



# NewsNetwork

**JUNE 2022**

Photo credit: image courtesy of Fresh Growcer, Rooftop Farm@1Utama



## SUSTAINABLE SHOPPING

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# President's Message



Dear members,

**D**espite all the current challenges and turbulence, the first half of the year has really flown by and we are already now entering the second half of 2022.

For many shopping malls, we are in various stages of recovering from the debilitating effects of the past two years. It is noted that shoppers' footfall has now improved significantly following more SOP relaxations and open borders since May, and with more than 90% of our country having been fully vaccinated. The good news is there is increasing public confidence to venture out visiting malls and enjoying social gatherings at eateries and entertainment outlets.

The scenario now is to see how malls as well as retailers can revive and recover sustainably in the light of the many challenges facing the shopping industry and our country's economy. Sustainability will become a key priority while planning, developing and operating a mall because as centres for the community, malls have long become an integral part of our society and culture.

Environment, Sustainability and Governance (ESG) have suddenly sprung up and become the latest buzz. There is suspicion that this is yet another insidious tool invented by the developing countries to level the playing field. ESG per se are noble objectives to achieve and its implementation should be pursued

honestly and truthfully. Our recent webinar on this topic, has highlighted ways to remain sustainable in the business of operating malls. These include facets embodying innovative management ideology and directions, refreshing mall designs and tenant mix and practical steps to protect and uphold our environment. It is true that malls who adopt the principles of ESG would be more likely to achieve better long-term success.

It is very heartening to see many member malls have undertaken urban and community farming to a higher level - literally to the rooftops - as well as using alternative sources of energy, rainwater harvesting, waste food composting and promoting recycling centres for all types of waste. We do believe that every little bit contributes to sustaining the environment overall, where basic resources globally are being stressed, and rising operating costs especially on essential utilities like electricity have deep impact on shopping malls.

In the next few months, we are appreciative that Tourism Malaysia will be collaborating with our member malls on the Shop and Be Rewarded 2.0 promotion whereby e-cash vouchers will be given away as a further impetus to shopping. This pilot promotion was first held in the midst of the pandemic restrictions in early 2021 and we hope more malls will now come onboard to join us now for greater success.

After the enforced hiatus, our PPK Malaysia Awards for Best Experiential Marketing are back this year as we acknowledge and recognise our member malls' valiant efforts to remain competitive and attractive throughout the challenging period of 2020-2022. We are sure all will agree that shopping at malls remains an incomparable experience, so we look forward to your entries for the Awards.

Nevertheless, as announced by authorities, we are still in the transition phase towards endemicity and our path towards full revival and recovery will neither be short nor easy BUT we will definitely make it out of the tunnel and beyond into brighter enduring days .

Do stay robust and resilient!

Warmest regards

A handwritten signature in blue ink, appearing to read 'Teo Chiang Kok'. The signature is stylized and fluid, with a large loop at the end.

TAN SRI DATO TEO CHIANG KOK  
*President*

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## WHAT'S NEXT

### Shop & Be Rewarded 2.0



Following the success of the pilot campaign in 2021, Tourism Malaysia (TM) will be sponsoring Version 2.0 through two separate campaigns:

- **Campaign 1:**  
Saturday 20 August –  
Sunday 4 September 2022
- **Campaign 2:**  
Saturday 22 October –  
Sunday 6 November 2022

A total of RM2 million worth of e-cash vouchers will be given away during the two periods mentioned above, with participating malls and TM sharing the total amount. To date, 33 malls have come onboard for this attractive promotion which gives away a RM30 e-cash voucher for a minimum spend of RM100 at participating shops. Watch out for more updates!

### PPKM Awards are back!



We are bringing back the awards which have been organised since 2016 but were suspended from 2020 due to the earlier pandemic period.

We are proud to acknowledge and recognise our member malls' tremendous efforts to remain resilient throughout the challenging period and ensure shoppers continue to enjoy a great experiential time at our malls.

Marketing entries must cover programmes organised between 1 January 2020 and 31 July 2022 with the list of finalists to be announced latest by 15 September 2022. Award winners will be presented during our forthcoming PPKM Awards Gala Dinner scheduled on Thursday, 27 October 2022, with further details and venue to be announced in due course.

Looking forward to your registration. For more details, please refer to <https://ppkmawards.com/>



Category C, GOLD AWARD recipient: Pavilion Kuala Lumpur, Disney's Celebrate The Magic: Dream Christmas



#### Publisher

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### Improve Profit with Energy Saving and Carbon trade

19 JULY 2022



VTTT 3

Looking to save some \$\$ when most costs are going up now? Watch out for the next VTTT on 19 July 2022, where 2R Control Automation will share tips on how to convert maintenance cost to investment by using the government's Green Aid. Do watch out for announcements soon and register yourselves to rationalise some of your cash flow.

# MOP KLIA's latest expansion offers improved shopping experience

The recent opening of Phase 3 of Mitsui Outlet Park KLIA Sepang (MOP KLIA) in Selangor saw an expansion of about 82,885 sq ft of gross floor area, which brings to a total of about 707,188 sq ft, thus making it the largest factory outlet shopping mall in Southeast Asia (SEA).

According to MFMA Development Sdn Bhd deputy managing director TJ Cheah, the concept for MOP KLIA Phase 3 underwent a substantial change from its initial development plans. Instead of opening more stores, the company shifted its strategy to open up five large format experiential stores instead.

Established in 2013, MFMA Development is a 70:30 joint-venture company between Mitsui Fudosan Co Ltd and Malaysia Airports Holdings Bhd established to undertake the operations and management of MOP KLIA.

Cheah says the decision to go with the new concept was based on several factors. It included following the global experiential shopping trend where several malls in Kuala Lumpur have already adopted it.

"Shoppers nowadays are drawn to a more immersive shopping experience. As for retailers, this type of store is more versatile, allowing them to be creative in using the space." They can also turn such retail space to present insta-worthy displays among other things, he adds.

Cheah believes Phase 3 has added on more excitement at MOP KLIA besides

complementing the existing brands. He assures, "We will also be upgrading Phases 1 and 2 from time to time with a new look and format in our efforts to continuously improve the shopping experience here."

Among the five large format stores, the two new tenants are Objet and Courts while adidas, Nike and PUMA are new concept stores. Representing the first outlet store of its kind in Malaysia, Objet's home products cater to different moods, styles, tastes and occasions.

Unlike its other stores nationwide, Courts at MOP KLIA offers the previous season's products such as electronic gadgets, home and beauty appliances as well as furniture at the best value prices.

Meanwhile, adidas, Nike and PUMA, which had shifted to their new areas under MOP KLIA Phase 3 expansion, not only mark the start of a trendy sports zone but also saw adidas and PUMA becoming one of the largest outlets to open in SEA while Nike introduced its new Nike Unite KLIA concept store, the second in SEA after Singapore.

Cheah quips, "MOP KLIA is fast gaining popularity as the shopping destination for branded goods with the mall seeing tremendous increase in its in-store traffic over the years."

It had a successful year-end sale over December 2021 and mid-January. The opening of its third phase of expansion on 22 April after Malaysia had opened its international borders on 1 April was timely.



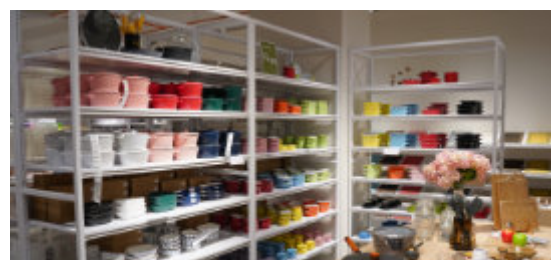
adidas store front



Nike's new concept store



PUMA's flagship outlet store occupies 8,000 sq ft



Some of Objet's home products on display



New tenant at MOP KLIA Sepang

# Green commitments by shopping malls

An increasing number of shopping malls have stepped up their ante to go green and become more environmental-friendly and sustainable. Among them is 1 Utama Shopping Centre, Malaysia's first Green Mall - from the day it opened in 1995, it has been pioneering environmental and sustainable initiatives to reduce waste and conserve energy.



The Rainforest enclave within the mall

As a green building, it has a modern, computerised building automation system (BAS) that programmes its building to be responsive to diverse energy demands throughout the day while sensors are installed to detect and automatically adjust variables such as temperature, lights, air-conditioning, escalators, lifts as well as water and motor pumps to optimise its energy usage.

While energy efficient and LED lighting are used throughout the mall, 1 Utama is designed with atriums with natural daylighting to reduce the need for artificial lighting. Light sensors, managed through the BAS, have reduced its lighting load by 50%.

1 Utama was also the first shopping mall then to install an ice storage air-conditioning system that produces ice and chilled water during off peak hours using idling generating capacities of the power grid to save 30% in electricity costs.

To promote a healthier shopping environment and to prevent the sick building syndrome, its public relations manager Lee Li Lian says indoor air is expelled and replaced with fresh air above and beyond the 10 to 15% building

standard for fresh air intake. This is done during the night when the temperature outside is the lowest, thus reducing the air-conditioning load while saving energy consumption the next day.

"Air is further purified by powerful ultra-violet lights to kill harmful microbes, bacteria and viruses, while high efficiency hospital grade MERV13 air filters trap airborne particles and other pollutants for round-the-clock protection," she explains.

Meanwhile, the rainwater harvested at its rooftop is stored in specially built reservoir tanks that can accommodate 2.35 million gallons of water that is equivalent to 20 days of consumption, which will help reduce 30% usage of its treated water. The filtered rainwater is then used for the irrigation of the mall's landscaping, flushing lavatories and cooling its air-conditioned towers.

As part of its green campaigns, 1 Utama offers

complimentary charging stations for electric vehicles located at the Lower Ground, B1 and L4 of its car park area.

Lee quips, "Be A Green Ninja E-waste campaign collects discarded electrical and electronic waste such as household batteries, handphones, powerbanks, laptops and cameras for recycling at an ISO-certified E-waste plant.

"Under its recycling rewards programme, shoppers earn Green Points by scanning a QR code via 1 Utama's mobile

SuperApp, where the accumulated points can then be converted into ONECARD UPoints.

"1 Utama will soon be launching a one-stop recycling hub where more recyclables will be collected to promote a zero-waste culture. This is part of our committed sustainable journey in line with its Green Mall status that also promotes eco-attractions such as 1 Utama's award-winning Rainforest enclave and one of the largest rooftop gardens in the world, The Secret Garden," adds Lee.



Collection of hazardous and household E-waste

# The LINC KL's sustainability measures

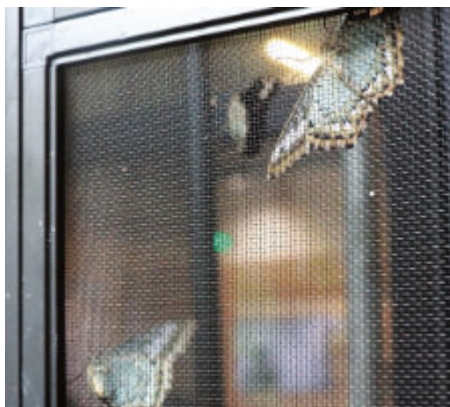
Among the shopping malls in the Klang Valley that are active in sustainability practices is The LINC KL, built around seven pre-existing trees. The biggest tree among them is located in the middle of the building.

"This inspires the idea of having a modern barn house typology, where nature and architecture converge. It is made the focal point of the mall where spaces were built around it," says Low Eng Hooi, PPB Properties CEO.

"The architectural plan of the building aims to balance design, space functionality and sustainability of the trees. The building design had to provide ample space for the trees to grow and ensure ample sunlight without overexposing visitors to the outdoor weather," Low adds.



Tree preserved in the middle of The Linc



The Chrysalis Project

In line with The LINC's DNA as a nature-inspired mall, some green initiatives are adopted to protect and conserve the environment. The Chrysalis Project is part of the mall's efforts to increase awareness of protecting biodiversity within the vicinity.

This first-of-its-kind butterfly repopulation programme has bred over 4,500 native butterflies and reached out to 180 children through workshops since its inception in October 2020.

## Other Initiatives

A book-sharing corner where the public can donate and exchange pre-loved books is available at The LINC. This is done in collaboration with Books On The Move, a non-profit organisation to inspire more Malaysians to read by setting up community libraries and making books more accessible.

Through The LINC's ongoing initiative with Kloth Cares' Fabric Recycling Movement to collect fabric and textile waste from the

public, a customised bin is placed at the entrance between the Centre Courtyard and the car park. Since September 2019, a total of 12.4 tonnes of fabric waste has been collected.

In July, The LINC will be working with the Beautiful Gate Foundation to place bins in its car park area to collect papers, plastics, cans, clothes and e-wastes.

Beautiful Gate is a non-governmental organisation established in 1995 which aims to provide accommodation, training on independent living and various services for the disabled in need. Its recycling activities, introduced in 2000, have created job opportunities for the disabled community besides providing financial subsistence to the foundation.

The LINC also offers an electric vehicle (EV) charging service in partnership with ParkEasy. This mobile app allows users to park quickly in shopping malls and other locations besides offering pre-booked slots for EV charging.



A sharing and donation book corner

# IPC expands green strategies as part of its sustainability mission

IPC Shopping Centre has expanded its sustainability initiatives this year, focusing on water and energy conservation as well as recycling as part of its mission to actively champion sustainable initiatives within its communities.

Its general manager Karyn Lim says this is aligned with Ikano Retail's Sustainability Agenda and the United Nations Sustainability Development Goals for 2030.

IPC has invested in grid-source renewable energy technology and carbon mitigation projects to help reduce the emission of greenhouse gases.

It has also optimised the rooftop by expanding the photovoltaic system via the installation of an additional 810 solar panels, thus bringing to a total of 2,370 solar panels.

"The expansion has contributed an estimated 7% of yearly energy saving by IPC," Lim adds.

"Another IPC initiative is the digitalisation of our Recycling and Buy-Back Centre (RBBC) which reopened in June. IPC was the first shopping centre in Malaysia to introduce a buyback programme and recycling centre in 2009."

Located at the P1 Car Park area, she remarks, "The upgraded RBBC reveals a new look and added functionalities that include a self-service automated weighing and digitalised buy-back system through the collection of loyalty Tack Points."

"Customers can drop off their recyclables while IPC's loyalty programme or Tack Club members can collect points on their IPC app and exchange them for rewards and shopping e-vouchers."



The newly upgraded RBBC

"Providing for a better and smoother recycling experience, RBBC's operating hours are now extended from 8 am to 10 pm daily. Up to 50% of the general waste collected from RBBC are recycled."

Besides collecting materials such as cardboards, magazines, papers, plastic, tin/metal and aluminium, it has designated bins for tetra pak, glass, fabric, food waste, e-waste and hazardous waste. It has also added drink carton, styrofoam and medicine to its list of recyclables.

Partnering with non-governmental organisations for recycling initiatives, the used fabrics collected are upcycled through Kloth Cares, a movement that keeps fabrics out of landfills.

Lim says, "On average, we recycle 429 metric tons of waste yearly since 2019." adding that IPC's recycling rate has been on the uptrend. "We are now at 52% and striving to achieve 60% by end-2022."

IPC also uses earth-friendly cleaning detergents, LED lights for energy conservation and low volatile organic compound paints and adhesives to improve the quality of air indoors.

On its rainwater harvesting system which connects the rainwater to all irrigation taps within IPC, she says the harvested water is filtered for use in the centre's toilet flush and for landscaping purposes, including watering its iconic green wall.

IPC was the first shopping centre within the Ikano Centres portfolio to achieve the Malaysian Green Building Index and Non-Residential Existing Building rating.

It achieved LEED (Leadership in Energy and Environmental Design) under the operations and maintenance category in 2021 and also won the EdgeProp 2021 Silver Award at Malaysia's Best Managed & Sustainable Property Awards in the 10 years and above under the retail category.

# Quayside Mall's sustainable practices

**F**arm by the Quay, an urban farm project between Gamuda Land and HAVVA Agrotech, which started operation when Quayside Mall in Kota Kemuning opened for business in December 2020, has to date attracted the interest of over 30,000 visitors throughout Malaysia and those keen to join its activities.

Occupying 1,260 sq ft of prime space on the mall's ground floor and a few minutes' walk from twentyfive.7 township's waterfront boulevard, it also doubles up as HAVVA's flagship outlet to serve as an educational hub for the public about urban farming.

Gamuda Land general manager of leasing, retail and mall Alex Kua explains, "Since Quayside Mall is the heart of twentyfive.7, Farm by the Quay was intended to introduce a healthy, convenient and sustainable option to the community in growing their own produce at home using HAVVA's solutions and technologies.

"This system of sustainability is also fully scalable, ranging from small one sq ft farms to backyard systems and even large commercial-scale farms. It has been fully researched, developed and is made in Malaysia, with HAVVA providing full customer support service to all adopters to ensure its success and efficient usage."

Kua adds, "We are glad the community is embracing our efforts to promote urban sustainability and supporting the notion that anyone can grow. The project is also in line with Gamuda Green Plan 2025 that outlines our overall approach to the Environmental, Social and Governance as well as risks and opportunities."

"The Gamuda group is committed to reducing direct and indirect greenhouse gas emissions by 2030, which explains why we are promoting sustainable living



Farm by the Quay for urban sustainability

habits among our residents and visitors in order to reduce environmental impacts and resource consumption."

On HAVVA's role, he says, "As our strategic partner, they provide professional services in terms of designing the farm and building it accordingly. They are also responsible for running and maintaining the farm to ensure it is in tip-top shape while stationing trained personnel at the farm to educate shoppers on how easy it is to grow healthy food at home."

"In addition, HAVVA has organised various workshops and activities such as One Day Farmer, DIY Compost Towers and Guided Farm Tours, which have helped draw

crowds to Quayside Mall and introduce them to urban farming and its benefits."

"Most of our customers are residents of twentyfive.7 or neighbouring towns, so it is convenient for them to return whenever they need fresh vegetables. We also have a team to fulfil the deliveries when we first started and later partnered with Lalamove to expand our delivery range."

"The most popular purchase of our farm's produce is a mixed bag of around 200g of vegetables for RM5. However, early pickers visiting the farm in the morning get to enjoy RM5 per 300g to 350g depending on the type of vegetables they choose."



## FEATURE

During the Covid-19 pandemic lockdowns, Kua says, "Farm by the Quay adopted the concept of contactless farm visits whereby visitors scan a QR code to access a wealth of information on urban farming that brings them to a whole new definition to community-centric shopping."

"While we have a subscription model, the customers still prefer to purchase as and when they need their vegetables as they want them as fresh as possible and be able to choose the types of produce needed. That is the beauty of Farm by the Quay."

### Other sustainability efforts

Quayside Mall's sustainability measures are not just limited to Farm by the Quay. Its developer Gamuda Land is also involved in food waste composting. Since February, Kua says a total of 11,840 kg of food waste compost has been collected from 296 bins. In terms of accumulated weightage, this works out to be 2,240 kg waste as at 7 June.



EV charging stations part of its green initiatives



Solar panels installed at Quayside Mall

In addition, Quayside Mall uses solar panels to generate electricity, with its monthly yield increasing. By harnessing solar power, the mall is able to reduce carbon dioxide emission and enjoy cumulative savings of RM121,582.30 for these three months.

Quayside Mall has also invested in the installation of electric vehicle charging stations at two parking lots at Basement 1 parking in the mall to support overall efforts to reduce twentyfive.7's carbon footprint. "In line with our sustainability plan, we hope to encourage greener modes of transport in all our townships," adds Kua.



Fashion recycling at H&M stores



Sunway Putra Mall's Recycle Corner

### H&M Conscious promotes sustainable shopping

Giant fashion retailer H&M, whose stores can be found in the major shopping malls in Malaysia, believes that 95% of the clothes we throw away could be reworn, reused or recycled to ensure that nothing goes to waste.

In wanting to reduce the environmental impact of the fashion industry by limiting the amount of waste ending up in landfills, the Swedish retailer accepts all textiles and unwanted garments from all brands and in any condition.

They include your odd sock, worn-out t-shirt or discoloured sheet. Just put them in a bag and you will be rewarded with a voucher of 15% off one item for each bag, with a maximum of two vouchers given per day to each shopper. The vouchers are redeemable on your next purchase.

The textiles collected are sent to its global sorting partner I:Co while the garments are sorted into over 300 categories. If you are wondering what happens to them, most of the clothes ends up in the second-hand market worldwide while others are recycled into new textile fibres, contributing to H&M Conscious materials for new clothes.

Some are also used to make products such as damping and insulating materials for the

auto industry. Clothes that cannot be reworn are reused, for example, as cleaning cloths while metal zippers and buttons are also recycled.

Even dust in the factory is collected and turned into raw material for making cardboard! Any surplus from H&M's garment collecting is donated to research on textile recycling and social projects.

Follow H&M Malaysia's social media for its 7 July launch where it is rewarding members with Conscious Points for making sustainable shopping choices and other benefits.

### Kloth Cares

It has been reported that Malaysians produce up to an estimated 2,000 tonnes of textile waste and other wearable products daily. Another fabric recycling movement that collects fabric and textile waste from the public and keep them out of the landfills is Kloth Cares.

Participating shopping malls collaborating with this social enterprise include The LINC, which has a customised bin placed at the entrance between the Centre Courtyard and the car park where it has collected a total of 12.4 tonnes of fabric waste since September 2019.

Sunway Putra Mall, on other hand, provides a Recycle Corner at its basement

1 car park. Working together with Kloth Cares, it collected 12,000 kg fabrics last year, up from 10,000 kg and 5,200 kg in 2020 and 2019 respectively.

Partnering with Kloth Cares, 1 Utama Shopping Centre also has Eco-Fabric Bank bins where donated fabrics, clothes, toys and bags are upcycled, channelled to communities and reengineered into a fuel substitute.



The Kloth Cares bin

COMING SOON

# Certification Course Seminars in Shopping Mall Management

8 - 13 AUGUST 2022, JW MARRIOT, KUALA LUMPUR

Our certification course seminars will continue on track this year, with the next session scheduled as usual in August with two modules:

- 8 - 10 August: Marketing and Leasing
- 11 - 13 August: Operations and Maintenance

All our speakers are industry practitioners and we are ever appreciative that they are willing to share their priceless knowledge and experience with seminar participants. As Jordan Peterson says, 'Experience is the best teacher, and the worst experiences teach the best lessons.'

So do join us as we embark on yet another session of lessons in shopping mall management which will be invaluable to personnel who are new to the ever-changing challenges of running shopping malls.

Enquiries to: [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my)



Thumbs up for the back-of-house management personnel - Operations and Maintenance Part 1, April 2022



Making sure the cohorts are thinking hard - Operations and Maintenance Part 2, April 2022



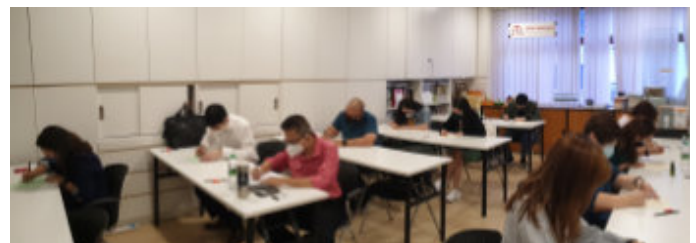
Smiling eyes behind the masks - Marketing & Leasing Part 1, April 2022



Administration workshop in session, April 2022



We are a small group but we made it work well! Marketing & Leasing Part 2, April 2022



Wishing all the best for the 12 candidates doing their Part 3 Exams, 26 April 2022



Team Sunway in full support for the Sunway Pyramid mall visit



# WEBINAR: ESG – The Way to Go

8 JUNE 2022



Environment, Social and Governance (or ESG) has become a hot item in recent months with our webinar tackling this in the context of shopping malls. ESG is an approach to evaluate the extent to which a corporation or mall works on behalf of social goals that go beyond its objective to maximise profits. In other words, we do not only work solely for the objective of maximum profitability but to seek positive returns sustainably, responsibly and ethically.

We all live in an increasingly fragile world and it is strongly believed that companies or malls that use ESG standards are more conscientious, less risky, and more likely to succeed in the long run.

To help us better understand the relatively fresh concepts of ESG, we had two directors from CIMB, **En Azmir Abdullah, Islamic Business Development, Commercial Banking** and **Ms Elaine Chan, Group Sustainability** sharing an overview with an evocative theme of *Thank You from Tomorrow*.

With more than 30 years' experience, **Ms Aida Lim Abdullah, Managing Director & Founder, Corporate Streets** spoke on the importance of good governance which is about intellectual honesty and how is it essential to long-term success.

**Ms Molly Fong, Executive Director and Chief Executive Officer, InNature Berhad** firmly believes that *Business Can be a Force for Good* and collaborates with shopping malls on joint projects towards this tenet. Operating its franchise for The Body Shop in Malaysia, Vietnam and Cambodia, Molly pursues profits with principles, and leads the way for others to use their voice for social and environmental change.

While many shopping malls are already on a steady path towards preserving our environments with waste recycling, rainwater harvesting, urban community farming and the like, it is our hope and wish that more will come on the band wagon to ensure we are sustainable and our tomorrows are safe.

# Security and Safety Training Seminar (Advanced)

14 - 15 JUNE 2022



All participants stayed safe with their masks on



The mini workshop and role play on 'Park at Your Own Risk'



An effective and efficient car park is all about good management

A very enthusiastic group of 35 security and operations personnel, including some senior management joined our two-day seminar which presented more in-depth facets of security practices in shopping malls. Our veteran security speakers gladly shared their experience on how modifying the social and physical environment can prevent criminal activity while improving the quality of life and that crime prevention is a shared responsibility.

Amongst other topics, the seminar also shared on common medical emergencies, best practices in car park management, the legal aspects of security and the preparedness of Malaysian malls to deal with any terrorism with an emergency response team.

Participants agreed that the seminar was very informative and were appreciative that speakers were forthcoming with their skills and know-how.

Do look out for our next Foundation series scheduled for October 2022.

## HAPPENINGS



After a long hiatus, the Security & Safety sub-committee held their physical meeting on 14 April with representatives from seven shopping malls and networked over a buka puasa meal.



The MyMOTAC Community Ambassador Programme was launched at Sunway Resort Hotel by YB Dato Sri Hajah Nancy Shukri, Minister of Tourism, Arts and Culture (MOTAC) on 26 April 2022 with several malls' representatives in attendance. During the current phase of moving towards Covid-19 endemicity, the programme encourages the public to continue to follow all necessary SOPs, especially at public spaces like shopping malls.



L to R: Cynthia Tang, Sunway Malls; Wan Norzety Elany, 1 Utama Shopping Centre; Evelyn Lo, PPKM; Rathnah Sivaprahasam, Pavilion Kuala Lumpur; Sherina Khairi, Suria KLCC and Cheong Wai Mun, Central Market



The Ministry of Tourism, Arts and Culture (MOTAC) launched the new version of the Cuti-cuti Malaysia song on 17 May 2022 at Sheraton Petaling Jaya with industry players in attendance.



L to R: Phang Sau Lian, PPKM Vice President; Tan Sri Richard Koh, President, Malaysian Association of Theme Parks & Family Attractions (MATFA); Norliza Md Zain, Head, Shopping Secretariat Malaysia, Package Development Division, MOTAC and Evelyn Lo, PPKM



L to R: BE Law, MRA; HC Chan, PPKM Advisor; Chris Wiseman, ADA Asia; Shafie Shamsuddin, AEON and Edwin Joseph Peter, PayHalal



At the recent conference on 22 June 2022 organised by Malaysia Retailers Association (MRA), themed Retail Forward, PPKM Advisor, HC Chan, CEO of Sunway Malls and Theme Parks was a panelist on the session, Transformation and Creativity – Rethinking Strategies.

## HAPPENINGS



PPKM's Futsal Tournament for our member malls is back after two years and we saw great response of 16 teams from 11 malls. A fantastic comeback after the enforced interruption of the past two years.

The Champion trophy went to Mid Valley Megamall, followed by 1 Utama and IOI Mall Puchong as the 1st and 2nd runners up respectively. Our thanks go to 1 Utama for sponsoring the trophies and all the players for their great enthusiasm.



**Champion:** Mid Valley Megamall



**1st Runner up:** 1 Utama



**2nd Runner up:** IOI Mall Puchong



## How Unique is YOUR mall?

28 JUNE 2022



Ms Teo Wei Cheng, Managing Director of Stratos Pinnacle Research & Consulting (S-PAC) shared their findings with more than 100 participants as they continued to track key shoppers' metrics. Interestingly, during Q1 2022, one key finding was that spending on F&B is relatively higher at malls with less than one million sq ft of NLA, indicating that F&B is one key purpose of mall visits there.

VTTT 2

### INDUSTRY NEWS

## Music Royalty Copyright Fees

On 7 April, fellow associates from related industries met with YB Dato Sri Alexander Nanta Linggi, Minister of Domestic Trade and Consumer Affairs (MDTCA) to discuss current music copyright issues. While the meeting agreed that in principle having a single collecting body would be the best step in the long run., we are still working on an alternative and more immediate solution.



**Seated L to R:** YBrs Tuan Azman Mohd Yusof, Secretary General, MDTCA; YB Dato Sri Alexander Nanta Linggi, Minister of Domestic Trade and Consumer Affairs; Tan Sri Teo Chiang Kok, PPKM President.



# MEMBERSHIP 2022

## 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  
Angsana JB Mall  
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  
Centrepoin 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  
East Coast Mall  
Eastern Mall  
Ekocheras Mall  
Endah Parade  
Evo Mall, Bangi  
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 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 Jerleh  
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  
Ipoh Parade  
Island Plaza  
Jaya Shopping Centre  
Jetty Point Duty Free Complex  
Khairodin, CMAM  
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  
KOMTAR, JB  
KOMTAR, Penang  
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  
Mitsui Shopping Park LaLaport BBCC  
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  
Pasaraya Komuniti @ Mart Kempas  
Pavilion Bukit Jalil  
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  
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  
Seventeen Mall  
Shaw Parade KL  
Shaw Centrepoint  
South City Plaza

Star Avenue Lifestyle Mall  
Starhill Gallery  
Straits 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 Centre  
Utropolis  
Viva Home Shopping Mall  
Vivacity Megamall, Kuching  
Wangsa Walk Mall  
Wetex Parade Shopping Centre  
Zenith Lifestyle Centre

## AFFILIATE MEMBERS INDIVIDUAL

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

## AFFILIATE MEMBERS CORPORATE

Awbros International Sdn Bhd  
Festival City Sdn Bhd  
Golden Mayflower Sdn Bhd  
JLL Property Services (Malaysia) Sdn Bhd  
Kingsmen Sdn Bhd  
Servedeck Innovation Sdn Bhd  
OCK Telco Infra Sdn Bhd  
QBeep Intelligent Systems Sdn Bhd  
Selangor Dredging Sdn Bhd  
SL Group Design Sdn Bhd  
Stratos Pinnacle Sdn Bhd  
Sun Synergy Sdn Bhd  
The Lot Associates Sdn Bhd  
Visata Creative Sdn Bhd

## HONORARY MEMBERS

Dato' Ngeow Voon Yean  
Dato' Joyce Yap, CMM  
HC Chan, CMM

## ASSOCIATE MEMBERS

Ng Hean Yin

## INDIVIDUAL MEMBERS

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Abdul Razak Tuah b Othman, CMOM  
Aderine Lo Hui Ying  
Agnes Tan Mee Yoke  
Aida Azimah Mohamad Abas, CMMLM  
Ainain Birriyah Binti Zek Khairuddin, CMAM  
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Amos Chew Yee Onn, CMMLM  
Andrew Ashvin, CMM  
Andrew Jong Nyuk Nang  
Angel Wong Ern Qi, CMMLM  
Ang Khoon Looi, Carol  
Ang Kung San  
Anthony Dylan anak Frankie Jurem  
Aw Ik Qian, CMMLM  
Beh Soo Ming  
Candice Foong May Yee  
Carmen Lee Suet Hoong, CMOM  
Carriek Chong Ka Loong, CMOM  
Chai Wai Kit, Steve, CMMLM  
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Chan Hong Kong, Peter  
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Chan Pui Li  
Chan Wai Yee  
Chan You Li  
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Chee Kok Leong, Danny, CMMLM  
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Cheng Yew Ong  
Chew Fei Sean, CMMLM  
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Chua Qin Wei, CMMLM  
Chua E Fun, CMMLM  
Chua Jenny  
Chuah Ying Huey, CMMLM  
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Darren Chear  
Dato' Eddie Ng Hing Loi  
David Lau Hing Luong, CMM  
Dayal a/ MK Prabhakaran  
Dr. Alvin Lim Boon Yew  
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Emryza bt Mohamed  
Eric Tee Lai Keong  
Eugene Khoo, CMOM  
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Evelyn Lo, CMM  
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Lim Shing Nie, CMMLM  
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Mohamad Nazri b Mohd Mokhtar, CMOM  
Mohamad Amirudin b Abu, CMAM  
Mohd Helmi Bin Mohd Affendi, CMOM  
Mohd Nizam b Abdul Rahman  
Mohd Rafiq Azwan bin Hashim  
Mohd Taufiq Hidayah b Ahmad Zawawi, CMOM  
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Noor Salehab bt Wahid, CMMLM  
Nor Hayati bt Nawawi Suri, CMM  
Norlian bt Md Tahir, CMAM  
Norbaiah bt Mohd Yusof  
Nurul Atiqah Hisam, CMMLM  
Nurul Azin Binti Adnan, CMMLM  
Ong Eng Hin, CMM  
Ong Hui Ling  
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Ooi Wern Earn  
Patrick So Kee Whuay  
Pearly Lim Meng Li, CMMLM  
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Phang Sau Lian  
Phang Sze Sze  
Pon Ching Li  
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Rashidan b Ismail, CMOM  
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Sam Pui Wan  
Samuel Tan Kim Hua  
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Saw Lee Chuan  
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Sit Chee Koon, CMMLM, CMAM  
Siti Absah Binti Kamarudin, CMAM  
Siti Habsah Binti Rahmat  
Rambali, CMAM  
Siti Natasha Bt. Mohd Salleh  
Soh Shang Ching, Harry, CMMLM  
Soon Sheer Jin, CMOM  
Tan Ching Guan  
Tan Hui Swan, Farrer, CMM  
Tan Joon Kai  
Tan King Way  
Tan Ling Hong, Tracy  
Tan Sri Dato Teo Chiang Kok  
Tan Sri Datuk Eddy Chen Lok Loi  
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Tang Chee Weng  
Tang You Qing, Eugenie  
Tee Beng Soon, Alex  
Thee Wei Loong, Dexter, CMMLM  
Teh Che Hon  
Teh Cheng Hock  
Teo Chui Ping  
Teo Su Ching, Katy  
Teoh Eng Chiat, Andrew  
Teoh Song Loon, CMMLM  
Tian Keng Swee, CMOM  
Tio Pei Yee  
Tun Mohd Afandi b Yusof  
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Wong Kong San  
Wong Sook Yoon, CMMLM  
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Yap Yin Yee , CMMLM  
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Yeo Yee Yean, CMMLM  
Yew Joo Heng, CMOM  
Yew Su San  
Yeoh Keong Shyan  
Yu Kim Khim  
Yuen Chew Yung  
Zahayu Shima bt Ayub, CMMLM  
Zulkahar b Khamis, CMOM

## LEGEND

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

