



NewsNetwork

DECEMBER 2021



TOWARDS A SUSTAINABLE RECOVERY



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2021

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President's Message



Dear members,

The pandemic and the mandatory Standard Operating Procedures (SOPs) have distinctly impacted on multiple facets of our lifestyles, evolving shopping trends and forcing consumers to learn buying through online platforms. We recognise that e-commerce for convenience is here to stay and need to incorporate this into shopping mall operations. Several malls have already taken themselves into this new realm and launched their e-mall and e-commerce platforms, with one mall having already adopted an e-wallet facility. That said, we have strong confidence that online shopping simply cannot replace the shopping experience as evidenced by the encouraging return of shoppers to our malls. Nevertheless, we cannot sit back but must innovate and undertake measures to enhance the pulling power of our mall offerings, be it an attractive trade mix, food & beverage (F&B), entertainment

and/or added services and facilities. For shopping malls, the trade mix is crucial to its attraction and malls need to be on their toes as this keeps evolving all the time.

For now, our malls only cater for local consumers and domestic tourists, apart from limited cross-state travellers. As our borders are effectively still closed, we can only rely on domestic tourism; however, surely for all tourists, domestic and international alike, their essential spending includes shopping, F&B, entertainment or places of attraction and accommodation.

All of us are certainly elated that our malls are now almost fully opened since September 2021, and our economy has started on the road to recovery which will be a long and uncertain journey. With increased expenditures and diminished income over the past many months, cash flow has been impacted so we do not

expect this journey to be smooth nor easy for shopping malls. Instead, we should expect prudence, perseverance and stamina to work out the problems along the way so that we can remain sustainable.

We would like to congratulate all the brave malls who newly opened for business during the current challenging times since 2020, the latest being only just this month. We are aware of some more malls opening in the near future, and warmly welcome you into our mall fraternity.

As we look ahead to 2022 after more than the turbulent year that was, do continue to stay resilient, stay versatile and we shall yet recover and survive.

In the run up to the coming festive seasons, we wish all members 'Season's Greetings' and a safe and successful year ahead for all.

Warmest regards,

A handwritten signature in blue ink, which appears to read 'Teo Chiang Kok'. The signature is stylized and fluid, with a large initial 'T' and a long, sweeping underline.

TAN SRI DATO TEO CHIANG KOK
President

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INDUSTRY NEWS

Music Royalty Copyright Fees

As members are aware, there have been innumerable appeals to the Ministry of Domestic Trade and Consumer Affairs (MDTCA) and Intellectual Property Corporation of Malaysia (MyIPO) but there is still no definitive decision towards a single collecting body although MDTCA appeared to lean towards a 'single invoice'. Most malls have already adopted music from copyright-included streamed music suppliers who have offered preferential members' rates.

During the second quarter of 2021, MyIPO also conducted a One-Stop Shop Survey and we have since requested MDTCA to meet the Minister on this report. The latest update is that our 'User Group' is awaiting a dialogue with the Minister, scheduled for January 2022.

HAPPENINGS

Tourism Selangor Global Conference 2021

10 DECEMBER 2021



President Tan Sri Teo Chiang Kok was on the panel of industry leaders at this event together with our Advisor, Mr HC Chan, CEO of Sunway Malls and Theme Parks. Within the overall event theme of *A Game Changer to Re-set Tourism*, panelists discussed the key pointers for *Innovation and Diversity in Tourism Business Survival during the Pandemic* which included new strategies to accommodate the shift towards e-commerce and changes in shopping behaviour resulting from the pandemic, necessary SOPs and the current economic scenario. It was noted that notwithstanding the rise of e-commerce and e-retailing, shopping malls are still here to stay because of the desire to have the shopping experience.



Appreciation by Tourism Selangor for PPK as a key industry player, received by our representative, Ang Lai Fun

Reviving Shopping Tourism



Organisers of ticketed events are subjected to entertainment tax

At the recent Tourism Selangor Global Convention 2021's session on Innovation and Diversity in Tourism Business Survival, PPKM president Tan Sri Teo Chiang Kok identified the three main opportunities in tourism as shopping, food and beverage (F&B), and entertainment. However, they have become "very stressed", impacted by the global Covid-19 pandemic, which has now stretched to over 22 months.

With no international tourists coming to Malaysia until the recent reopening of the Langkawi travel bubble in mid-November, the country's tourism receipts has declined to RM12.7 billion in 2020 from RM86.1 billion in 2019.

Shopping and F&B were among the top three contributors apart from accommodation to the country's tourism coffers, accounting for 33.6% and 13.3% respectively in 2019 of the revenue received from overseas tourists.

Pinning down cashflow as the immediate pressure affecting businesses, Tan Sri Teo said, "Most of us are just reopening, reviving and trying to survive. We have used up our savings and other financial resources and now need to put liquidity back into the system and manage the cashflow."

Currently, there are some tenants with unpaid rentals for up to 12 months but are protected under the Covid-19 Act. They owe a lot of money to landlords, who are also cashflow stressed. Recalling the previous recession when the property industry was very stressed and the government came up with Danaharta to temporarily park all the debts there and provide liquidity to the system, Tan Sri Teo suggested a similar solution for the retail and shopping mall industry.

"The government can ensure better chance of survival and recovery for retail tenants by letting them park their back rentals and financing them." This in turn will help finance the landlord's cashflow.

Instead of coming out with new levies which are unfair and painful to the business sector, he urged the government to provide tax breaks such as rental rebates and funding given during the height of the pandemic although they are limited. Citing an example, for every RM100 which the landlord gives away for rental discount, the government helps with RM24, he said.

"Moving forward, we have requested all licenses and permits be automatically extended to be free for another year, the rationale being the licences and permits that have been paid for 2021 were not

utilised as most of us were closed during the Movement Control Order."

Another request is a waiver on contributions to the Social Security Organisation and Human Resources Development Fund, to name a few. With everyone doing their bit to help businesses save their cashflow, they will have a better chance of recovery in the aftermath of the pandemic.

Abolition of the entertainment tax?

In order to cope with today's fast changing environment, Tan Sri Teo said it is time to review the entertainment duty established since the 1950s, citing that a 20 sen tax was imposed for a joget dance in BB Park in Kuala Lumpur then.

"We need faster approvals and faster changes to rules and regulations, which must be agile to change with time in a speedy manner and it also has to involve the whole spectrum of players, ranging from the customers, retailers, shopping mall operators, airlines, government and most importantly, the regulators."

In Budget 2022 tabling on 29 October, it was announced that all entertainment outlets in Kuala Lumpur will be exempted from duty and taxes until 31 December 2022 and all states in Malaysia have been urged to follow suit to help them recover. They include theme parks, cinemas, karaoke bars, pubs and nightclubs, which have been impacted by the lockdowns imposed by the government.

The Selangor state government, meanwhile, has given full exemption of the 25% entertainment tax from 18 March 2020 until 31 December 2021 only to theme parks. It offers a reduced rate of 5% entertainment tax to theme parks for the next five years from 1 January 2022 until 31 December 2026.

Sunway Group's Shopping Malls and Theme Park Chief Executive Officer Chan Hoi Choy, who deemed the entertainment tax as "very restrictive and a disincentive"

FEATURE

to theme parks and the leisure industry, has called on the government to consider abolishing the entertainment tax, which was implemented as a sin tax during the British colonial days.

Considering that the entertainment tax applies to cinemas as well, he pointed out that most shopping malls in the country have cinemas, which can contribute up to 10% of the mall's footfall.

Supporting Chan's call for the abolition of the archaic entertainment tax is the Malaysian Association of Film Exhibitors (MAFE), which pointed out that cinema operators have been paying the full 25% rate to the Selangor state government despite the forced closures resulting from the lockdowns precipitated by the pandemic.

For organisers of arts activities and ticketed events, the state government had granted

a reduced entertainment tax rate at 15% instead of 25% since January 1, 2021, said MAFE.

An abolition of the entertainment tax would be fairer to all players in the entertainment industry besides helping to foster mental health, social interaction and more affordable ticket prices for a wider demographic which far outweighs a temporary tax revenue reduction, opined MAFE.

More Entertainment Elements in Shopping Malls

While shopping malls have traditionally been centres for retail purchases and food & beverages, they have since evolved to offer more to visitors and other elements like leisure and entertainment have gradually been increasing over time.

This contributes to the entire concept of experiential shopping, where shoppers visit malls for retail therapy, other goods and services as well as for leisure, to entertain and be entertained, thus appealing to the whole sensory experience which usually remain etched in a visitor, thereby improving customer retention and loyalty for return visits to the mall.

The Petaling Jaya Performing Arts Centre (PJPAC), which opened earlier this year at 1 Utama Shopping Centre amidst the Covid-19 pandemic, has joined two other such centres in the Klang Valley which are housed in shopping malls.

PJPac is owned and operated by Bandar Utama City Centre Sdn Bhd, the developer of 1 Utama.

Its theatre manager Brian Kwan enthuses, "Being part of one of the world's largest shopping malls has many benefits as 1 Utama's traffic, facilities and accessibility add value to our state-of-the-art performing arts centre.

"The mall received 26 million visitors yearly prior to the pandemic. We can also leverage on 1 Utama's marketing support such as the access to its ONECARD loyalty programme, extensive 100+ screen Channel ONE digital LED screens and social media platforms.

"As Malaysia's newest performing arts centre, we offer the latest technologies and equipment. We believe access to such technologies will enable theatre makers and event organisers to explore their ideas when executing their activities."

Kwan recalls, "We opened for test shows with Theatrethreesixty's Orang Bulan playing from 29 April to 2 May at our Nero Event Space. However, as we were preparing for our next test show, we received news of the Movement Control Order.

"PJPAC was subsequently closed thereafter until 13 September. We reopened on 8 October with a Malay stand-up comedy Kembali Ketawa Malaysia by LOL Asia, which received very positive response. So far, Hujan's 16th anniversary concert, held at our Stage 1 Theatre over four days in October, is our fastest sold-out show with a total of 1,336 seats or 334 seats sold nightly."

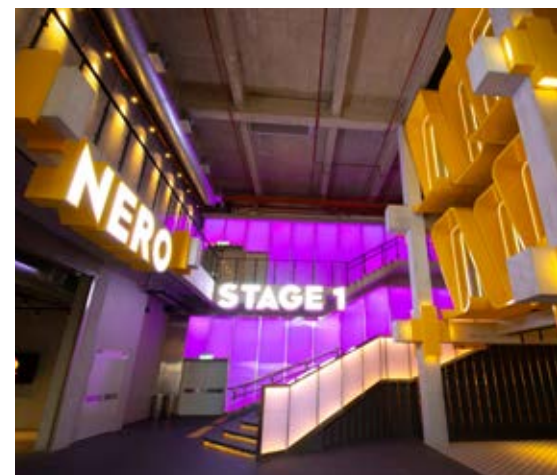
To support the reopening of live events and enable the creative industry to stand on their own feet, PJPAC offers 50% discount on the first venue hire under our Jumpstart package. Kwan quips, "Currently, we have hires or rentals until April 2022 and venue rental confirmations for the rest of 2022 and beyond.

"We also have a Friends of PJPAC (FOP) loyalty programme where our patrons automatically receive a FOP membership that offers 10% discount off their ticket prices for selected performances and free parking when they watch a show.

He adds, "Presently, our concerts, stand-up comedy shows are selling better than the theatre performances but this will change as our patrons gain confidence coming to a safe environment. We are strict with both the patrons and production crews' MySejahtera status and conduct regular sanitisation of our venues pre- and post-show.



Newest performing arts centre



The first test show Orang Bulan was held here

"Building the trust of our patrons to come for a show and finding available dates for prospective hirers are among the challenges we face. With the industry slowly regaining its footing in 2022 coupled with more shows and events taking place, we hope the government will continue to provide support such as grants, funding as well as duty and permit waivers to help in the recovery of the creative industry, which has been dormant for more than 18 months due to the pandemic.

"PJPAC can support all types of events from e-sports, product launches, music, dance performances to seminars and graduation events," states Kwan.

Pavilion Bukit Jalil: Icon of Connectivity



The new mall's façade

Touted as the largest fully integrated lifestyle mall in the Klang Valley's southern corridor, Pavilion Bukit Jalil opened in time to capture the year-end festivity on 3 December.

Kuala Lumpur Pavilion Sdn Bhd Chief Executive Officer of Retail, Dato' Joyce Yap, the retail planner of this new mall says, "With renewed resilience, we are happy to continue bringing shoppers an elevated lifestyle shopping experience as more retailers progressively open in the coming weeks."

Gearing to host up to three million visitors during this festive period with its Christmas Wonderland theme and many unique offerings, mall owner Datuk Lee Whay Hoong, who is also Regal Path Sdn Bhd director, based his confidence on its

partnership with Malton Berhad and the team behind Pavilion.

Dubbed the Icon of Connectivity, the five-storey Pavilion Bukit Jalil has Parkson as its anchor tenant. As the biggest outlet in Klang Valley's Southern Corridor, Parkson features a large event hall with an impressive sky roof spanning five floors.

The mall's mini anchors include The Food Merchant, a first-of-its-kind international grocer in Malaysia, Harvey Norman Superstore, Mr. D.I.Y., Toys 'R Us and Hohm, the country's largest home essential products concept store covering 58,000 sq ft.

Renowned Chinese tea brand Tianyue Teajoy and Lohas have opened their first international flagship stores in Malaysia at Pavilion Bukit Jalil. Thailand's retail giant

Siam Piwat Co Ltd will soon be making its first store international expansion debut here with three concept brands - Ecotopia, ICONCRAFT and Absolute Siam Store – taking up 11,000 sq ft of retail space.

Another unique selling point of the new mall are its mega event spaces: the 47,000 sq ft Pavilion Bukit Jalil Exhibition Centre, 28,000 sq ft Piazza and 6,000 sq ft Centre Court, which is fitted with an LED screen measuring 15m x 6m, movable hoists, speaker systems and a 360° view of the shopping floors.

The Exhibition Centre, featuring three exhibition halls and an event hall, forms part of the mall's entertainment and urban leisure mix. As such, specialty anchors such as Dadi Cinema, Blue Ice Snow Park and K11 Karaoke will be opening soon on level 5.



Pavilion Bukit Jalil's Christmas Wonderland theme at Centre Court

A first-of-its-kind covered outdoor venue, the Piazza features a 35-metre-high canopy, bright lightings, winches, ceiling fans and 16m x 10m LED screen. It was recognised by the Malaysian Book of Records (MBR) as the Largest Covered Outdoor Event Space during Pavilion Bukit Jalil's opening.

The mall also received two other MBR awards for the First 3D Projection Mapping on a Shopping Mall Dome and the Biggest Golden Rooster Sculpture of 6m high and 3.2m wide.

Besides offering shoppers an immersive retailtainment experience, the Exhibition Centre also provides easy access to the malls over 5,000 parking bays and has a convenient drop-off point at its dedicated entrance.

Certification Courses in Shopping Mall Management

8 - 13 NOVEMBER 2021

We were fortunate to have the opportunity to again hold the second session of our courses at JW Marriot Kuala Lumpur, albeit with smaller classes in compliance with SOPs. There was a total of 82 persons in the two modules offered and altogether, it was a great learning experience from the 'gurus' who are all specialists in their fields. At the same time, it was a long-awaited chance for participants to meet fellow mall practitioners to exchange experiences as malls are now in the recovery phase after the pandemic aftermath.

Looking forward to continue the 2022 programmes!



Marketing & Leasing Part 1 – always with the most participants



Delving in The Marketing Plan with Kung Suan Ai



Distinctive poses from Marketing & Leasing Part 2 class

Planning a marketing campaign is serious work



SNIPPETS



⤴ Shopping mall walkabout hosted by Pavilion Kuala Lumpur



⤴ Lessons from a professional mechanical engineer cum property manager, Ir YL Lum



The workshops for Operations & Maintenance were a lively affair!



⤵ Feeling the security and safety with Ibrahim MD Yusof, Operations and Maintenance Part 2



It's Saturday afternoon, but Operations and Maintenance Part 1 is still going strong



Security and Safety Training (Foundation)

1 - 2 DECEMBER 2021

We just about made it for the final training session for 2021 with 34 participants at Cititel Mid Valley City. With security personnel manning entry points to ensure compliance with SOPs, it has become more critical for them to be adequately trained, not just in security and safety procedures but also in public relations and even customer services. Our well-experienced speakers ensured that the basic knowledge was imparted to the participants which included some from outstation.



Just to be sure, all participants (including speakers and the crew) were required to undertake a RTK test prior to starting their classes



Paying rapt attention to the CPR lessons



Cdr (R) Khoo Kah Hoo's interactive class on fire and safety procedures



SNIPPETS



← The current security status with Aiyob Shahrudin



The 'physically distanced' class photo

Genting Skyworld Theme Park



Our mall member in Genting Highlands recently had an exciting addition to their group, the Genting Skyworld Theme Park. Adjoining the mall, the park will undoubtedly attract more footfall and we had a sneak preview recently. The park is currently undergoing the final touches before officially opening to the public very soon.

EARLY NOTIFICATION

We shall be convening our 37th Annual General Meeting on Saturday, 26 March 2022 (barring any unforeseen circumstances) so do look out for the official announcement in February 2022.



The Importance of Air Quality in Malls

28 OCTOBER 2021



Current evidence has suggested that the Covid-19 virus spreads between people in close contact and through the air so in the light of this situation, it is critical that indoor spaces like shopping malls are constantly kept well ventilated with optimum fresh air intake in order to minimise any viral infections. Our members take cognisance of this seriously and response was indeed overwhelming for the webinar.

On our panel of speakers was **Ir Gopal Narian Kutty**, Vice President of EnerMap Solution, who shared on guidelines for optimum indoor air quality (IAQ) for a proper ventilation and effective sterilisation of viruses in the supply air from an air conditioning system in order to reduce any air-borne transmissions. This will help to re-build the confidence of shoppers to return to the malls.

Next was **Ir Bernard Sagaiyaraj**, Principal, Blue Snow Energy who took attendees through a framework of Indoor Air Quality (IAQ) with relation to air flow within a building and possible causes of bad IAQ. Also presented were pointers on basic HVAC operations that will impact IAQ, IAQ improvement strategies and the measured parameters, the auditing process and devices used for the IAQ Audits.

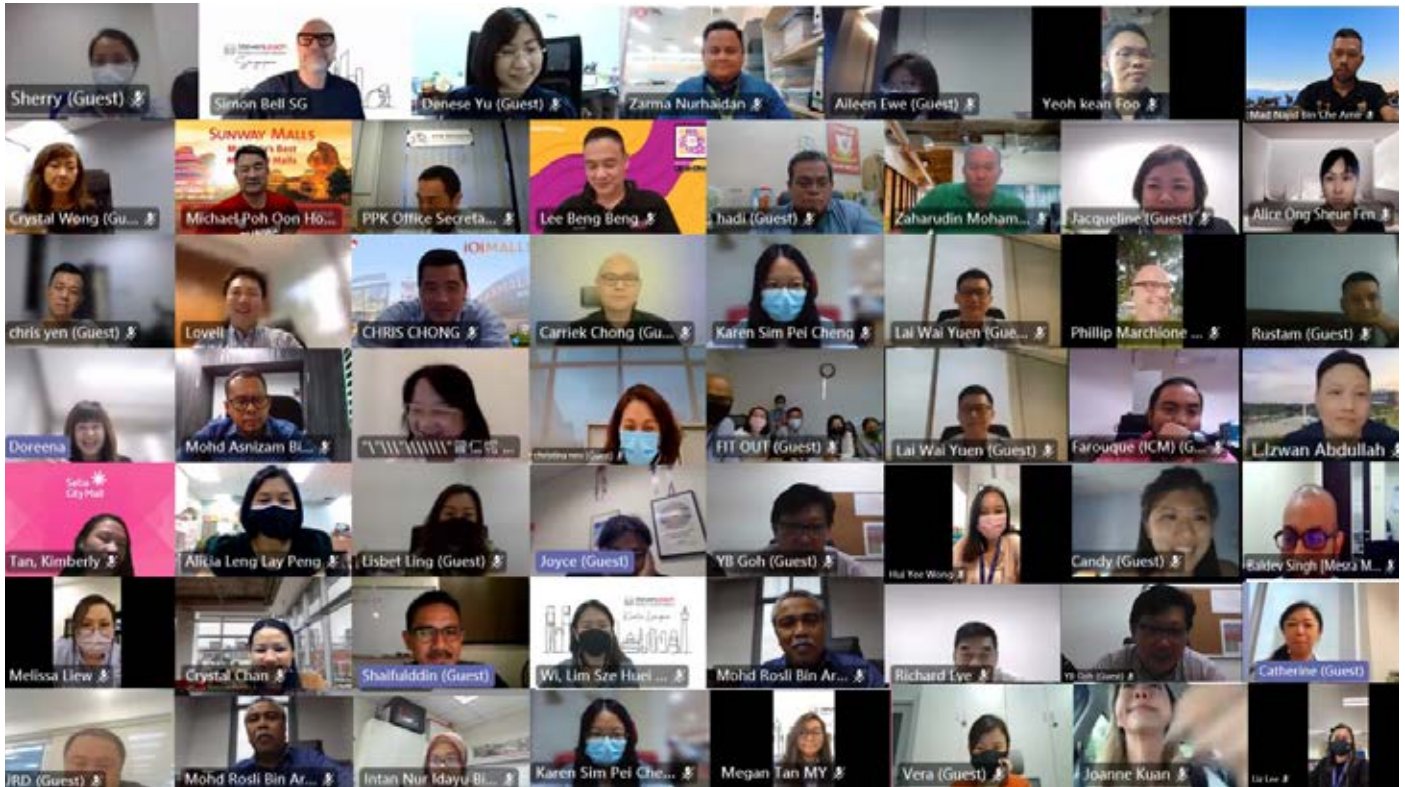
Mr Mohan Dhingra, the Managing Director and founder of InviroTech Systems shared on the use of ultraviolet light as an air purification method through the use of Ultraviolet Germicidal Irradiation.

Participants found the webinar *'enlightening and educational in terms of understanding what can be done to improve indoor air quality especially now when it matters the most'* as malls start on the recovery process and need to re-build shoppers' confidence.



Post Covid Malls – Operations & Design

25 NOVEMBER 2021



The pandemic has undoubtedly become an ultra powerful agent of change, affecting the way we live and shop, impacting on mall operations and shopping mall designs for the future which will evolve to the changing needs.

In this instance, Standard Operating Procedures (SOPs) regularly announced by Majlis Keselamatan Negara (MKN) have become mandatory for daily shopping mall operations and they inadvertently produced much misunderstanding, misinterpretation and confusion. **Mr Chris Chong**, IOI Malls' Head of Retail brought us through the unprecedented journey of how malls have managed to swim through these murky waters over the past 21 months and with several malls hosting vaccination centres nationwide.

With the ups and downs of our journey through the pandemic, it has become even more important to reinforce landlord-tenant relationships. As our speaker, **Mr Michael Poh**, Director of Leasing for Sunway Malls puts it, tenants are malls' business partners and

both must work together to ensure a sustainable business for long term success including collaborating on tenant marketing programmes, financial assistance and rebuilding business confidence.

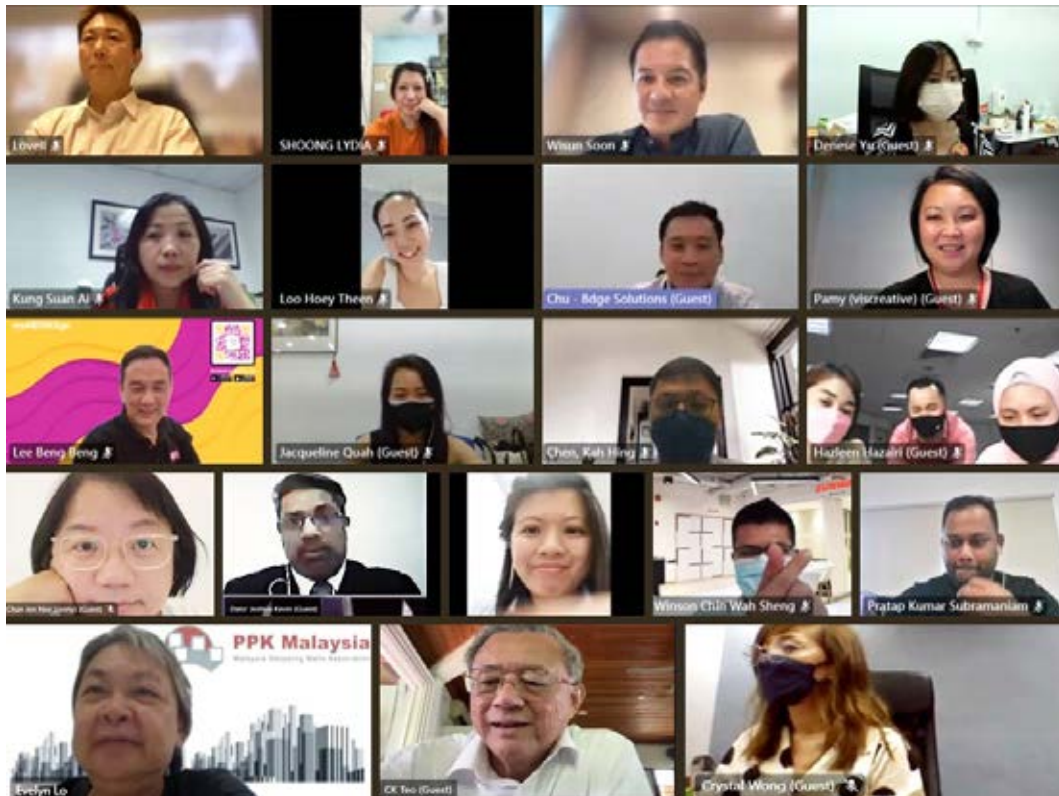
As expected, the pandemic and its SOPs have resulted in a change of shopping trends, and the webinar took a peak into the future of mall designs with **Mr Simon Bell**, Country Lead for SL+A Singapore. These changes have shaped that transactions and services must be instant, time is a commodity and safety becomes paramount yet going to the mall must be experiential. Simon also shared food for thought that the 80:20 balance of retail to experience is shifting to 20:80 and the aim for mall designs or re-designs in the end must be for sustainability in the light of evolving demands and trends.

As one of the more than 200 participants put it, the webinar was a *'timely and relevant discussion on pressing topics faced by the mall industry, both immediate and longer term'*.



Money Matters for Post Covid Malls

14 DECEMBER 2021



Shopping mall operations have all been beset by many obstacles over the past many months since the pandemic hit our country, not least, financial problems with cashflow being stymied due to increased operating costs versus lower income delayed payments etc. With more than 80 participants in attendance, the webinar speakers explored on the various aspects of money matters for shopping malls.

The first speaker, **Dato Joshua Kevin**, founder of Kevin & Co., explored The Temporary Measures for Reducing the Impact of Coronavirus Disease 2019 (Covid-19) Act 2020 which had again seen its third extension, now until 31 December 2021. What happens next is full of uncertainties at the moment and he explored the various possible scenarios in the legal context and how shopping mall operators may prepare themselves for the next stage in the ongoing saga.

At the helm of 8dge Solutions, **Mr Tan Chu Siang**, its Co-Founder shared the benefits and values of data analytics gleaned from innovative software technology which enable shopping mall managements to operate with better informed decisions and to pivot to appropriate directions with the changing parameters of shopping in the post Covid era.

During the current period as the economy recovers from the aftermath of the pandemic, malls and retailers continuously struggle with cashflow problems. As an interim measure, **Mr Wisun Soon**, Group CEO of Luminor Capitol shared on the provision of necessary funds to bridge the gaps and outlined the available options to both shopping mall and retail operators during this fragile recovery period.

Overall, it was a webinar with *'good speakers, good contents'*.

We shall re-commence our EDUCATION SERIES in 2022 in January with ***E-malls Lead the Way in the New Era***, an insight into how some malls in the Klang Valley are embracing e-commerce and transforming themselves into yet another realm. For more information, please contact secretariat@ppkm.org.my



Get a Firm Grasp of Shoppers' Sentiments Post Covid-19

26 OCTOBER 2021

VTTT 8

In this brave new world of retail evolution, malls need to re-strategise marketing, leasing, and operations which can be guided by up-to-date consumer behavioural data. **Stratos Pinnacle Research & Consulting (S-PAC)** launched a shopper sentiment tracker since September 2021 to gather and analyse precise information and shared the key takeaways with members on changes in shopping behaviour.



Re-Start Your Business with Bureau Veritas

2 NOVEMBER 2021

VTTT 9

The talk by **Bureau Veritas** provided solutions to address health and safety risks and trains teams on good hygiene practices, maintaining appropriate health safety and hygiene measures for both shoppers and employees. This is definitely in line with our objective of providing safe malls for shoppers so that they can shop with peace of mind and regain our footfalls and sales turnover.



360° Engagement with Your Tenants

16 NOVEMBER 2021



With the contactless era in our midst, digital forms to handle requests and feedback have become a necessity for shopping malls, from retail transactions to management processes. **ServeDeck** shared on the ease of implementing the multitude of work processes in shopping mall operations, with super flexible forms and workflow approvals to save time, whilst keeping to SOPs and keeping everyone safer with fully contactless processing.

VTTT 10



Modernisation of Energy Efficiency

30 NOVEMBER 2021



VTTT 11

With energy costs, particularly electricity, being the single major component of operating expenditure for malls, participants listened to **GENES** on how to modernise energy efficiency through digitalisation by developing a road map for the technology revolution. Their application platform, GAEDkeeper, develops and delivers effective fit sustainable energy solutions through advanced data analytics.

CASC Annual Meeting

20 OCTOBER 2021



The virtual Annual Meeting was hosted by Mall China with our representation by Tan Sri Teo Chiang Kok, Phang Sau Lian and Evelyn Lo. It was agreed for Mall China to organise the conference for 2022, to be followed by Taiwan and Hong Kong in 2023 and 2024 respectively. The Russian Council of Shopping Centers (RCSC) has now been included as a member of CASC.

Cuti-Cuti Malaysia with Confidence (CMC) Virtual Conference and Exhibition

27 - 28 NOVEMBER 2021



Our Vice President, Phang Sau Lian presented a paper entitled *SHOP to Keep the Trip Memory Alive* at the above virtual event co-organised by Pacific Asia Travel Association (PATA) Malaysia Chapter in collaboration with Berjaya University College. The event was held to boost confidence for domestic tourism for which our shopping malls have been organising promotions and offering packages to shop, stay and play.

Workshop on Program Jualan Malaysia (PJM) 2022

6 - 7 DECEMBER 2021

The Ministry of Domestic Trade and Consumer Affairs convened a workshop at Tamu Hotel, Kuala Lumpur to brainstorm on the 2022 sales programme with a tentative plan to boost shopping throughout the year during the festive seasons. Evelyn Lo and Ang Lai Fun were in attendance.



Southern Region Meeting

10 DECEMBER 2021

After almost two years of 'staying home', PPK committee finally managed to convene a physical meeting with almost 40 Johor members in attendance at KSL Hotel in Johor Bahru. Members were updated on current issues as well as the post Covid scenario for shopping malls in all regions. It was noted that whilst footfall has been encouraging and increasing on a weekly basis since malls were allowed to open more fully from September 2021, malls in Johor were still missing the neighbouring Singaporean footfall but with the opening up of the Vaccination Travel Lanes (VTL) recently, it is hoped this volume will be enhanced in the coming festive season and weeks to include the much-awaited Singaporean tourists for their weekend trips.



Prior meeting registration included RTK tests for all



Vice President 2, Ir YL Lum presenting shopping malls' overview to our Johor attendees



'Healthy and safe interaction' – time to catch up with fellow mall practitioners

MEMBERSHIP 2021

CORPORATE MEMBERS

118 Mall
163 Retail Park
1 Utama Shopping Centre
1MK Mall
1Shamelin Shopping Mall
1st Avenue, Penang
3 Damansara
Aeon Mall Taman Maluri
Alamanda Shopping Centre
Alor Star Mall
Aman Central
Amcorp Mall
Amerin Mall
Ampang Point
Atria Shopping Gallery
avenue K
Bangsar Shopping Centre
Batu Pahat Mall
BBCC
Berjaya Megamall
Berjaya Times Square Kuala Lumpur
Berjaya Waterfront Complex
Central i-City Shopping Centre
Central Market
Central Square Sungai Petani
Centrepoint Bandar Utama
Centre Point Sabah
Centro
Cheras LeisureMall
Citta Mall
City Mall
Cityone Megamall
Damen Mall
Dataran Pahlawan Melaka Megamall
Datum Jelatik Mall
Dayabumi
DC Mall
Design Village Outlet Mall
Dpulze Shopping Centre e @ Curve
East Coast Mall
Eastern Mall
Ekocheras Mall
Empire Shopping Gallery
Endah Parade
fahrenheit 88
Financial Park Complex Labuan
First World Plaza
Freeport A'Famosa Outlet
Galleria@Kotaraya
Gamuda Walk
gateway@klia2
Genting Highlands Premium Outlets
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Banting
Giant Hypermarket Batu Caves
Giant Hypermarket Bayan Baru
Giant Hypermarket Kemuning Utama
Giant Hypermarket Klang
Giant Hypermarket Klang Sentral
Giant Hypermarket Kota Damansara
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuantan
Giant Hypermarket Plentong
Giant Hypermarket Putra Heights
Giant Hypermarket Senawang
Giant Hypermarket Seri Kembangan
Giant Hypermarket Shah Alam
Giant Hypermarket Subang Jaya
Giant Hypermarket Tampoi
Giant Hypermarket Ulu Klang
Giant Mall Kelana Jaya
Giant Superstore Tunjung
Giant Setapak
Giant Superstore Jerteh
Giant Superstore Kangar
Giant Superstore Kuala Pilah
Giant Superstore Prima Saujana (Kajang)
Glo Damansara
GM Klang Wholesale City
Grand Merdeka Mall
Great Eastern Mall
Green Heights Mall
Gurney Paragon
Gurney Plaza
Harbour Mall Sandakan
Hartamas Shopping Centre
Ikano Centres

Imago, KK Times Square
Intermark Mall
IOI City Mall
IOI Mall Bandar Putra Kulai
IOI Mall Puchong
IPC Shopping Centre
Ipho Parade
Island Plaza
ITCC Mall
Jaya Shopping Centre
Jetty Point Duty Free Complex
Johor Bahru City Square
Johor Bahru City Square Office Tower
Johor Premium Outlets
KB Mall
KL East Mall
KL Gateway Mall
Klang Parade
Kluang Mall
KLEC Mall
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Star Parade
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya Complex
KSL City @ Johor Bahru
KSL Esplanade Mall
KTCC Mall
Kuantan Parade
KWC Fashion Mall
Kulim Central
Larkin Junction
Lot 10
M3 Mall
Mahkota Parade, Melaka
Maju Junction Mall
Megamall Pinang Shopping Complex
Melawati Mall
Mesamall
Mesra Mall
Mid Point Shopping Complex
Mid Valley Megamall
Mid Valley Southkey
Mitsui Outlet Park KLIA
Mydin Mall
MyTown Shopping Centre
New World Park
Nexus Bangsar South
Nu Sentral
Ole Ole Shopping Centre
Pandan Kapital
Paradigm Mall
Paradigm Mall Johor Bahru
Paragon Market Place
Paragon Point Shopping Centre
Pasarayana Komuniti @ Mart Kempas
Pavilion Kuala Lumpur
Paya Bunga Square (PB Square)
Pearl Point Shopping Mall
Pedas RSA
Pelangi Leisure Mall
Perling Mall
Pernama Kompleks Mutiara Armada
Pertama Complex
Pier8 Retail Mall
Plaza Alam Sentral
Angsana JB Mall
Plaza Low Yat
Plaza Merdeka
Plaza Metro Kajang
Plaza Pelangi
Plaza Salak Park 'SPARK'
Plaza Shah Alam
Prangin Mall
Publika Shopping Gallery
Riverwalk Village
Quayside Mall
Queensbay Mall
Quill City Mall
RCMC Sdn Bhd
R & F Mall
SACC Mall
Sarawak Plaza
SB Mall
Segamat Central Shopping Centre
Sejati Walk
Semua House
Setapak Central
Setia City Mall
Shaw Parade KL
Shaw Centrepoint

AFFILIATE MEMBERS INDIVIDUAL

South City Plaza
Star Avenue Lifestyle Mall
Starhill Gallery
Straitis Quay Retail Marina
Strand Mall
Subang Parade
Sungei Wang Plaza
Sunshine Tower
Sunway Big Box
Sunway Carnival Mall
Sunway Citrine Hub
Sunway Giza Mall
Sunway Putra Mall
Sunway Pyramid
Sunway Velocity
Suria KLCC
Suria Sabah Shopping Mall
Sutera Mall
Taiping Mall
Tasek Central
Terminal Larkin Sentra
Terminal One Shopping Centre
The Curve
The Exchange TRX
The Hills
The Linc
The Gardens Mall
The Main Place
The Mines
The Shore Shopping Gallery
The Spring
The Spring Bintulu
The Starling
The Summit Subang USJ
The Waterfront @ Parkcity
The Weld
Toppen Shopping Centre
Tropicana Gardens Shopping Mall
Utropolis
Viva Home Shopping Mall
Vivacity Megamall, Kuching
Wangsa Walk Mall
Wetex Parade Shopping Centre
Zenith Lifestyle Centre

AFFILIATE MEMBERS CORPORATE

Chia Kin Wai
Faizal Rahim b Moidunny
Gan Siew Chain
Kevin Chiu Zhenwei, CMM
Lee Chee Leong
Lok Chin Lum
M.Letchumanan
Ng Choo Yiew, Thomas
Ng Chung Yau
Nga Mee Liong
Phan May Ling
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Tee Kok Guan
Timothy Liew Heng Kwun
Timothy Sangawa
Wong Paik Tho
Woo May Foong
Yasmin Mokhtar
Yew Poh Ling
YY Lau

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Dato' Joyce Yap, CMM
HC Chan, CMM

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Ng Hean Yin

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Abdul Razak Tuah b Othman, CMOM
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Ainain Birriyah Binti Zek Khairuddin, CMAM
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Aminudin b Mohd Noah, CMOM
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Ang Kung San
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Chan You Li
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Mohamad Khalid Bin Idross, CMOM
Mohamad Nazri b Mohd Mokhtar, CMOM
Mohamad Amirudin b Abu, CMAM
Mohd Helmi Bin Mohd Affendi, CMOM
Mohd Nizam b Abdul Rahman
Mohd Rafiz Azwan bin Hashim
Mohd Taufiq Hidayat b Ahmad Zawawi, CMOM
Ng Bee Fong, Samantha, CMOM, CMMLM
Ng Kuan Yee, Selina
Noor Salehah bt Wahid, CMMLM
Nor Hayati bt Nawawi Suri, CMM
Norlian bt Md Tahir, CMAM
Norbiyah bt Mohd Yusof
Nurul Atiqah Hisam, CMMLM
Nurul Azuini Binti Adnan, CMMLM
Ong Eng Hin, CMM
Ong Hui Ling
Ooi Boon Shya, CMMLM, CMOM
Padma Prian @ Padman s/o Maniam
Patrick So Kee Whuay
Pearly Lim Meng Li, CMMLM
Penny Yaw
Phang Sau Lian
Phoon Kin Kheong, CMM
Rajashegaran a/l Ramakrishnan, CMOM
Rashidan b Ismail, CMOM

LEGEND

CMMLM
Certified Mall Marketing & Leasing Manager
CMOM
Certified Mall Operations Manager
CMAM
Certified Mall Administration Manager
CMM
Certified Mall Manager

