

## PPK Malaysia

Malaysia Shopping Malls Association

### NEWSNETWORK

SEPTEMBER  
2014

ISSUE NO.  
**31**

#### NEW Committee

**2014-2016**

on board headed by  
President,  
Tan Sri Datuk Eddy Chen

Issue No. 31 01/14  
PP12389/04/2013 (031984)  
Untuk Ahli Sahaja

# EDUCATION



## President's Message

Dear members

It is my sincere pleasure to greet all members in this inaugural message as President of our association. Since taking the reins on 29 March 2014, time has really passed so quickly with the numerous and very often, hectic pace of our activities, in tandem with the pulse of shopping malls.

We have already carried out 2 sessions of our signature programme, Certification Courses in Shopping Mall Management, which was originally started in 2002 to enhance professionalism in our industry. Up to this year, we have already trained more than 2,500 participants who would have gained enriching knowledge from our speakers. These speakers are our industry 'gurus', well-seasoned practitioners who have allocated their valuable time, some since the beginning 12 years ago, to share their experience and expertise on running successful malls – we thank you for your dedication, loyalty and passion for the industry.

Sitting at the helm, it is my wish to take PPKM to yet another level in shopping mall management and to enhance our activities from within the Klang Valley as well as to expand them to members beyond. The Klang Valley is undoubtedly where most of the action happens but malls throughout Malaysia have an equally important role to contribute to our country's economy wherein shopping has gradually grown from 20% ten years ago to now make up more than 30% of tourism receipts.

Yes, we do hope to engage more closely with members and have initiated a new series of talks, aptly named 'Teh Tarik Talks' (or TTTs) on matters of common interest like new apps in social media marketing, energy efficiency and basics like personal safety and security etc. The TTTs aim to bring members together on a social platform to introduce you to what's new in the market as well as to enhance closer inter-relationships and networking within the shopping mall fraternity. We aim to bring you something new every month, so do look out for our exciting announcements.

For PPKM, we have certainly grown tremendously since our inauguration in 1984 and this year, we shall celebrate our SPECTACULAR 30th Anniversary with a gala dinner on 30 October. We hope to meet most, if not all, of you at this event where we will bring back the pioneers and veterans who started it all. All our members throughout the years deserve a pat on the back, for without your loyalty and close support for our activities, PPKM would not have evolved to our stature today.

The evolution of the mall industry is not without its share of issues including new music copyright bodies, the advent of GST, talent procurement, security and safety, government regulations and ever rising operational costs etc. Today, with more and more malls coming on stream, there is a greater need to remain ever competitive and innovative. The challenges ahead are many, but as shopping is now already a Malaysian lifestyle which is here to stay, we shall continue to grow and develop our malls to world class standards and beyond.

Last but not least, the 2014-2016 personnel on board PPKM's committee are a great team who are young and passionate and at the same time, experienced in various aspects of shopping mall management. We shall all work together towards our common goal ie to raise the bar just that little bit higher for PPKM to launch into another level of shopping professionalism.

Regards,

**TAN SRI DATUK EDDY CHEN**  
President



**PPK Malaysia**  
Malaysia Shopping Malls Association

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# 2014 SEMINARS + CONFERENCES

## Certification Courses in Shopping Mall Management April & August 2014

- Marketing and Leasing
- Operations and Maintenance
- Administration

Our ongoing courses focusing on mall management saw tremendous response in April, with 144 participants undertaking the various modules. With the Marketing & Leasing module revamped and updated effective last year to now encompass a total of 3 days (previously 2 days), participants are now able to grasp the expanded syllabus more fully. Effective this year, we have also improved the Administration module, successfully combining Parts 1 & 2 over 3 days in an effort to encourage closer participation.

The second session for 2014 was held from 11-15 August at JW Marriott Kuala Lumpur with more 100 participants for the Marketing & Leasing and Operations & Maintenance modules. The technical visits were hosted by Pavilion KL with quick insights into mall management.

Comments from our participants:

- Very informative topics and experienced speakers
- Good for networking in the same industry
- Speakers are very good in sharing their practical skill / experience



A. PPK President, Tan Sri Datuk Eddy Chan stressing the importance of education and training.  
B. The class is very lively and we share lots of practical experience.  
C. The class of 'administrators'.  
D. Briefing on the operational aspects of The Gardens Mall.  
E. In the midst of planning security deployment in a mall.

## ICSC-PPK Shopping Center Management Learning Series 2014:

- Leasing Workshop 16 -17 July 2014
- Marketing Workshop 17 September 2014
- Visual Merchandising Workshop 18-19 September 2014

For the third year running, PPK Malaysia is collaborating with International Council of Shopping Centers (ICSC) to offer workshops in Leasing and Marketing in July and September respectively. In July, participants gained new experiences from 2 shopping mall 'gurus', Thomas Malayil who is currently the Chief Executive Officer of Lippo Malls Indonesia and Andrew Brien, CEO Suria KLCC.

The 2014 Leasing Workshop at Westin Kuala Lumpur was the advanced level instalment which complements the workshops held the past 2 years and will teach participants the essential edge in tenant productivity, value creation and project economics.

The Marketing Workshop features speakers from Weber Shandwick, the world's leading global PR firm providing specialist expertise in crisis/issues management, brand planning, creative delivery, digital marketing and more. Following this, the inaugural Visual Merchandising Workshop will be run with Matthew Goodman, Center Stage Productions Visual/Art Director 2011-2013 Fair Lawn, NJ USA.

For further information, kindly contact ICSC Asia-Pacific at Tel: (65) 532 3722 Fax: (65) 6532 7355 or Email: [info@icsc.org.sg](mailto:info@icsc.org.sg)

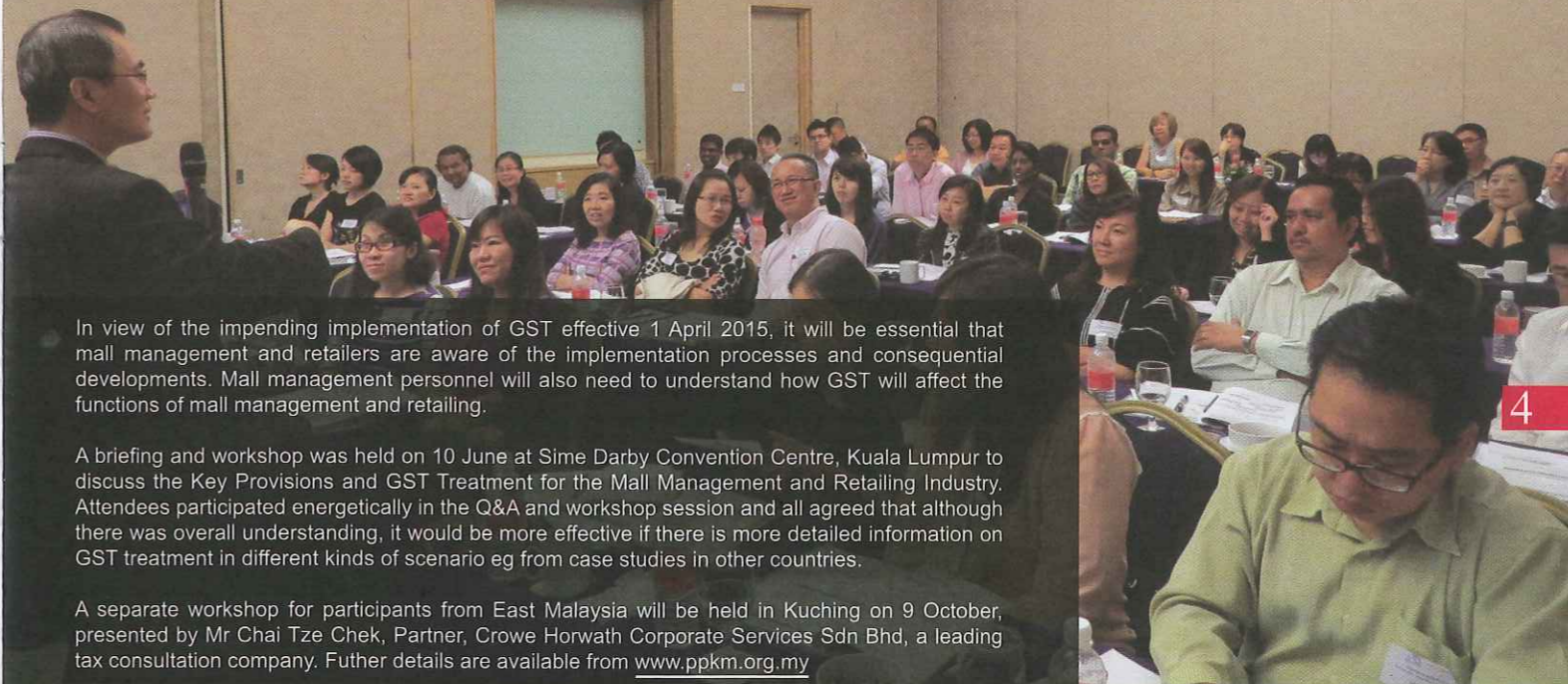


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A & B. The interactive workshop on Digital Marketing, September 2013.  
C. Leasing Workshop, July 2014 with Thomas on the nuances of Mixed Development.

## GST Briefing and Workshops



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In view of the impending implementation of GST effective 1 April 2015, it will be essential that mall management and retailers are aware of the implementation processes and consequential developments. Mall management personnel will also need to understand how GST will affect the functions of mall management and retailing.

A briefing and workshop was held on 10 June at Sime Darby Convention Centre, Kuala Lumpur to discuss the Key Provisions and GST Treatment for the Mall Management and Retailing Industry. Attendees participated energetically in the Q&A and workshop session and all agreed that although there was overall understanding, it would be more effective if there is more detailed information on GST treatment in different kinds of scenario eg from case studies in other countries.

A separate workshop for participants from East Malaysia will be held in Kuching on 9 October, presented by Mr Chai Tze Chek, Partner, Crowe Horwath Corporate Services Sdn Bhd, a leading tax consultation company. Further details are available from [www.ppkm.org.my](http://www.ppkm.org.my)

## Security & Safety Training



Held annually since 2006, the 2-day training sessions gives security personnel from malls and affiliated agencies hands-on skills in safety and security management for daily operations. Participants share our security veterans' know-how, practical experience and skills including tips on first aid and emergency rescue.

The next session is scheduled from 14-15 October 2014 at Cititel Mid Valley City, Kuala Lumpur; please call PPK Secretariat 03-7727 6232 for further details.



▲ Learning from experienced 'gurus' is always the best way, October 2013.



## CASC Conference 2014 4 – 6 December 2014, Jakarta

▲ The annual CASC (Council of Asian Shopping Centres) meeting was convened with the positive inclusion of Japan, resulting now in 6 participating countries ie Indonesia, Hong Kong, Taiwan, China and Malaysia. Close supporters include Singapore, Philippines, Thailand and Australia.

Themed 'Tomorrow's Retail Development Today: The Latest Shopping, Retail Opportunities, and Innovation & Trends', APPBI (Indonesian Mall Association) will organize the coming conference to show the rapid and intense development levels of Asian shopping centres and the retail industry today.

This conference will see a top-class gathering of industry leaders from Indonesia, China, Malaysia, Japan, Australia, Taiwan, Philippines, India and Singapore and it will be a union of many well-known retail enterprises and industry experts from all over the world. Plan your next overseas conference with us and look out for the official announcements soon.

CASC Conference 2013 was successfully organised last November by PPK Malaysia at Sunway Resort Hotel & Spa, Petaling Jaya with 300 participants from more than 12 foreign countries. The conference highlighted best shopping mall management practices and was a significant networking platform for the development of home-grown ideas and businesses into international brands.

Participants contributed complimentary comments like :

- Great overview of various shopping malls formats and ideas designed for different culture, weather and people.
- Great speakers / excellent content.
- Excellent arrangement overall with lots of information shared by all speakers.
- Dialogue session was informative and interactive. Enables one to share an insight of the retail industry moving forward and how to move ahead together synergistically.
- Contents were informative/useful.
- Topics discussed are varied and very important to shopping center professionals to keep (themselves) updated and (the conference) is worth attending.
- It was a great course with brilliant presenters with new techniques and insights that was shared for our further improvements in our day to day work.
- The length of the conference is about right with the involvement of professionals and consultants in one go.



▲ Our illustrious speakers L to R: Anton Tritt, New Zealand; Victor Liu, Taiwan; Joyce Yap and HC Chan, PPK Malaysia and Jimmy Kim, Korea.



▲ Well organized event with great networking potential.



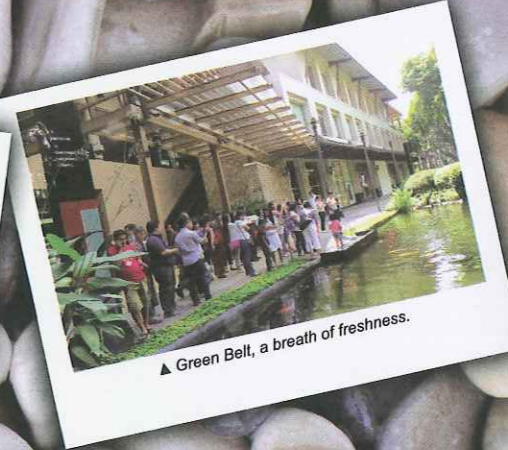
▲ Mall visits to 1 Utama and Mid Valley Megamall respectively.



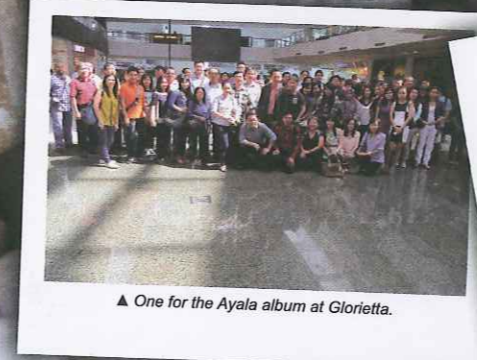
▲ Bonifacio High Street.



▲ Listening intently to how Greenhills Shopping Center manages more than 2,000 'tiangge' (kiosk-style tenants).



▲ Green Belt, a breath of freshness.



▲ One for the Ayala album at Glorietta.



▲ Participants busily jotting their notes at SM Mall of Asia.



▲ SM North Edsa hosts our large group.

## Study Trip to Manila, 27 February to 2 March 2014

Not one, but two busloads of enthusiastic participants joined our Study Trip to Manila earlier this year, visiting a total of more than 11 shopping centres and precincts in the heart of Manila. All were eager to pick up useful tips on mall management from the vibrant Ayala and happening SM malls with their huge clientele of eager shoppers. Most commented the itinerary was compact, heavy traffic notwithstanding, but all agreed it was 'a very enriching and eye-opening experience'.

Thank you, Manila for your great hospitality and generosity to share with us.

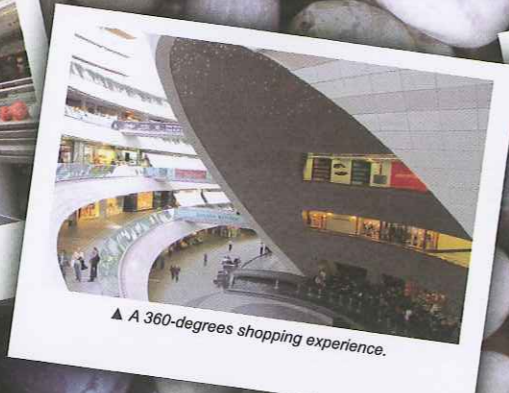
# STUDY TRIPS 2014



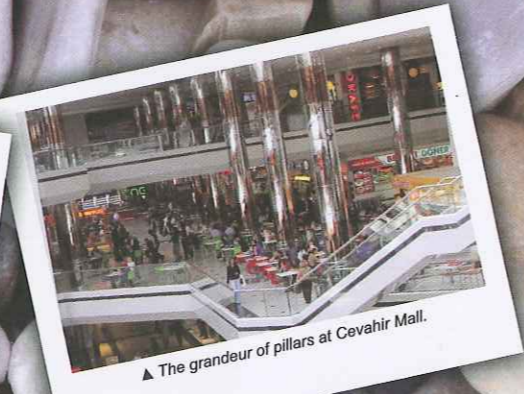
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▲ Canyon Mall's winning curves.



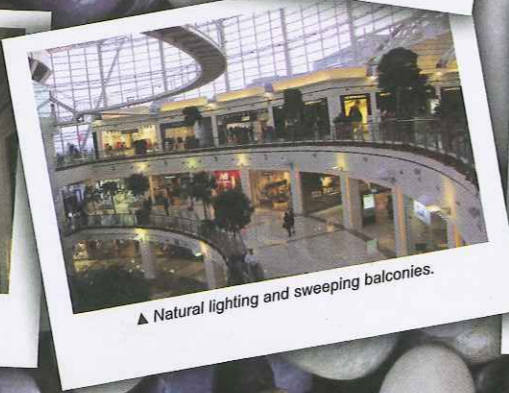
▲ A 360-degrees shopping experience.



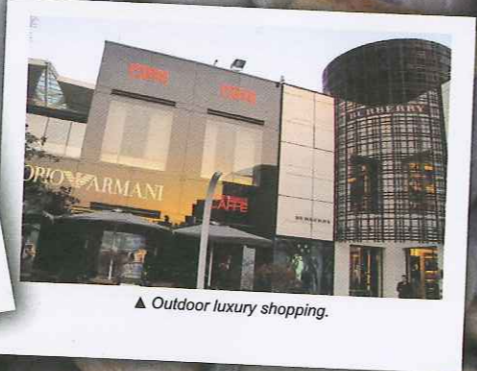
▲ The grandeur of pillars at Cevahir Mall.



▲ Istinye Park, opened in 2007.



▲ Natural lighting and sweeping balconies.



▲ Outdoor luxury shopping.

# STUDY TRIPS

## 2014

### Study Trip to Istanbul, Turkey 25 September to 2 October 2014

Merhaba ! Members will embark again on yet another trip, this time to ISTANBUL, an exotic destination straddled between Asia and Europe and recently voted the 2014 BEST DESTINATION in the world by TripAdvisor (Traveller's Choice) / CNN (as at April 2014). With a unique combination of wonderful culture, beautiful architecture and, of course, great shopping, participants will look at the exciting Istanbul malls which include old-style bazaars and markets, world-famous shopping streets, outlet centres and award winning malls with modern designs.

Interested participants are requested to check out details in our website : [www.ppkm.org.my](http://www.ppkm.org.my)

# HAPPENINGS



▲ Members being briefed at Google's office.



▲ Finding the app at FINDIT's briefing.



▲ Save your energy with Nitto Optronics.

## Teh Tarik Talks 2014

Beginning this year, a whole series of TEH TARIK TALKS (TTTs) are being organised for members. Not just for 'teh tarik' as the name suggests, these TTTs will essentially be short talks on happenings in the shopping industry so that members may be kept apprised as well it will become an avenue for closer networking amongst the shopping mall fraternity.

Topics for these talks are planned to brief and update members on current issues, new innovations and trends etc., so do watch out for our future events which may also be arranged for members outside the central region.

The first talk was organised with Google Indoor Maps on 15 May and saw more than 60 people, all eager, not only to see for themselves how Google's offices look like, but to learn about how this entirely new dimension in digital technology can enhance the shopping experience. Unfortunately due to unforeseen circumstances, Google was subsequently unable to proceed further with their project in Malaysia; but we shall keep alert for any future developments, who knows?!

This was followed by a talk with FINDIT on 20 June on their exciting digital app. Members were informed on the app which would be made available to retailers in malls and which will notify shoppers of discounts, offers and other great deals before or immediately upon their arrival at the mall.

The next talk on 22 July featured EE or Energy Efficiency by Nitto Optronics which is not new in the market but many organizations are not able to practice energy saving as they do not know how and where they can save - the bottom line is : WHAT YOU DON'T KNOW, YOU DON'T KNOW.

Following this, a talk on Design Concepts for Successful Malls was hosted on 28 August by Nonscale Corporation from Japan who presented case studies of their mall designs and also the future trend of commercial designs.

Interesting ? Just watch out for more in instalments in our TTT series which will also include other topics like personal safety, loyalty schemes, interior designs, management software, wine and cheese tasting (yes?!) and so on...



## 30th Anniversary Gala Dinner – SPECTACULAR 30 Thursday, 30 October 2014 at JW Marriot Kuala Lumpur

Members will be aware that our association was formed in 1984 and this year, 2014, we will be celebrating our 30th Anniversary, traditionally symbolised by the PEARL. Looking back on these three decades, PPK Malaysia is proud to be closely associated and instrumental of the progress and development from just a handful of shopping arcades to the hundreds of hyper and regional malls in our country today.

To commemorate our achievements, a special PPK Malaysia 30th Anniversary Magazine entitled *The Journey of Malaysia's Shopping Mall Industry* was published to highlight our history, achievements and milestone events.

We shall also be organising the 30 Years of Excellence with a Gala Dinner to recognize our past and present leaders and to, well, just celebrate. This will be the pinnacle event bringing shopping malls, even retailers, in Malaysia together at the same occasion and our exhilarating programme will include glamorous performing artistes, dance items executed by mall personnel and more !

Do mark your calendar to join us in our SPECTACULAR 30 celebrations.



▲ Captains of the Industry & Leaders of PPK Malaysia  
L to R: Richard Chan, Tan Sri Dato CK Teo, Kumar Tharmalingam, Dato VY Ngeow, HC Chan, Tan Sri Datuk Eddy Chen and Joyce Yap

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# INDUSTRY NEWS



## 29th Annual General Meeting, 29 March 2014

Held at Sunway Resort Hotel & Spa, Petaling Jaya, the AGM saw the election of a new committee for 2014-2016, helmed by President, Tan Sri Datuk Eddy Chen.

L to R Seated front row: YL Lum, Vincent Chong, Tan Sri Datuk Eddy Chen, Kung Suan Ai, Tan Joon Kai  
L to R Standing back row: Jenny Chan, Patrick So, Phang Sau Lian, William Tang, Goh Chong Wooi, KK Lim, Kenny Tan, Darren Hee, Eunice Lim, Evelyn Lo

Not present: Anthony Dylan and Kenny Chin



▲ Joint briefing on 4 June with members from MRA, MRCA & PPK Malaysia.

▲ Another joint briefing on 10 July 2014

## Music Copyrights

The scenario in 2013 on music copyrights comprised of the collection of music royalties from malls for the following bodies:

- Malaysian Authors Copyright Protection (MACP).
- Public Performance Malaysia SB (PPM) who currently collects music royalties on behalf of performers via Recording Performers Malaysia (RPM).

In addition to RPM, there is now a new collecting body for performers' music copyrights ie Prism Bhd (which has since replaced Prism Sdn Bhd previously parked under PPM).

Confusion arose between these 2 bodies, RPM and PRISM who represent the same category of rights ie recording performers' rights but are essentially 2 different groups of performers. Therefore, on 4 June 2014, PPK organised a briefing by our jointly appointed solicitors together with other stakeholders, primarily Malaysia Retailers Association (MRA) and Malaysia Retail Chain Association (MRCA) to ascertain the situation.

Subsequently, and to further clarify the situation, on 10 July 2014, all the 4 music copyright bodies (ie Malaysian Authors Copyright Protection (MACP), Public Performance Malaysia SB (PPM), Recording Performers Malaysia (RPM) and PRISM Bhd) were invited to give presentations pertaining to the payment of music copyrights.

The main issues currently focus on the following:

- there are currently 2 licensing bodies (RPM & PRISM) who represent the same category of rights ie recording performers' rights.
- since the 2 bodies represent 2 different group of performers, members now have to pay an additional body which has become an additional financial burden.
- the tariffs for the 2nd body (PRISM) are considerably above existing market rates and they have been employing strong arm tactics to enforce collection from malls, retailers and hotels.

A dialogue between stakeholders which included hotel owners/operators and the music business industry (eg radio stations etc.) was then organised on 4 September 2014 to discuss solutions.

In view of the situation, a meeting was subsequently convened by the Ministry of Domestic Trade, Cooperatives and Consumerism on 9 September 2014. This meeting has since decided to form a new joint committee comprising the relevant trade associations and music licensing bodies to address the current issues, hopefully within the next 2 months.

At the same time, since there was a need for government intervention, a Joint Memorandum was then submitted to the Ministry of Domestic Trade, Cooperatives and Consumerism on 9 September 2014, with the support of other like minded organisations as follows:

- PPK Malaysia
- Malaysia Retailers Association (MRA)
- Malaysia Retail Chain Association (MRCA)
- Malaysian Hotel Owners Association (MAHO)
- Malaysian Hotel Association (MAH)
- Malaysian Budget Hotel Association (MyBHA)
- Commercial Radio Malaysia (CRM)

The Memorandum sought the following:

- to streamline the current 2 collection bodies for performers (RPM & Prism Bhd) into 1 single collection body which will represent ALL performers ie an independent performers' music copyright body. Performers' music copyright fees may then be paid to this single body who will re-distribute the appropriate dues to the bodies under them.
- to limit performers' music copyright bodies to the current 2 bodies and not to license any additional bodies. This will greatly streamline and control operating costs for our industry as a whole.
- to stay any impending action from both RPM and Prism Bhd for the temporary non-payment of copyrights by our members.

For further details, please email PPK Secretariat at [ppekmalaysia1984@gmail.com](mailto:ppekmalaysia1984@gmail.com).



▲ Team Sunway Pyramid again defended their bowling trophy in 2013.

## Sports 2014

■ Pool Competition  
Sat 31 May

■ Futsal Tournament  
Sun 22 June

■ Badminton Tournament  
Sun 7 September

■ Bowling Competition  
Sun 19 October

PPK's sports competitions 2013 were held successfully with enthusiastic participation from numerous malls. This continued well into 2014, with our enthusiastic players completing 2 games to date. Watch out for further announcements soon.



▲ The champions for Pool 2013 were 1Utama Shopping Centre.



▲ Encorp Strand Mall won the Badminton Trophy 2013.



▲ Pool Championships 2014 were won by Pavilion KL.



▲ For the 4th year running, Pavilion KL held on to the Futsal Trophy.





**Corporate Members**

1 Borneo Hypermall  
1 MK Mall  
1 Utama Shopping Centre  
1 Segamat Shopping Complex  
1 Shamelin Shopping Mall  
1st Avenue Mall  
Alam Sentral Plaza  
Alor Star Mall  
Ampcorp Mall  
Ampang Park  
avenue K  
Avenue Street Mall @ D'sara  
Axis Atrium  
Bangsar Shopping Centre  
Batu Pahat Mall  
BB Plaza  
Bentong Vega Mall  
Berjaya Megamall  
Berjaya Times Square K L  
Berjaya Waterfront Complex  
Campbell Complex  
Central Market  
Central Square Sungai Petani  
Centre Point Sabah  
Centro  
Cheras Leisure Mall  
Cheras Sentral  
Citta  
City Mall  
Cityone Megamall  
Dataran Pahlawan Melaka Megamall  
Dayabumi  
Digital Mall  
e @ Curve  
East Coast Mall  
Eastern Mall  
Endah Parade  
Empire Shopping Gallery  
Encorp Strand  
Evolve Concept Mall  
fahrenheit 88  
First World Plaza  
gateway@kilaz  
Giant Hypermarket Bandar Kinrara  
Giant Hypermarket Bantling  
Giant Hypermarket Batu Caves  
Giant Hypermarket Bayan Baru  
Giant Hypermarket Cheras  
Giant Hypermarket Jalan Kebun  
Giant Hypermarket Kelombong  
Giant Hypermarket Klang  
Giant Hypermarket Klang Sentral  
Giant Hypermarket Kemuning Utama  
Giant Hypermarket Kota Damansara  
Giant Hypermarket Kota Padawan  
Giant Hypermarket Kuala Terengganu  
Giant Hypermarket Kuantan  
Giant Hypermarket Mall Sibru  
Giant Hypermarket Melaka  
Giant Hypermarket Muar  
Giant Hypermarket Nusa Bestari  
Giant Hypermarket Plentong  
Giant Hypermarket Prima Prai  
Giant Hypermarket Putra Heights  
Giant Hypermarket Senawang  
Giant Hypermarket Seri Manjung  
Giant Hypermarket Seri Kembangan  
Giant Hypermarket Shah Alam  
Giant Hypermarket Skudal  
Giant Hypermarket Subang Jaya  
Giant Hypermarket Sungai Petani  
Giant Hypermarket Tabuan Jaya  
Giant Hypermarket Taiping  
Giant Hypermarket Tampoi  
Giant Hypermarket Tawau  
Giant Hypermarket Ulu Kelang  
Giant Mall Kelana Jaya  
Giant Superstore Bandar Puteri  
Giant Superstore Gong Badak  
Giant Superstore Kuala Pilah  
Giant Superstore Kuala Selangor  
Giant Superstore Nilai  
Giant Superstore Lukut  
Giant Superstore Prima Saujana (Kajang)  
Giant Superstore Sandakan  
Giant Superstore Sunway City  
Grand Merdeka  
Great Eastern Mall  
Green Heights Mall  
Gurney Paragon  
Gurney Plaza

Harbour Mall Sandakan  
Harbour Place  
Hartamas Shopping Centre  
IOI City Mall  
IOI Mall Bandar Putra Kulai  
IOI Mall Puchong  
IPC Shopping Centre  
Ipoh Parade  
Island Plaza  
Jaya One  
Jaya Shopping Centre  
Jetty Point Duty Free Complex  
Johor Bahru City Square  
Johor Bahru City Square Office Tower  
Johor Premium Outlets  
KB Mall  
Kenanga Wholesale City  
Kipmart Tampoi  
Klang Parade  
Kluang Mall  
KL Festival City  
KL Gateway  
Kompleks Bukit Jambul  
Kompleks Metro Point  
Kompleks Mutiara  
Kompleks Star Parade  
Kompleks Tun Abdul Razak  
Kota Haya Complex  
Kuantan Parade  
Landmark Central Shopping Centre  
Langkawi Fair Shopping Mall  
Lot 10  
Mahkota Parade Melaka  
Maju Junntion Mall  
Menara Mutiara Majestic  
Merdeka Mall  
Merdan Mara  
Mid Point Shopping Complex  
Mid Valley Megamall  
Midlands Park  
Mydin Mall USJ  
Nexus Bangsar South  
New World Park  
Oceanic Mall  
Oceanic Waterfront Mall  
One City  
Pandan Kapital  
Paradigm Mall  
Paragon Point Shopping Centre  
Pavillion Kuala Lumpur  
Paya Bunga Square (PB Square)  
Pearl Point Shopping Mall  
Pelangi Leisure Mall  
Penang Times Square  
Perling Mall  
Pernama Kompleks Mutiara Armada  
Pertama Complex  
Plaza Angsana  
Plaza Low Yat  
Plaza Metro Kajang  
Plaza Merdeka Shopping Mall  
Plaza Pelangi  
Plaza Salak Park 'SPARK'  
Plaza Shah Alam  
Plaza Tasek  
Prangin Mall  
Publika  
Queensbay Mall  
Quill City Mall  
RCMC Sdn Bhd  
Sarawak Plaza  
SB Mall  
Selayang Star City  
Seremban Parade  
Setia City Mall  
Shaw Centrepoint Klang  
Shaw Parade  
Skudai Parade  
South City Plaza  
SSTwo Mall  
Starhill Gallery  
Straits Quay  
Subang Parade  
Sungei Wang Plaza  
Sunway Carnival Mall  
Sunway Giza  
Sunway Pyramid  
Sunway Putra Mall  
Suria KLCC  
Suria Sabah Shopping Mall  
Sutera Mall  
Taiping Mall

Terminal One Shopping Centre  
The Atria  
The Curve  
The Gardens  
The Intermark  
The Main Place  
The Mines  
The Shore @ Malacca River  
The Spring  
The Summit Bukit Mertajam  
The Summit Subang USJ  
The Waterfront @ Parkcity  
The World Shopping Centre  
The Zon  
Times Square Megamall Bintulu  
Tropicana City Mall  
Tun Jugah  
Viva Home Shopping Mall  
Wangsa Walk Mall  
Wetex Parade  
Zeva Mall

**Individual Members**

Abukhori b. Kasim, CMOM  
Agnes Tan Mee Yoke  
Aida Azimah Mohamad Abas  
Aileen Goh Seok Khim  
Aishah Kon bt Abdullah  
Amos Chew Yee Onn, CMMLM  
Andrew Ashvin, CMOM  
Anthony Dylan  
Abdul Razak Tuah b. Othman, CMOM  
Ainul Adnan Ibrahim, CMOM  
Alicia Lee Chooi Fong  
Aminudin b. Mohd Noah, CMOM  
Ang Kung San  
Arthur Lai Kuan Yew  
Aw Ik Qian  
Aziah bt Ahmad, CMMLM, CMOM  
Beh Soo Ming  
Calvin Wang Soon Yong, CMMLM  
Carmen Lee Suet Hoong, CMOM  
Carriek Chong Ka Loong, CMOM  
Chan Chin Meim  
Chan Jen Nee, Jenny, CMM  
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Chong Yau Ching  
Chow Heng Wah, CMM  
Chua E Fun, CMMLM  
Chuah Chong Koh  
Chuang Cheng Loon, Alvin  
Danny Chan Mun Yoong, CMMLM, CMOM  
Dato' Sri Tiew Soon Thung, Vincent  
David Lau Hing Luong, CMMLM, CMAM  
Dr Lim Boon Yew @ Alvin Lim  
Elizabeth Chan Choo Im  
Emryza bt Mohd Yusof  
Eric Tee Lai Keong  
Eva Hew, CMMLM  
Evelyn Lo, CMM  
Fazrul Isham b. Mohd., CMMLM  
Fiona Bong Hui Ting  
Fong Kok Loon  
Foong Meng Khum, CMM  
Francis Lee Kong Keng  
Ghazifah Hanim bt Amir  
Goh Chong Wooi  
Hee Yaw Hoong, Darren, CMMLM  
Henry John, CMOM  
Hiew Boon Kee, CMMLM  
Hirdawati bt Mohd Nasir, CMAM  
Ho Ka Khong  
Ho Wai Hoong, Lovell, CMMLM  
Ir Y L Lum  
Ishraqi Shah b. Abu Bakar, CMMLM  
Jason Chin Teck Seng  
Javed Irshad Sanj  
Jeffrey Sia  
Jeffrey Soon Jun Yann  
Jefveleon Rengga  
Josephine Lim Kwee Yuen, CMAM  
Joseph Teo Fang Yih, CMMLM  
Kamarul Arifin b Abdul Latiff  
Kenny Chin Chong Huat, CMM  
Kho Chung Hong, Charlie, CMM

Koay Gim Loong, CMMLM  
Kong Chiong Lien  
Kong Yee Lan  
Kung Suan Ai, CMMLM  
Lai Yung Ming, Marco  
Lau Chore Yee, John  
Lawrence Teh Cheng Poh  
Lee Beng Beng, CMM  
Lee Koon Guan  
Lee Mun Keong  
Lee Wing Keong, Michael  
Lew Wen Feng  
Lim Fei Yoon  
Lim Kok Kheng  
Lim Koon Hooi, Cynthia, CMMLM  
Lim Rong Jiang  
Linda Eng Lee Huan  
Lisbet Ling Kiang Hfoong, CMMLM  
Loh Kok Chai, CMM  
Loong Jee Yung  
L. Izwan b. Abdullah, CMMLM  
Ma'amur Gadafy b Abdul Rashid  
Marilyn Chuah Siu Ching  
Michael Poh  
Mimi Chang Yoke Khum  
Mohd Haniffah b. Mohd Shah  
Mohd Nizam b Abdul Rahman  
Mohd Rafiz Azwan b Hashim  
Mohd Saukat Ali b Mohd Ghazaly  
Mohd Taufiq b Shamsudin  
Mohd Zain b. Hassan, CMOM  
Mok Choo Yum  
Muhammad Fuzad bin Ahmad  
Nadimie b Jamsani  
Ng Bee Fong, Samantha, CMMLM  
Nik Azlan b Nik Aman  
Noor Salehah bt Wahid, CMMLM  
Norbaayah bt Mohd Yusof  
Ong Eng Hin, CMM  
Ong Hui Ling  
Ong Jit Kiat  
Ooi Kee Chuan  
Ooi Soon Kiat, Jamien  
Padma Priya @ Padman s/o Maniam  
Pang Seong Wah  
Patrick So Kee Whuay  
Pearly Lim Meng Li, CMMLM  
Phang Sau Lian  
Philip Ho  
Phoon Kin Keong, CMM  
Ramesh a/l Arumugam  
Rashidan Ismail, CMOM  
Richard Chan Chee Keong, CMM  
Ronald Ling Ing Han, CMMLM  
Set Hon Fong  
Saw Lee Chuan  
Shaftiq Noel Magness  
Shahrol Azman b. Abd Kahar, CMOM  
Shafuddin A. Majid, CMM  
Sharon Lee Sui Fong, CMMLM  
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Sit Chee Koon, CMMLM, CMAM  
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Syed Ishak b. Syed Hassan, CMMLM  
Tan Choon Kiat, CMMLM  
Tan Cheng Guan  
Tan Chuan Kang  
Tan Gar Peng, Kevin  
Tang Hwee Jing, Cynthia, CMMLM  
Tan Joon Kai  
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Winnie Sam Min Wah, CMMLM  
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Wong Kong San  
Wong Wai Seng, CMMLM  
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Yakob b. Haron, CMOM  
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Yeow Kee Chean, CMMLM  
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Yong Yuet Lan, CMMLM  
Zahayu Shima bt Ayub, CMMLM  
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Tan Sri Dato' Teo Chiang Kok  
HC Chan, CMM  
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Mohamed Nazri b Mohd Mokhtar, CMOM  
Ng Hean Yin

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Herbie Tan Kim Whatt  
Jeffrey Lee Weng Heng  
Kevin Chiu Zhenwei  
Lee Chee Choon, Eddie  
Lee Chee Thian  
Lim Seng Teck  
Tay Seow Liang, Victor, CMOM  
Tee Kok Guan  
Wong Lian See  
Woo May Foong  
Wong Paik Tho  
Yeong Chee Fun, Lisa

**Affiliate Members - Corporate**

Code Entertainment Sdn Bhd  
FCA MSC Bhd  
Naguin Company Sdn Bhd  
Retail Network Sdn Bhd  
Stratos Consulting Group S.B.  
The Hot Shoe Show & Company Retail Network Sdn Bhd  
Vanadium Land Sdn Bhd  
Visata Creative Sdn Bhd

**Founding Member**

Council of Asian Shopping Centres (CASC)

**Networking Partners**

Assosiasi Pengelola Pusat Belanja Indonesia (APPBI)  
Association of Consulting Engineers Malaysia (ACEM)  
BBKLC Tourism Association, Kuala Lumpur  
British Council of Shopping Centres (BCSC)  
Building Management Association of Malaysia (BMAM)  
Dewan Bandaraya Kuala Lumpur (DBKL)  
Eastern Regional Organisation for Planning and Housing (EAROPH)  
FIABCI Malaysia Chapter  
Fire Prevention Council of Malaysia (FIPCOM)  
Hong Kong Trade Development Council  
Institute of Shopping Centre Management (ISCM), Hong Kong  
International Council of Shopping Centres (ICSC)  
Jabatan Bomba & Penyelamat Malaysia  
Korea Building Owners and & Managers Association (KBOMA)  
Japan Council of Shopping Centres (JCSC)  
Malaysia Crime Prevention Foundation (MCPF)  
Malaysia Retail Chain Association (MRCA)  
Malaysia Green Building Confederation (MGBC)

Malaysian Association of Convention and Exhibition Organisers (MACEOS)

Malaysian Association of Hotel Owners (MAHO)  
Malaysian Association of Hotels (MAH)  
Malaysian Association of Tour & Travel Agents (MATTAA)  
Malaysian Franchise Association (MFA)  
Malaysian Retailer-Chains Association (MRCA)  
Malaysia Tourism Federation (MTF)  
Mall China  
Middle East Council of Shopping Centres (MECSC)  
Nordic Council of Shopping Centres (NCSC)  
Pertubuhan Arkitek Malaysia (PAM)  
Property Council of Australia (PCA)  
Quality Restroom Association of Malaysia (QRAM)  
Real Estate & Housing Developers' Association Malaysia (REHDA)  
Real Estate Developers' Association Singapore (REDAS)  
Shopping Centre Council of Australia (SCCA)  
Taiwan Council of Shopping Centres (TCSC)  
Associated Chinese Chamber of Commerce and Industry of Malaysia (ACCCIM)  
The Institution of Engineers, Malaysia (IEM)  
Tourism Malaysia

CMMLM (Certified Mall Marketing & Leasing Manager)

CMAM (Certified Mall Administration Manager)

CMOM (Certified Mall Operations Manager)

CMM (Certified Mall Manager)

Persatuan Pengurusan Kompleks Malaysia (PPK)

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