



Newsletter of the Malaysian Association for Shopping and Highrise Complex Management

newsnetwork

Persatuan Pengurusan Kompleks (PPK) Malaysia

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Untuk Ahli Sahaja



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PRESIDENT'S MESSAGE

Dear Members

2009 has come and is now going out in a flurry of year end activities. So we shall also end the year with a creative flourish by organising for the first time ever in shopping history, a seminar based on how to create the shopping experience. Yes, PRICELESS GEMS OF CREATIVITY will be our last big hurrah for the year ..



Towards the end of this year, too, we have seen signs of economic improvements and hopefully, the end of the recent global downswing. Retail turnovers have perked up over the past few months and we really look forward to great improvements towards economic recovery in 2010. Asia has become the new emerging market for the world economy and the 'now' location. Shopping and retail have become the new engines of growth and Asians are no longer followers but strong leaders so we must all plan our strategies accordingly.

PPK Malaysia has also become one of the leaders in the shopping industry amongst Asian countries with our education and training programmes and exciting seminars and conferences. We are now a recognized player in the international arena, networking with both local and overseas partners and we look forward to play an ever-increasing role in shaping the country's shopping landscape.

We are already into the traditional year end festive seasons of celebrations and celebrations, with MYES 2009 at our doors, Christmas round the corner and Chinese New Year beckoning us in 2010. So bring out your shopping bags, forget your diets and simply be happy – life is not just about working all the time, it's simply finding happiness in whatever you are or do ...

Just remember what's hip and hot, what's new and trendy !

Together with our other committee members, I also take this opportunity to wish all of you a Blessed Christmas and Happy New Year !

Warmest regards.

JOYCE YAP
President

CURRENT ISSUES

Members save thousands in music copyright fees !

PPK has recently concluded agreements to extend music copyright rates payable to the relevant parties at the existing rates for another year from 1 January to 31 December 2010. Let the music play on...

Guidelines on Foreign Participation in the Distributive Trades

We were recently given to understand that the above guidelines are now no longer applicable for specialty shops; however, to date there have been no announcements to this effect and current discussions are still underway to study the repercussions on shopping centres as well as hypermarkets...

ACCIM-NEAC Focus Group on Services - Hotel, Restaurant, Retail and Tourism

PPK has been recently appointed to the ACCIM-NEAC Focus Group on Services – Hotel, Restaurant, Retail and Tourism to forward proposals for further improvements and development of the shopping industry. The following is a summary of our proposals which will be forwarded to National Economic Action Council (NEAC) in due course:

1 THE BRANDING OF MALAYSIA

SHOPPING AND RETAIL are important industry components for Malaysia contributing to its attraction as a tourist destination; shopping currently constitutes the 2nd highest component of tourist expenditures at 27% which, however, is still the lowest regionally compared to Hong Kong (57%), Singapore (53%) and Korea (45%). There is enormous potential for growth in this sector and policies should be geared towards this sector as theoretically, there is no limit as to how much a tourist can spend on shopping. Amongst our competing neighbouring countries, Malaysia suffers from a branding and perception issue and it is proposed that the Ministry of Tourism (MOTour) take steps to analyse and identify the DNA of Malaysia's tourism products and produce structural plans. Once this is done, policies for different tourism sectors (eg. hotel, retail, shopping, attractions etc.) should be prepared for the short term (6-12 months) and medium term (1-3 years).

- It is strongly recommended that MOTour engage a reputable international PR agency to craft out consistent and long term policies to market Malaysia to tourists abroad and marketing directions for Malaysia should be consistent for a minimum period of 3-5 years.
- A Task Force to brainstorm and/or review above/below-the-line campaigns should be established to set new and more effective directions.
- To garner maximum collaboration from the private sector, project planning should commence at least 12 months prior to implementation so that private sector directions are consistent with MOTour.

2 TOURISM INFRASTRUCTURE

Accessibility is an important factor in any tourism product and existing infrastructure like roads, public transport (taxis, buses, LRT) and the connectivity of these linkages should be further improved.

Roads

Measures should be taken to reduce traffic congestion in principal cities by revamping and enhancing the current public transportation system and to complement our extensive road system.

Taxis

- MOTour should seek a dialogue and work closely with the relevant authorities to update the public on the latest developments and action to resolve the long standing taxi issue including conducting more frequent and stricter enforcement procedures to control malpractices so that the problem does not continue to deteriorate.
- More designated pick up and drop off locations and taxi stands in popular tourist areas and shopping centres are recommended.
- Taxi drivers should undergo compulsory training on issues from maintaining the right attitude eg. honesty, not being choosy about destinations, courtesy, communication, personal grooming etc.
- The condition of taxis should be looked into to ensure that they are always clean, air conditioning working at optimum levels as well as displaying the relevant identity of the driver prominently.
- Once the above problems are resolved, MOTour can study how our taxi drivers can become tourism ambassadors.
- Also, the relevant authorities should look into more natural gas facilities for taxis (currently monopolized by only one petrol supplier).

Buses

Shopping centres in city centres still lack convenient and smooth connectivity via public transport. The entire public transportation system i.e. buses, trains, LRT etc. requires an urgent revamp and restructure in order to make Malaysia more tourist friendly and minimize current negative perceptions.

Linkages & Connectivity

Together with the relevant authorities, MOTour should recommend for closer and convenient connectivity between shopping centres and retail precincts with transportation hubs via bridges, covered walkways, escalators etc.

3 TAX EXEMPTIONS**3.1 Merchandise (branded + 'masstige' brands)**

- For branded merchandise currently, the threshold of minimum RM200 per item is applicable to qualify for free duty, subject to their make-up content as determined by Jabatan Kastam and Eksais. In line with liberalization, it is proposed that the conditions for make-up content be waived.
- It is also proposed that the import duties for 'masstige' fashion brands to be reduced and/or removed.
- Once implemented, the above will induce such brands to come into our market and make retailers and shopping centres in Malaysia more price competitive regionally so that this can further contribute towards the objective of increasing both tourist arrivals and the percentage of tourist expenditures on shopping.
- The presence and existence of more foreign specialty shops will also serve to increase shopping expenditure locally instead of overseas, and contribute towards the country's gross domestic product.

3.2 Refurbishment and Renovations

As the retail and shopping industry within Malaysia remains competitive, the key to remaining competitive and current lies with regular refurbishments and renovations.

It is recommended that the authorities introduce tax allowances for both retailers and shopping centres to cover expenditures for fit-out, renovation, refurbishment, upgrading and expansions. Incentives should also be available for all fit-out expenditures.

Other incentives should include an industry building allowance like in the manufacturing sector.

The approval of these tax incentives will undoubtedly augment the attractiveness and competitiveness of shopping centres in Malaysia and enhance Kuala Lumpur's goal and position as an international shopping destination.

4 UTILITIES – ELECTRICITY REBATES/PREFERENTIAL RATES

In the shopping industry, electricity charges contribute about 35% of the overall operating costs comprising RM55 million per month or RM 653 million per annum as at beginning 2009. Since the shopping industry plays a vital role in tourism industry, it is important that Government give some priority and accord preferential rates for the industry.

It is recommended that TNB accords preferential rates to 'big' shopping centre consumers, similar to those currently given in the industrial/manufacturing sector where electricity accounts for 5% or more of total annual operating costs.

It is noted that towards the objective of promoting Kuala Lumpur as the international 'city of lights', shopping centres would be keen to light up their buildings and vicinities for which it is recommended that a rebate be accorded for up to 50% of electricity charges during major sales period.

5 COMMUNICATION AND COORDINATION**Lack of Communication between government agencies**

The present lack of communication and coordination between government agencies has resulted in conflicting guidelines between local agencies nationwide and in the numerous licenses required for foreign retailers to start operations. It is recommended that these processes be streamlined and minimized or even to establish a one-stop agency.

Availability of Statistics and Data for Forward Planning

There is still a lack of updated statistics on tourist arrivals and expenditures to enable retailers and shopping centres to plan ahead. Statistics should be updated consistently and efficiently and made readily available for industry players to make guided decisions and for statistics to be made available online to genuine registered user.

OTHER CURRENT ISSUES & PROPOSALS PERTAINING TO THE SHOPPING INDUSTRY

1 MANPOWER TRAINING

PPK Malaysia has observed that a situation currently exists wherein there is a scarcity of suitable qualified and experienced personnel for the industry. In addition to our ongoing Certification Courses in Shopping and Highrise Complex Management which commenced in 2002, it is proposed to have on-going human resource training for service personnel in shopping centres and PPK Malaysia would like to propose that these courses be eventually developed with the relevant authorities into University degree or diploma levels. Our Certification Course syllabi could also be incorporated into the curriculum at Malaysian public colleges and/or universities for related higher education courses.

These on-going courses could also be developed into Continuous Professional Development (CPD) courses required for industry practitioners to keep abreast of new ideas and developments.

It is recommended that all expenses incurred for manpower training via our PPK Certification Courses be tax exempted for shopping centres and/or be applicable for exemption under the Human Resources Development Fund (HRDF).

It is also proposed that PPK Malaysia be involved in Career Talks for the potential work force from school leavers, college students etc. and seeks government support for fresh graduates from local universities and/or colleges to be engaged in participating shopping centres under an apprentice/intern programme to undergo hands-on training for a period and salary scale to be determined.

2 LIBERALISATION OF THE PROPERTY MANAGEMENT INDUSTRY

Since the Valuers, Appraisers and Estate Agents Act 1981 came into existence more than 28 years ago, the property development industry in Malaysia has grown unabated, with a total value of RM56.78 billion in property transactions in 2005 (according to NAPIC records).

The management of properties including shopping centres has also evolved involving personnel who are multi-disciplined and there is no one single qualification which covers all aspects of "property management". Therefore, PPK does not agree that property management should come under or be included under the ambit of one professional regulatory Act under the existing Board of Valuers, Appraisers and Estate Agents. This will ensure that property management in the country will benefit from the expertise of multi disciplines and reap the maximum benefits of multilateral experiences and exposure. Only then will our country's level of management progress and match or even surpass international standards.

No one single profession or qualification should be permitted to dominate the property management business as past experience has proven that the successful performance of a property manager depends not just on his qualification but on his entrepreneurial acumen as well. Therefore, property management should not be controlled by regulations confining it to a select group of professionals i.e. under the existing Board of Valuers, Appraisers and Estate Agents but should be dictated by prevailing market forces which will naturally set the directions for growth.

SNIPPETS

ICSC Asia Expo, 13-15 October 2009

Thanks to all your contributions, PPKM put up a terrific display at our booth in Singapore! Our staff entertained a steady stream of guests comprising of international conference delegates and Singapore visitors to the Expo held in conjunction with the ongoing ICSC Conference at Suntec Exhibition Centre. This was certainly a most positive way to promote and project PPKM's corporate image and our prominent role in Malaysia's shopping centre industry onto a higher platform internationally!



▲ Malaysia Mega Sale Carnival 2009 winners of the Shopping Centre Awards for Best Decoration (L to R): Mr Anderson Chong, 1 Utama; Ms Kung Suan Ai, Pavilion KL; YBhg Dato Seri Dr Ng Yen Yen, Tourism Minister; YBhg Dato Amirrudin Abu, Deputy Tourism Director General; Ms Teoh See Wei, Sunway Pyramid and Mr Ko Chai Huat, Mid Valley Megamall.



▲ Fantastic pictures make fantastic banners for display!

◀ L to R: Ms Kung Suan Ai; Ms Joyce Yap; Mr Heru Naution, APPBI; Mr HC Chan; Ms Evelyn Lo; Mr Sugwantono Tanto, also from APPBI and Mr Harold Ho, Sunway Pyramid

HAPPENINGS

SEMINARS, CONFERENCES & EVENTS

Priceless Gems of Creativity, 7-8 December 2009

Yes, we are abuzz with all things creative here at One World Hotel, from building designs to marketing strategies to mall ambience, window displays, events and promotions. For the first time ever, we have organised a seminar which focuses on the five senses integral in keeping the shopping experience alive and exciting. Our luminary speakers and moderators from locally and abroad include internationally acclaimed architects, cyberlects, interior designers, lecturers and retailers plus well respected, experienced and creative practitioners from home. Put them all together and you will get a veritable ensemble to tickle your creative juices; just trust me, you will be enthralled and as they say, their pictures tell a thousand words (or more!).



▲ The Press Launch on 3 November 2009 saw (L to R): Mr Bruce Head, PICO International; Ms Jenny Chan, Merit Properties; Mr George Ang, Revenue Valley; Mr Kumar Tharmalingam, Advisor, PPKM; Ms Joyce Yap, President; Ms Kung Suan Ai, GM Marketing, Pavilion KL; Mr LeeMark, Hot Shoe Show & Co and Ms Evelyn Lo



BUY! BUY! BUY! ... and mYES! mYES! mYES! Festive sales are here ! That' s the message for MYES Sale running from 21 November 2009 to 3 January 2010, so come on and be good to yourself and indulge in some retail therapy. AND while you are at it, trawl the malls to immerse yourselves in the festive ambience of Christmas trees and fairy tales..

The Time Bomb Returns !

Benchmarking Management Cost, 30 November 2009

PPKM once again joins hands with FIABCI Malaysia to expound management costs. Into its fourth year running, the popular 'Time Bomb' seminar returns with the focus on managing operational costs especially in integrated buildings. There is good synergy to be tapped in such mixed-use properties but the very nature of these buildings means owners with different objectives. Managing agents will need to be skillful to 'marry' these needs and wants to make the synergy work optimally.



▲ Mr Loh Kok Chai, PPKM, delivering his paper *Management Costs Benchmark of Commercial Properties*

Fabulous Food Malaysia, November 2009

Shoppers were in for a yummy time of good promotions and discounts around the malls - from staple Malaysian food to international cuisine, Simple Indulgence is the password ! Fabulous Food Malaysia is organized by Tourism Malaysia in conjunction with the Asian Heritage Food Trail showcasing highlights of food around the region.



▲ The Panel (L to R): Ar Anthony Lee Tee, PAM; Mr Loh Kok Chai, PPKM; Mr R Girubaharan, Teh & Azlina Advocates & Solicitors and Mr Richard Chan, Organising Chairman

Awareness & Education Talk on REITs

A talk was held on 1 August 2009 at Novotel Kuala Lumpur to educate and inform members on Real Estate Investment Trusts (REITs).



▲ L to R: The powerful panel: Mr Stewart LaBrooy, CEO/Executive Director, Axis REIT Managers; Mr Chong Tan, Director, Structured Finance, AmMerchant Bank Bhd; Mr Kumar Tharmalingam, Advisor, PPK Malaysia / Chairman, Hall Chadwick Asia and Ms Joyce Yap, PPKM President



▲ Mr Kumar T. explaining on what are REITs

An encouraging crowd turned up to listen to the experts on how to make REITs work to boost the bottom line in shopping centre management. Our thanks to the high profile experts for giving us their time !



▲ Mr Stewart Labrooy on how to make Retail REITs work ..



▲ Rapt attention means picking up tips and learning how to make them work

GREEN is the new black !

PPK Malaysia recently joined forces with the Malaysian Green Building Confederation to look at sustainable environments in and around shopping centres, in an effort to recycle and reuse, promote green practices and save energy costs. New buildings are encouraged to have green designs beginning from masterplans incorporating green technology for energy efficiency to reducing operational costs, even generating alternative sources of energy..

We have also endorsed GreenTechAsia 2010, a green event making its debut in Malaysia highlighting an environmental technology exhibition and a high-powered conference from April 22 to 25, 2010 at MINES International Exhibition & Convention Centre, Kuala Lumpur.



▲ Mr Stanley Kok at the media launch and signing ceremony of GreenTechAsia 2010 on 9 Oct 2010.



This event involves Environmental Control and Protection, Industrial Cleaning, Green Energy and Energy Conservation Technology and Recycling and aims to educate local businesses of the need to protect and preserve the environment for the future.

Annual Dialogue with TNB

Committee members attended the annual lunch with our nation's energy suppliers and exchanged notes on common problems - of course, we made our objections to TNB's increase in electricity costs affecting shopping centres across the country ! But since there does not appear to be any choice, perhaps it's time to go green and look for alternative means to cut costs ..



▲ Posing after lunch with the head energy honcho, Ir Kamaliah bt Abdul Kadir, GM (KL) (5th from right)



▲ Vice President, Mr HC Chan emphasizing a point

Security and Safety Training, 11 – 12 January 2010 Cititel Hotel at Mid Valley City, Kuala Lumpur

Since commencing in 2006, PPK Malaysia's annual training for security and safety personnel continues for the 5th year running. Affordable, informative and lively, learning from the 'gurus' with decades of experience put together still attracts good participation. So don't miss out, find out more from ppkm.org.my

MYES Seminar for Tour Guides



Ms Joyce Yap painted The Shopping Landscape to a group of tour guides in a recent seminar organized by Tourism Malaysia. Held in conjunction with MYES 2009 on 16 November at Sari Pacific Hotel, Kuala Lumpur, this seminar briefed the audience on what MYES and shopping centres had to offer tourists and is the first of many such sessions to come ..

▲ "...together, let us make shopping work for you and us..", remarked Joyce



▲ The panel tackling prickly issues from the floor



▲ More questions ?

National Tourism Seminar 2009

PPKM was represented by Ms Evelyn Lo as a moderator at the recent National Tourism Seminar organized by ASLI seminar on 8 September 2009. The session saw a lively discussion on Showcasing Malaysia as the Preferred Business Event Destination and how to attract the MICE market into our country as one of the ways to increase tourism dollars.



▲ (L to R): Mr Peter Brokenshire, GM of Kuala Lumpur Convention Centre ; Ms Evelyn Lo and Mr Jonathan Kan, President of MACEOS

Certification Course in Shopping and Highrise Complex Management

The 2nd half year session 2009 again saw good response with more than 100 pax for all modules. Of course, the most participants were in the ever popular module on Marketing and Leasing. New faces were plenty and blended in with the more familiar ones, showing that the shopping industry is alive and growing well ! Our sincere thanks go to 1 Utama Shopping Centre for hosting all the site visits, terima kasih.

2010 will mark our 9th year in our Certification Course and the new sessions are tentatively in mid April and mid August 2010 for the following modules:

- Marketing and Leasing
- Administration, Finance and Human Resource
- Operations and Maintenance

For more details on the above, do call our Secretariat at 03-77276202 or access our website: ppkm.org.my



▲ Paying attention in class will surely reap you benefits later on ..



▲ All together now, Part 1 Marketing and Leasing participants



▲ The site visit is always the most interesting time, ...er, when can we go shopping, pleee..aze ?!



▲ Now, now ...no need to be nervous, just speak !



▲ Happy faces means lessons well learnt ?! On, On to Marketing & Leasing Part 3 ?!?!



▲ "...You mean, the pipes are this big ?!"



▲ Operations and Maintenance Part 1 participants



▲ Administration, Finance & Human Resource Part 1 participants

PPK Malaysia Membership Promotion

Hear ye ! PPKM membership promotion drive for Campaign 3 is now on till 3 January 2010 – no coincidence that this is during the MYES period for our membership entrance fees are also on discount ! For more details, log on to our website.

CONGRATULATIONS TO OUR NEWLY CERTIFIED MANAGERS!

2009 saw the following personnel qualifying as certified managers, thanks to your hard work and persistence (+ many late nights ?!), a warm welcome on board !



Belinda Hoo
Certified Marketing Manager (CMM)



Kenny Chin
Certified Complex Manager (CCM)



Kung Suan Ai
Certified Marketing Manager (CMM)



Phoon Kin Kheong
Certified Operations Manager (COM)



Vincent Chong
Certified Complex Manager (CCM)



Angeline Yee
Certified Complex Manager (CCM)



Brenda Wong
Certified Marketing Manager (CMM)



Doreena Chew
Certified Marketing Manager (CMM)



Lovell Ho
Certified Marketing Manager (CMM)



Mohamad Nazib b Sullman
Certified Marketing Manager (CMM)



Yakop b Haron
Certified Operations Manager (COM)

SEMINARS, CONFERENCES & EVENTS

CASC Conference 2009 Partnering for Riding Out Adversity

Held at Harbour Grand Hong Kong from 3 to 5 September 2009, the conference saw more than 200 delegates eager to learn more about how shopping centres in Asia can ride out adversity. Amongst other topics, delegates learnt how heritage properties thrive alongside ultra modern 'cybertecture' buildings whilst other speakers explored how Hong Kong has still managed to sustain their shopping and tourist advantage. Outside Hong Kong, various international speakers gave an oversight on the markets in China, Taiwan, Thailand, Indonesia, Malaysia and Singapore. Ms Joyce Yap also presented a paper on Consumer Trends and Opportunities for Shopping Centre Development in Malaysia to an appreciative audience.

CASC Conference next year will be held in Singapore, so keep your calendar free for September 2010.

The annual CASC meeting was hosted by Hong Kong and attended by other member countries, Malaysia, Singapore and Indonesia (China was unable to attend due to other commitments). Member countries decided to extend the invitation to Taiwan to join CASC and we hope to finalise this soon - so maybe we can look forward to CASC Conference in Taiwan for 2011 ?!



▲ Getting to know you



▲ Participants at the pre-conference welcome dinner



▲ Ms Joyce Yap delivering her paper



▲ Happy delegates



▲ Must be a serious meeting...



▲ OLA! The gang having fun over dinner

► Our delegation from Malaysia:
Front row L to R: Mr Vincent Chong, KL Plaza; Ms Angeline Yee, Kenanga Wholesale City; Ms Evelyn Lo, PPKM; Ms Kung Suan Ai, Pavilion KL
Back row L to R: Mr HC Chan & Ms Joyce Yap, PPKM; Mr Moey Boon Heng, KL Plaza & Mr Lovell Ho, Pavilion KL



▲ One for the album - CASC members in Hong Kong
L to R: Mr HC Chan; Mr Stephanus Ridwan, APPB; Mr Eddie Hui, Conference Organising Chairman; Mr Steven Goh, TASC; Ms Joyce Yap and Ms Maureen Fung, ISCM Hong Kong



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Membership List-Year 2009

Corporate Members

1-Borneo Hypemall
1-Utama (Bandar Utama City Centre)
1-Utama (Aeon Co)
A' Famosa Premium Outlet Village
Aim Point Plaza
Alor Star Mall
Alam Sentral Plaza
Amcorp Mall
Ampang Park
avenue K
Asia City
Bangsar Shopping Complex
Batu Pahat Mall
BB Plaza
Berleng Vega Mall
Berjaya Times Square, Kuala Lumpur
Brem Mall
Campbell Complex
Cap Square
Central Market
Central Square Sungai Petani
Cheras Leisure Mall
e @ Curve
City Mall
Dataran Pahlawan Melaka Megamall
Dayabumi Complex
Digital Mall
Duty Free Zone
East Coast Mall
Endah Parade
First World Plaza
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Batu Caves
Giant Hypermarket Bayan Baru
Giant Hypermarket Kelombong
Giant Hypermarket Klang
Giant Hypermarket Kota Damansara
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuantan
Giant Hypermarket Melaka
Giant Hypermarket Muar
Giant Hypermarket Pientong
Giant Hypermarket Prima Prai
Giant Hypermarket Putra Heights
Giant Hypermarket Senawang
Giant Hypermarket Seri Manjung
Giant Hypermarket Shah Alam
Giant Hypermarket Sungai Petani
Giant Hypermarket Taiping
Giant Hypermarket Tampoi
Giant Hypermarket Tawau
Giant Hypermarket Ulu Klang
Giant Mall Kelana Jaya
Giant Superstore Bandar Puteri
Giant Superstore Nilai
Giant Superstore Prima Saujana (Kajang)
Giant Superstore Sandakan
Giant Superstore Sunway City
Great Eastern Mall
Green Heights Mall
Gurney Paragon
Hartamas Shopping Centre
Harbour Town , Lahad Datu
Hook Lee Centre
IOI Mall Bandar Putra Kulai
IOI Mall Puchong
IOI Mart
Iskandar Investment
Island Plaza
Ipoh Parade
Jetty Point Duty Free Complex
Johor Bahru City Square
Johor Bahru City Square Office Tower
KB Mall
Kenanga Wholesale City
Klang Parade
Kluang Mall

Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya Complex
Kuantan Parade
Langkawi Fair Shopping Fair
Lot 10
Mahkota Parade
Maju Junction Mall
Merdeka Mall
Menara IMC
Menara Landmark
Menara Mutiara Bangsar
Menara Mutiara Majestic
Mid Point Shopping Centre
Mid Valley Megamall
Midlands Park
Mines Shopping Fair
New World Park
Oceanic Mall
Pandan Kapital
Paragon Point Shopping Complex
Pavilion Kuala Lumpur
Pearl Point Shopping Mall
Pelangi Leisure Mall
Penang Times Square
Perling Mall
Pernama Kompleks Mutiara Armada, Lumut
Pertama Complex
Plaza Angsana
Plaza Gurney
Plaza Low Yat
Plaza Metro Kajang
Plaza Polangi
Plaza Tasek
Pudu Plaza
Pusat Perniagaan Worldwide
Queensbay Mall
RCMC Sdn Bhd
SACC Mall
S & M Shopping Arcade
Semua House
Seremban Parade
Shaw Centre Point Klang
Shaw Parade
Skudai Parade
South City Plaza
Starhill Gallery
Star Parade
Subang Parade
Sungai Wang Plaza
Sunway Carnival Mall
Sunway Pyramid
Surla KLCC
Surla Sabah Shopping Mall
Sutera Mall
Terminal One Shopping Mall
Tesco Mutiara Damansara
The Atria Shopping Centre
The Curve
The Gardens
The Mall
The Spring
The Summit Batu Pahat
The Summit Bukit Mertajam Plaza
The Summit Subang USJ
The Waterfront
The Weld
The Zen
Tun Jugah
USJ Nineteen
Wangsa Walk Mall
Wetex Parade

Individual Members

Abukhori Kasim, COM
Abdul Razak Tuah b Othman

Adrian Alaska @ Kalasa
Agnes Tan Mee Yoke
Aileen Goh Seok Khim
Ainul Adnan Ibrahim
Ala b. Mansor
Alicia Lee Chooi Fong
Aminudin b Mohd Noah
Anderson Chong Kong Yoong
Andrew Ashvin, CCM
Aziah bt Ahmad
Basri b Khamis
Beh Soo Ming
Belinda Hoo Chai Chew, CMM
Bock Thay Choong
Calvin Wang Soon Yong , CMM
Carriek Chong Ka Loong
Chan Jen Nee, Jenny, CCM
Chan Kok Wah
Chandrasegaran a/l Sivasankaran Menon
Cheong Mee Yoke
Cheryl Chang Yar Leng
Chew Nan Ny
Chew Yien Yien, Doreena , CMM
Chin Hock Ching
Chong Min Fui, CCM
Chow Heng Wah, CCM
Elizabeth Chan Choo Im
Eric Tee Lal Keong
Eva Hew, CMM
Evelyn Lo, CCM
Fong Kok Loon
Foong Meng Khum, CCM
Francis Lee Kong Keng
George Tee Ai Cheh
Ghafizah Hanim Amir
Goh Siew Chin
H C Chan, CCM
Hairilah b. Razali
Yee Yaw Hoong, Darren , CMM
Henry John, COM
Hilaludin b Ayob
Hidewati Mohd Nasir CAM
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Lim Bee Tin
Lim Boon Yew @ Alvin Lim
Lim Bor Aik , Simon
Lim Kai Ying
Lim Kim Swee
Lim Kok Kheng
Lim Koon Hoo, Cynthia, CMM
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Linus Soon Chee Hoy
Loke Kok Seng , Jason
Loh Kok Chai, CCM

Micheal Foo Kai Sung
Mimi Chang Yoke Khum
Mohamed Nazib Sulman , CMM
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Mohd Saikat Ali b Mohd Ghazaly
Mohd Taufiq b Shamsuddin
Mohd. Zain B. Hassan, COM
Mok Choo Yum
Ng Bee Fong , Samantha
Nik Azian Nik Aman
Noor Salehah bt Wahid
Norliza Omar
Nur Adilah Nuba bt Abdullah
Ong Eng Hin, CCM
Ong Hui Ling
Ooi Kee Chuan
Ooi Soon Kiat
Padma Priya @ Padma s/o Maniam
Pang Seong Wah
Patrick Anthony Honan
Pauline Teh Hooi Lean
Pearly Lim Meng Li , CMM
Phang Sau Lian
Philip Ho
Philip Thum Tek Por, CCM
Phoon Kin Kheong, COM
Raja Abdul Rahman b Raja Sulaiman
Rashidan b Ismail , COM
Richard Chan Chee Keong, CCM
Roland Ting Huong Sing
Ryan Lim Kee Seng
Sadi Aulia Bachik
Sally Ling How Lin
Set Hon Fong
Shahrol b Azman b Abd Kahar
Shaifulddin A. Majid, CCM
Sim Ewe Kee
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