdn Bhd’s vice-president and operations manager for Southeast Asia.

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Content is accurate at the time of publication

A GAME-CHANGING TALENT STRATEGY IN GREATER KL

The North-American based international construction services company completes approximately US\$10 billion of construction on 1,500 projects around the world each year. Over the years, Turner Construction has gained a global reputation for undertaking large, complex projects, fostering innovation and embracing emerging technologies.

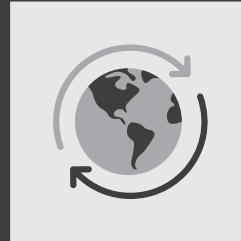
Turner International (Turner), the international arm of Turner, established its Southeast Asian regional headquarters in Greater KL in 2013.

“We established a presence in Southeast Asia in 2006, and after seven years with our regional headquarters in Vietnam, we re-evaluated our position and decided that Malaysia offered the most opportunities in terms of the magnitude and prestige of upcoming developments, rapidly increasing foreign direct investment and a friendly business environment. These were all positive factors and indicated that we could find suitable project opportunities while attracting the right talent as we grow.” says Michael Doring, Turner International Malaysia Sdn Bhd’s Vice-President and Regional Director for Southeast Asia.

TURNER CONSTRUCTION



**North American-Based
International Construc-
tion
Services Company**



**8500 employees
globally, 200 are in
Southeast Asia**



**One of the Largest
Construction
Management Company
in US**

While Turner can construct buildings in any industry, most of its projects in this region have been residential, commercial, hospitality and aviation buildings. In Malaysia, Turner is involved in some of the more complex buildings such as the Merdeka PNB 118 mega-tower project, Four Seasons Place in Kuala Lumpur and Menara Etiqa in Bangsar. Notable projects in neighbouring countries include Taiwan's super tall skyscraper, Taipei 101, China Central Television (CCTV) headquarters in Beijing's central business district and JW Marriott Hotel, VietinBank tower, Bitexco Financial Tower and Pullman Saigon Centre in Vietnam.

DEVELOPING GLOBAL LEADERS

Turner has approximately 8,500 employees around the world, including 200 in Southeast Asia. In Malaysia, Turner currently has a headcount of 84; consisting of 57 Malaysians and 27 expatriates. Doring adds that Turner's company philosophy of 'continual improvement' is practiced in its local operations.

"This philosophy has taken hold more so in Malaysia than anywhere else in the region. Our long-term view is that as a Malaysian business, Malaysians should lead it. So, it is our expectation and goal that the Turner brand in this country reflects a locally grown talent base, i.e. employees that have grown into leadership roles."

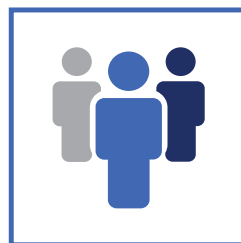
To achieve this, Doring aims to increase the ratio of local employees to expatriate staff. "We had 14 employees at the start of 2014 and quickly increased the headcount to the number that we have now. Managing growth is always challenging. Our initial approach was to bring to use expatriate staff for lead roles. This allows us to develop our local staff so that they can eventually take over the roles held by our expatriate employees. It usually takes one or two project cycles for them to gain enough experience and know-how to take on these senior roles," he says.



**Rapidly increasing
FDI**



**Business-friendly
environment**



Right talent pool

WHY GREATER KUALA LUMPUR

Much like other highly skilled industries, it has not been easy to find the right people for the company. However, Doring believes that Turner's reputation and experience tend to attract suitable talent. "The construction market in Greater KL is robust now and there is a lot of competition for good talent. However, the local talent pool has a lot of diversity and this bodes well for all industries including construction. Furthermore, a large number of Malaysians that we have interviewed have been educated and/ or worked overseas. This augments the benefits offered by this diverse workforce. Our approach towards recruitment is to hire the brightest and the best university graduates that we can find and develop them internally," says Doring.

Part of Turner's training programme includes annual seminars by the company's subject matter experts. Topics range from sustainable construction, lean principles, building information modelling and others. "We have also started an exchange programme where our best employees here are sent to our offices in the US to learn and exchange ideas for a year. We placed our staff in strategic positions for them to learn the best practices in other markets. It is our belief that this will enable us to better serve the Southeast Asian market in the future," says Doring.

GOING BEYOND GREATER KL

Turner's local operations currently support its regional human resource, finance and business development functions. Meanwhile, Doring is responsible for the company's operations in Malaysia, Indonesia, Vietnam and Thailand.

"Malaysia's strategic location makes it an ideal hub to support our other offices in Southeast Asia. It is easy for us to travel within the country and around the region. Greater KL is an attractive place to work. It has good infrastructure, connectivity, many good restaurants and shops. All this makes it a very liveable city," says Doring.

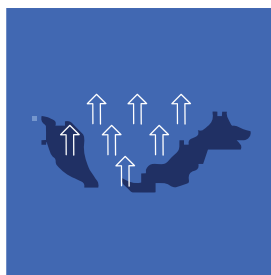
Turner's local projects are currently based in Greater KL but Doring says that the company is looking to expand outside of Greater KL under the right circumstances.

"Our experience as a contractor in the US differentiates us from other construction management firms. Since labour cost is significantly higher in the US, we place emphasis on pre-planning activities, coordination, productivity and aim to do things right the first time. Safety standards are higher in developed countries and we have been promoting more stringent standards, heightened awareness and full engagement of safe work practices for all project stakeholders in this region. There is a lot of work to be done, but our initial results have been encouraging as we have been able to reduce the time it takes to construct a floor (in a building) and our high-rise projects have an excellent safety record," says Doring.

BENEFITS TO THE LOCAL ECONOMY



**Established its
Southeast Asia Regional
Headquarters in Greater KL**



**Looking at Company's
Expansion in Other States
in Malaysia**



**Employed 84 Local Talent
and Grow Local Talent
Base**



**Aim to Push Local Talent
to Lead the Company's
Operation in Malaysia**



“Growing populations and rising urbanisation makes it increasingly important for cities to be sustainable and liveable.”

- Feisal Noor, AECOM vice-president of Buildings + Places for Malaysia.



Scott Dunn, VP Strategy & Growth SEA

Published date 9 October 2017

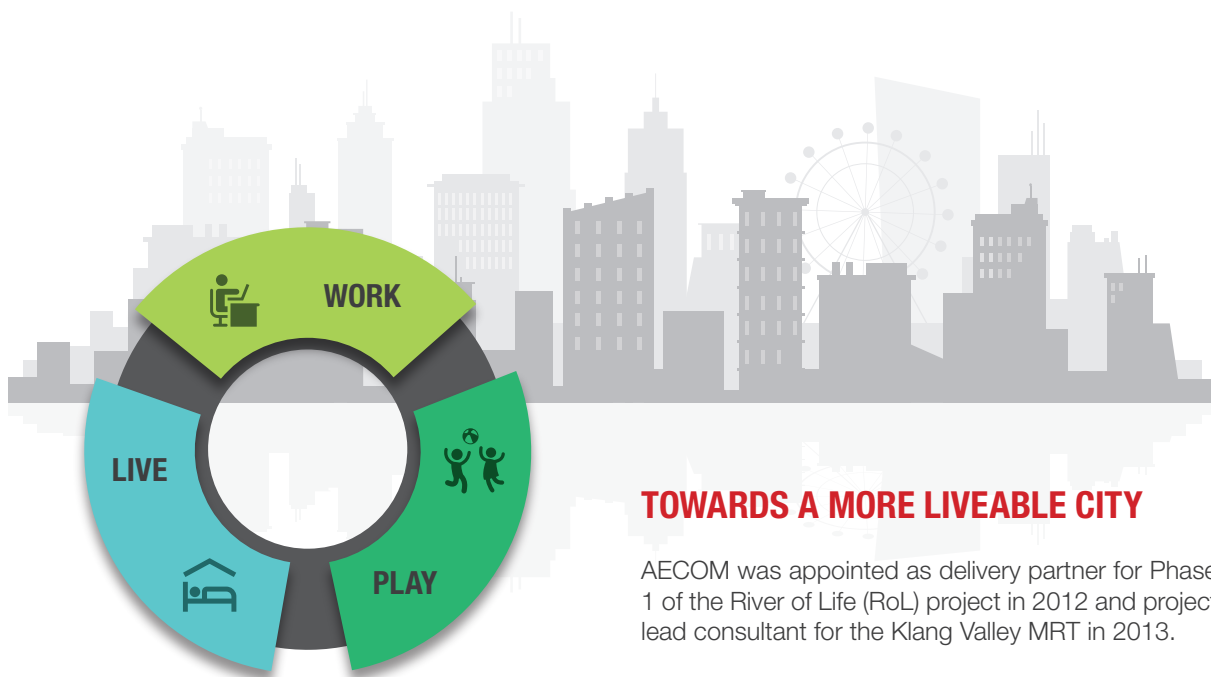
Content is accurate at the time of publication

TOWARDS A MORE LIVEABLE GREATER KL

Projects by AECOM ensure the Kuala Lumpur capital and its surrounding suburbs become even better places to live and work. AECOM is one of the world's largest engineering firms with a reputation and global reach that is unrivalled in the industry. With a pool of 87,000 employees, this Fortune 500 firm designs, builds, finances and operates (known as the DBFO model) infrastructure assets for governments, businesses and organisations in more than 150 countries. With a client base of 25,000, AECOM made revenue of about US\$17.4 billion last year.

The premier global infrastructure firm has been in Malaysia for 40 years, but has grown rapidly in the past four years when its employee headcount surged from around 50 to 800.

Having been involved in some of the world's most iconic projects — the One World Trade Centre in New York; Cross Rail, a high-frequency, high-capacity railway in London; Colombo South Container Terminal in Sri Lanka; and Taizhou Yangtze Bridge in China — AECOM is well aware of the importance of large multifaceted projects and their specific challenges.



TOWARDS A MORE LIVEABLE CITY

AECOM was appointed as delivery partner for Phase 1 of the River of Life (RoL) project in 2012 and project lead consultant for the Klang Valley MRT in 2013.

“Launched in August, Phase 1 of RoL has already enhanced the quality of life for the people in the city,” says Scott Dunn, AECOM vice-president and director of Development for Malaysia.

“Growing populations and rising urbanisation makes it increasingly important for cities to be sustainable and liveable. Cities are where people live, work and play. Making this urban space safer, healthier, and more accessible within its existing framework can be a very complex challenge without obvious or easily achievable solutions,” says Feisal Noor, AECOM vice-president of Buildings + Places for Malaysia.

“Big, bold ideas and a paradigm shift from the conventional way of thinking are needed to overcome such complex challenges. This is what AECOM does best. We leverage the expertise of our large pool of employees around the world, many with years of innovation and hands-on experience in different industries, to anticipate and solve the most complex challenges faced by our clients,” says Feisal.

“The river was in a totally different place five years ago, when we were appointed to draw up the master plan for RoL. Now, Phase 1 of the RoL has completely transformed this part of the river and people are engaging with it in new ways. Urban social spaces that are accessible, interesting, comfortable and sustainable, like RoL, are a fundamental characteristic of great, liveable cities,” says Dunn.

Rejuvenating the Klang and Gombak river corridors is also expected to enhance the value of the surrounding real estate. “Projects like the RoL take years to complete and require a wide range of technical and project management skills as multiple stakeholders are involved and new issues are invariably uncovered during its transformational process.

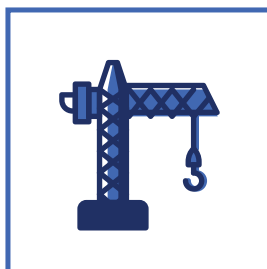
AECOM



Four decades of presence
in Malaysia



A global engineering firm
with more than **87,000**
employees



Build and manage
infrastructure assets
for governments and
businesses in more than
150 countries

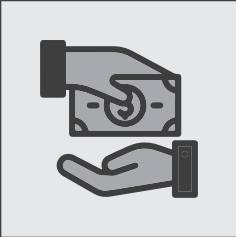


Fortune 500
company

WHY GREATER KUALA LUMPUR



Regional transit point



Affordable cost of doing business



Multicultural and multilingual talent

“It is important to note that delivering such a project successfully goes beyond the essential improvements of water quality. It is about placemaking — creating an urban space that serves current and future user needs, drives economic growth, and addresses socioeconomic disparities. The project has the potential to transform and elevate the lives of all Malaysian people,” says Feisal.

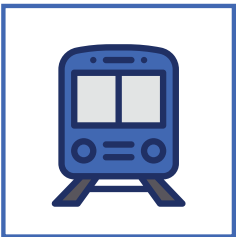
A REGIONAL TRANSIT POINT

Both Feisal and Dunn foresee a bright future for Greater KL once the RoL and the integrated rail network in the Klang Valley are completed, as this will improve Malaysia’s connectivity internally and with other regional countries. World-class infrastructure and a revitalised downtown centred on a rejuvenated River of Life will ensure Kuala Lumpur moves higher up the rankings of global cities.

“Greater KL is already a strategic transit point for companies with regional operations. Reducing the travel time between Kuala Lumpur and regional cities creates even more possibilities for individuals and businesses to use this city in brand new ways. With world-class infrastructure and an affordable cost of doing business, Greater KL will become a truly liveable city that surpasses its peers,” says Dunn.

AECOM’s team in Malaysia now numbers over 800 professionals. “Our local professionals benefited from a knowledge transfer by collaborating with international rail experts found in the wider AECOM group.”

“Over time, the Malaysian office grew as a centre of excellence for rail infrastructure delivery. Now, the skills acquired by our employees are exported out of Malaysia and they are able to advise our rail project teams in Thailand and Vietnam,” says Dunn.



Knowledge sharing & transfer in rail infrastructure



95% local employees in AECOM Malaysia



AECOM University as internal resources & training for employees

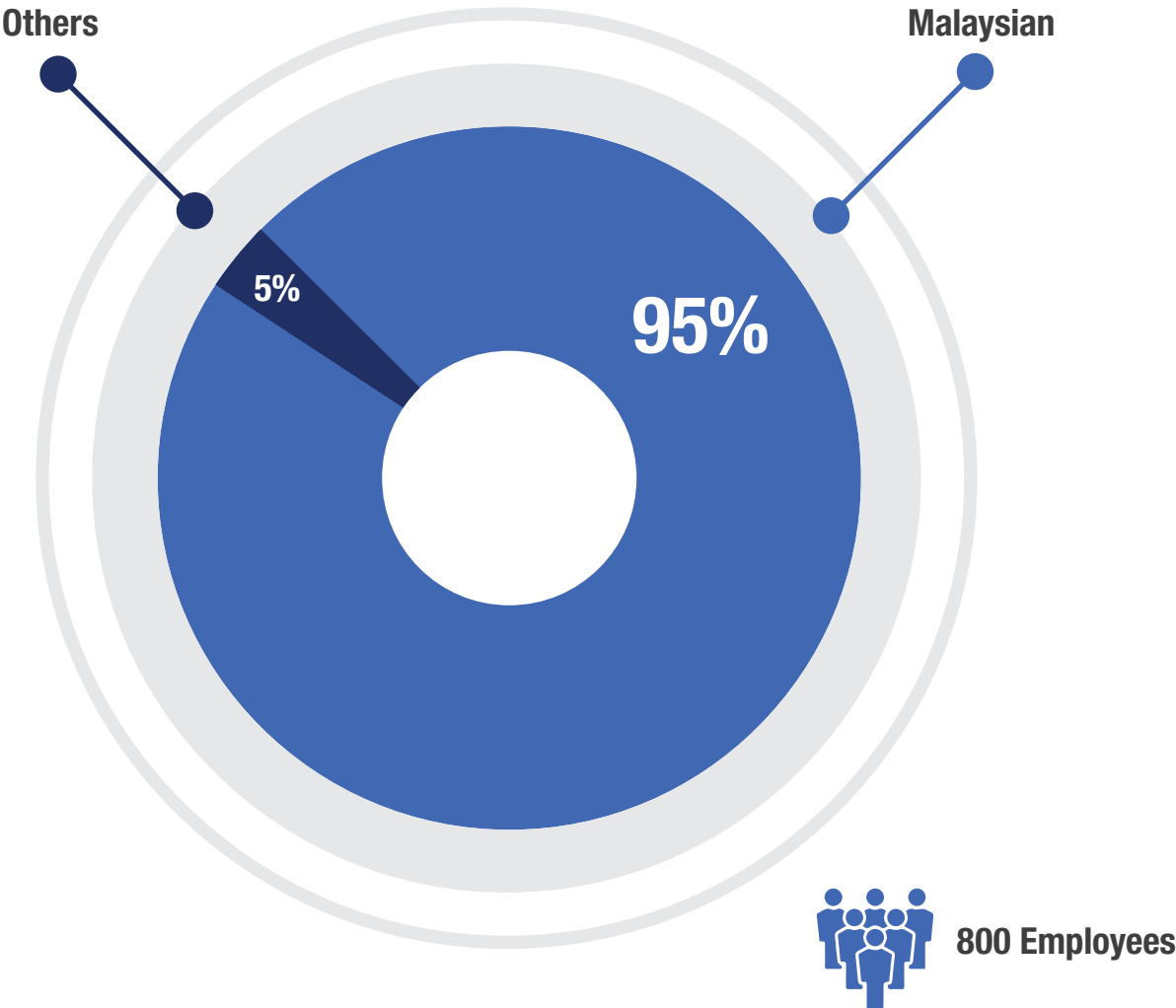
BENEFITS TO THE LOCAL ECONOMY

To develop their skills, AECOM provides them with a holistic knowledge platform and resources, including an online education portal known as AECOM University.

“Our best practices, technical subjects, project management systems and compliance studies are available online. AECOM University has courses developed internally and with external universities and our employees can use this platform to enhance their capabilities. We also organise events where our global experts can share their experiences with the local team,” says Feisal.

“I have worked around the world and find that multinational companies are generally impressed with the quality of Malaysian talent. Malaysian employees are multicultural and multilingual. These are valued attributes, but most importantly, Malaysians are highly adaptable and able to adjust in any situation. This enables us to rise up to the challenges posed by complex problems and come up with big and bold ideas and solutions to build a better world.”

ABOUT 95% OF AECOM’S OVER 800 EMPLOYEES ARE MALAYSIANS.



This article was facilitated by investKL
Source and Photos by The Edge Malaysia

“Malaysia’s central location makes it a strategic location for a regional headquarters. This is augmented by the country’s maturing oil and gas industry. Our presence in this country allows McDermott to be closer to our customers and supplier and gain access to an established workforce and a matured supply chain network.”

- McDermott



Published date 31 July 2017
*Content is accurate at the time
of publication*

WORLD’S LEADING PROVIDER OF EPCI SERVICES FOR UPSTREAM FIELD DEVELOPMENT

Malaysia’s aspiration to be a leading oil and gas service hub in Asia Pacific makes it a suitable location for multinational companies in this industry that are looking for a base for their regional headquarters. Global companies such as Houston-based McDermott International, Inc. (McDermott) have established an office in the Kuala Lumpur city centre that supports their presence in this region.

McDermott is a reputable name in the oil and gas industry with nearly 100 years experience under its belt. In line with Malaysia’s ambition to be a regional oil and gas hub, the company believes its expertise and specialised service offerings will contribute to the industry as a whole locally as well as across the region.

According to a source in McDermott, the company’s regional operation was initially set up in Singapore in the late 1960s. Then, it was the ideal location as the company has a fabrication facility located nearby. However, Malaysia has never been out of sight and the office has since been here for over 40 years.

Over the years, the country has increased its focus on the oil and gas industry and it is now a more favourable location for McDermott’s regional hub. The relocation process was almost seamless as the company was able to tap on the resources and network of its existing office. Agencies such as InvestKL assisted in dealing with local regulations and provided advice every step of the way.

Founded in 1923, McDermott is a leading global provider of integrated engineering, procurement, construction and installation services for upstream field developments. McDermott is listed on the New York Stock Exchange and serves its international clientele of national and major energy companies through engineering offices and fabrication facilities located around the world.

Malaysia is known for its strong ecosystem of oil and gas services, and equipment that supports the needs of players in the oil and gas value chain. It is also the second-largest oil and gas producer in ASEAN and one of the world's top liquefied natural gas (LNG) producers.

THE GREATER KL ADVANTAGE

Malaysia's central location makes it a strategic location for a regional headquarters. This is augmented by the country's maturing oil and gas industry. McDermott's presence in this country allows the MNC to be closer to its customers and suppliers, while gaining access to an established workforce and a matured supply chain network.

Greater KL offers a competitive cost and ease of doing business. The city also has good connectivity and infrastructure, which are important factors needed for a good working environment. McDermott works closely with its customers and has a number of project offices around the region.

McDermott's office in Malaysia is the company's largest management office in Asia as it functions as the regional headquarters.

McDermott's local operations include the main engineering office as well as central project oversight and management functions such as its finance, supply chain, and sales and marketing. Its office in Kuala Lumpur currently supports the company's operations in Southeast Asia, China, Australia and India. McDermott's office in Kuala Lumpur offers full corporate, strategic, shared and technical services to our operations and projects in Asia. Clearly, our local operations play an important role in expanding our footprint in Asia; a region that we believe has vast untapped potential especially for deepwater projects. The Asia Pacific region is one of McDermott's core markets along with Americas, Europe and Africa, and the Middle East.

In Asia, McDermott currently has two fabrication yards located in Batam, Indonesia, and Qingdao, China, respectively.

A SKILLED WORKFORCE

McDermott has also found the professional, trained and experienced workforce in Malaysia's oil and gas industry to be advantageous. It has close to 400 employees in the country, comprising executives for regional oversight and engineers. As an international company and an equal opportunity employer, McDermott endeavours to hire and reward based on merit and performance. The company looks to hire locals first and only open our positions to expatriates if there are no suitable local candidates.

McDERMOTT



**Regional HQ for APAC
in Greater KL**



**Equal opportunity
employer**



**Global headcount of
12,400 employees,
400 in Malaysia**



**Generated revenues of
USD \$2.6 bil
(2017)**

WHY GREATER KUALA LUMPUR



Mature oil & gas industry



Good talent resources for the oil & gas industry



Competitive cost of doing business

According to McDermott, the hiring of employees is based on business needs and the company has increased its local headcount from 90 to more than 400 since moving the regional headquarters to Kuala Lumpur. Malaysia has very good talent resource for the oil and gas industry. Local employees benefit from McDermott’s learning management system, which is part of its talent management programme. Made available to employees around the world, this learning system consists of three knowledge areas: management, professional foundations and project management.

As a global leader in offshore construction, we believe we can offer a lot to our employees through our training, systems, processes and the experience that they gain by working with our teams. McDermott employees also get the chance to work on international projects such as McDermott’s Abkatun-A2 platform project in Mexico where the early design engineering of this project was done in Malaysia or the Vashishta project in India, where we are currently installing a deepwater subsea system.

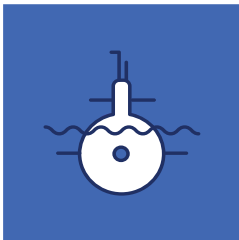
McDermott is also working with the Construction Industry Development Board to conduct certification program for identified skilled trades in order to meet Petroliaam Nasional Bhd’s industry requirements.

To further develop local talent, the multinational company is open to working with universities and relevant training institutions to see how it can further contribute to the workforce in the local oil and gas industry.

McDermott aims to establish a regional head office in an efficient and competitive environment which will allow the company to grow the business when the market improves. It is a difficult time for this industry but the company has a strong regional presence and is currently working hard to expand its operations here through international projects as well as projects in the domestic market.



Certification program for identified skilled trades to meet Petronas’ upstream industry requirement




Untapping local potential especially for deep-water projects



Local employees benefit from McDermott’s Learning Management system & talent management programme

BENEFITS TO THE LOCAL ECONOMY

This article was facilitated by investKL
Source and Photos by The Edge Malaysia



“There is a melting pot of different races, cultures, and upbringing here in Greater KL. This situation along with the many educational institutions has created ‘diversity of thought’ among graduates.”

- Jonathan Toke, Haskell vice-president of Asia

Published date 25 December 2017
Content is accurate at the time of publication

HASKELL ESTABLISHES A GLOBAL DESIGN CENTRE IN GREATER KL

AMERICAN DESIGN AND BUILD INDUSTRY LEADER SEES GREAT POTENTIAL IN THE COUNTRY’S YOUNG AND CREATIVE SKILLED TALENT.

The Haskell Company (Haskell), an industry leader in the design- build construction method, has established a global design centre in Greater KL. Headquartered in Jacksonville Florida, USA, this privately-held company has built its name by performing a wide range of services in design and construction for a variety of customers. Services range from business case analysis and master planning, to systems analytics and modelling, to architecture, all disciplines of engineering, project management, specialized engineering (process, packaging, material handling, CIP systems), to sustainable design and virtual reality/augmented reality models. Its multinational clients are industry giants such as PepsiCo, Safran, Diageo, Procter & Gamble as well as government entities.

Although Haskell has been working on projects in South-east Asia since 2007, the company only established a permanent regional hub in Malaysia this year. “We have been supporting clients like PepsiCo, Gulfstream, ImBev and Spirit AeroSystems (during the construction of their original plant in Subang) for a long time in the region, but we did not have the correct resources to sustain our presence in this market. However, since 2014, we have built a strong team of expats and local talent in order to provide quality services at local pricing. With over 1300 employees worldwide, more than half of the global team are design professionals. Most of them came from the client’s side prior to joining our team. Our entire delivery system is focused on improving the client’s business case. We are always looking for the best combination of innovation, cost, operational ease of use, maintainability, reliability, quality, sustainability, safety, and time to implement any of the systems we recommend,” says Jonathan Toke, vice-president of Asia for Haskell (USA), and managing director for the branches in the region, including Malaysia Services Sdn Bhd.

“Our Goal is to be a respected and trusted company. How we behave when things go well or when dealing with an unforeseen circumstance is another way that we differentiate ourselves.”

- Jonathan Toke, Haskell vice-president of Asia

When Toke was establishing a full-time operation for Haskell in Asia, he surveyed universities in different countries to evaluate their talent pool. After evaluating the calibre of fresh graduates in Malaysia, Toke decided that Greater KL was a suitable location for Haskell's regional hub.

“Greater KL offers many advantages over its peers in this region. It is strategically located with good infrastructure. Locals speak many languages including English and the country is business-friendly and cost-efficient. To me, what was more interesting but less obvious is the capacity and the capability of its talent pool. There is a melting pot of different races, cultures, and upbringing here. This situation along with the many education institutions here has created ‘diversity of thought’ among its graduates,” says Toke.

A relatively new concept, diversity of thought is believed to boost innovation and creative problem-solving at the workplace. With different cultures, backgrounds and personalities shaping how employees think, companies are able to stimulate creativity, spur insight and increase efficiency. This is vital for Haskell, a thought-leader in integrated delivery where the right solution must be provided for each of its unique clients.

“Haskell has worked on some of the biggest and most complex industrial projects around the world. We aim to deliver a collaborative project experience by working closely with our clients. It is our hallmark to provide certainty of outcome for every project.

In other words, we look to minimise the risk involved in meeting our client's objectives by identifying potential roadblocks and hurdles along the way. By discussing these issues early on, we stand a much better chance of delivering the project on time or even before the expected completion date, and within budget,” says Toke.

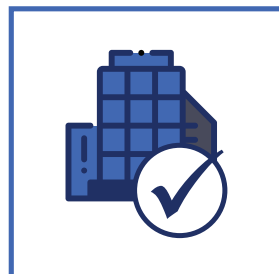
“Once you take the talent pool into account, Malaysia stands out when measured against other countries. The competency of young professionals that are able to blend new technology and old technology stands out.”

“There is a lot of creative energy here and we hope to be able to harness and nurture it to deliver on an international level,” says Toke.

SET FOR RAPID GROWTH IN GREATER KL

Toke has big plans for Haskell's operations in Malaysia. Its office in Greater KL has only been opened for a year but he sees the potential of doing more to support Haskell's global operations. “We opened the doors to our office on September 6. The aim of this space is to harness creative energy and it is able to sit 20 comfortably. We have since hired 15 local employees and counting. We also have another six employees based in Singapore, and we will quickly reach 15 more team members at our new office in the Philippines,” says Toke.

Haskell



Trusted engineering company and global leader in integrated project delivery



Established for more than 50 years and a pioneer in the design-build model



Permanent presence in Singapore and Malaysia since 2014, expanding to Philippines in 2018

“Having a great partner like InvestKL is important as we aim to build our presence in this region and to find the best talent that can assist us in building a global design centre for Haskell in the country.”

- Jonathan Toke, Haskell vice-president of Asia

He adds that there is a strong possibility of increasing the number of local employees by three to five times over the next five years or so. “Of course, this largely depends on securing new clients and on whether we are able to support our operations in the US in a competent and professional manner.”

As Haskell’s regional operations are in a different time zone to its American operations and other developed markets, the company is poised to benefit from a reduced turnaround time and in better utilisation of resources when working for global customers.

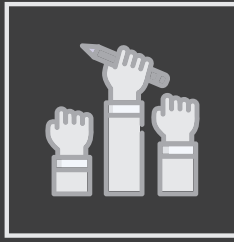
“There are a lot of advantages in operating in different time zones. For example, the team in Greater KL, when trained and ready, would be able to continue working on design proposals when their American counterparts go to bed. This is one way that we can support Haskell’s design operations which is a huge part of our business. With this in mind, we started to build a global design centre for Haskell in Greater KL,” says Toke.

With over 50 years of experience, Haskell is able to leverage on a history of innovation and technical expertise to craft the optimal solution for each project. For example, it uses virtual reality (VR) and augmented reality (AR) in its design and building process. This cutting-edge technology allows clients and any major capital expenditures to see what the end result will look like long before major capital expenditures. This allows the team to optimise layouts, improve coordination of the facility components, and explore options before or even during actual construction without impacting the project cost or schedule.

“Using technology is one way that we differentiate ourselves in the competitive industry of construction and design. Our competitors have been in this region for longer than we have and we respect their presence and the services that they offer,” says Toke.



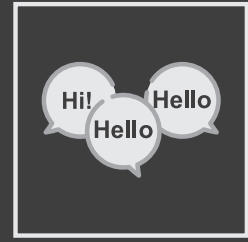
WHY GREATER KUALA LUMPUR



Diversity of talent



Holistic infrastructure



English is widely spoken

“Our goal is to be a respected and trusted company. How we behave when things go well or when dealing with an unforeseen circumstance is another way that we differentiate ourselves. Haskell puts trust in the middle of our relationship with our clients. We view ourselves as business partners that happen to specialize in design and construction. We are fully vested in the successful completion of each project. We work best with companies that enable us to use our skills to support their entire operation as a truly integrated team member. We can often build value for our clients by looking at the total cost of ownership of an investment, ranging from the capital cost to the operating cost, to the cost of the training and maintenance required to fully benefit from the investment.”

HONING SKILLED LOCAL TALENT

To succeed in meeting their client's objectives, Haskell offers training and development opportunities to its employees. Its training programmes are created with the scope, challenge and diverse experience needed for professional growth. Local employees are put through an in-house training programme that requires them to travel and work in Malaysia and the US.

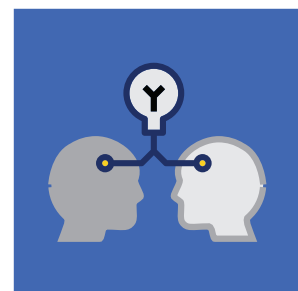
“There are training plans for all our technical staff. We look to improve their technical ability and skills, instill the right attitude and work culture.” Their training consists of work assignments that are discussed in the US and implemented in Malaysia. This means that they do a fair amount of travelling to the US. By sending them to our headquarters, they are also able to interact with professionals with more than 25 years of experience in this industry. Haskell has a pool of knowledgeable and professional engineers that work alongside architectural and construction teams. This ensures that we are able to execute seamlessly and achieve the ideal outcome,” he says.

Toke also adds that government agencies such as InvestKL played a meaningful role in helping the company when it decided to establish its operations here. “InvestKL helped us get plugged into the community and assisted us as we did our survey of educational institutions. Having a great partner like InvestKL is important as we aim to build our presence in this region and to find the best talent that can assist us in building a global design centre for Haskell in the country. We look forward to working with them for many years to come,” says Toke.

BENEFITS TO THE LOCAL ECONOMY



Aim to increase Malaysian talent by 3 to 5 times within 6 years to serve new clients and support U.S. operation



In-house training programme and knowledge transfer with U.S. for local employees



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