



# NewsNetwork

**SEPTEMBER 2022**



## SHOPPING IS REWARDING!

## Inside this Issue



**Shop & Be Rewarded 2.0 Campaign 1:**  
20 August - 4 September 2022

Page 4



**What's New**  
Expanded Sunway Carnival Mall: Almost near 100% occupancy

Page 5



**What's New**  
Latest offerings from IOI City Mall's phase two completion

Page 6



**Features**  
Taiwan's Smart Display Solutions for post-Covid Retail Sector

Page 7-8

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# President's Message



Dear members,

*Greetings!*

**S**hopping is Rewarding is the theme of this issue. Indeed, without doubt, in more ways than one, just going to and walking around a mall is good for our mental well being as we are relaxing within a totally safe and comfortable environment (as some groups of senior citizens are wont to do regularly at their favourite malls). Humans are essentially social beings who want to see and be seen outside the confines of their home so this is probably the reason why we saw an influx of shoppers after movement restrictions were lifted.

Nevertheless, there are many serious shoppers amongst us who benefitted from the recent sales promotion collaboration with Tourism Malaysia for Shop and Be Rewarded 2.0 Campaign 1 last month. Thanks to the total of 35 participating member malls nationwide and nearly 1,000 shops from these malls, shoppers redeemed 90% of the e-cash vouchers within 16 days. This was definitely a great incentive for a shopping spree with RM30 discount from the sales transaction value and we do look forward to Campaign 2 which starts in October.

Much has happened over the past few months with more travel standard operating procedure relaxations and the optional wearing of masks indoors. Whilst this means a quicker progress to business operations as usual, we have still to be aware that the situation is still endemic and to use self-discipline and discretion to keep ourselves and our malls safe.

With much of the Covid crisis behind us, our business partners have risen to the challenges with emerging businesses on the retail scene and we continue to welcome New Kids on The Block as evidence at our recent webinar. Relatively new concepts of value-retailing, pet shops and food and beverage businesses were

certainly refreshing and welcome additions to the tenant mix and we hope to learn about more newbies at our upcoming webinars.

We are very heartened to receive overwhelming response to PPK Malaysia's Awards for Best Experiential Marketing 2020-2022. There was a total of 58 entries from malls throughout the country and the judges certainly did not have an easy time adjudicating the exciting submissions. The entries were both creative and innovative, with the themes being tailored to the current scenario as well as incorporating new technology which captivated both shoppers and the public so much that it resulted in an inadvertent traffic spike during the midst of the movement restrictions. We are proud and opine that Malaysia shopping malls are certainly amazing and look forward for all members to join us in An Awesome 'Mall'some Celebration during the coming Awards Gala Dinner where all winners will be announced. Do come and celebrate shopping malls together with us.

Warmest regards,

A handwritten signature in blue ink, reading '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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## WHAT'S NEXT

### Security and Safety Seminar (Foundation) 4 - 5 October 2022

Security personnel are very often the first people shoppers come into contact with at our malls' entrances and car parks and we cannot stress enough on the importance of these personnel to be able to respond appropriately and responsibly.

PPK Malaysia has taken the proactive role to organise the above seminar for security personnel since 2006 to ensure a sufficient level of competence, especially since they are the ones who project the malls' image at the first impression and are often the ones first at the scene of any emergencies. Registrations for the upcoming Foundation module has seen enthusiastic response as it has since garnered approval from HRD Corp and malls are encouraged to enrol their staff accordingly.

If you have missed the current session, do look ahead as these seminars will be organised again in 2023. For further enquiries, email [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my).



Demonstrating the Heimlich Manoeuvre in the event of a medical emergency

### PPKM Bowling Competition 2022 29 October 2022

We will be resuming our Bowling Competition again at MesaMall, Nilai after having had to take an enforced rest the past two years. Thank you to MesaMall for sponsoring the venue and prizes for our team and individual events and we hope all malls have got into practice again and are all ready to roll away. More details at [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my) or register before the closing date of 21 October at this link: <https://forms.gle/What64V6srLFgTqA6>.



Our 2019 Champion team was Great Eastern Mall. Looking forward to a great time of friendly inter-mall competitions and networking again



## WHAT'S NEXT

### Shop & Be Rewarded 2.0

Campaign 1: 20 August – 4 September 2022



Courtesy of Tourism Malaysia

The shopping spree for Campaign 1 of the Shop & Be Rewarded 2.0 was launched on 19 August at 1 Utama Shopping Centre by Tourism Malaysia's Chairman, YBhg Tan Sri Dr Ong Hong Peng who represented the Minister of Tourism, Arts and Culture, YB Dato' Sri Hajah Nancy bt Shukri.

There were RM1 million worth of e-cash vouchers available for redemption, with participating malls sponsoring half and Tourism Malaysia supporting the other half, during the first of two campaigns scheduled in 2022, meaning there is a total of RM2 million for this year. Shoppers at the 35 participating malls redeemed 90% of the total e-cash vouchers available so we're pretty happy with the good response!

We look forward to strong marketing efforts from all our participating member malls for even better response for Campaign 2 from 22 October to 13 November with the launch scheduled on 21 October at Paradigm JB. Do keep up your efforts to promote the shopping spree as we totally agree that **SHOPPING IS REWARDING!**



PPKM President, Tan Sri Teo Chiang Kok sharing a pantun to welcome all to the launch



Tourism Malaysia's Chairman, YBhg Tan Sri Dr Ong Hong Peng presenting the launch speech on behalf of YB Dato' Sri Hajah Nancy bt Shukri, Minister of Tourism Arts and Culture



L to R: Mr Shahrin Moktar, Director, Package Development Division, Tourism Malaysia; YBhg Datuk Mohd Zamri Mat Zain, Deputy Secretary General (Tourism), Ministry of Tourism, Arts and Culture; YBhg Tan Sri Dr Ong Hong Peng, Chairman, Tourism Malaysia; Tan Sri Teo Chiang Kok; Mr Iskandar Mirza Mohd Yusof, Senior Director - Domestic & Event Division, Tourism Malaysia

### PPKM Awards and Gala Dinner are back!



We are bringing back the awards now for the period 1 January 2020 to 31 July 2022 and perhaps due to the long hiatus since 2019, we have garnered a bumper list of 58 entries for all the three categories – with showcases of creative, exciting and awesome events to attract shoppers to malls, even during the last two years of intermittent lockdowns.

We already have our 30 shortlisted entries from all three categories but that's as far as we're allowed to mention for now. The Award Winners will be announced and presented during our PPKM Awards Gala Dinner scheduled on **Thursday, 27 October 2022** which promises to be **An Awesome 'Mall'some Celebration!** to be held at **One World Hotel, Petaling Jaya.**

We have invited YB Dato Sri Alexander Nanta Linggi, Minister of Domestic Trade and Consumer Affairs to be our Guest of Honour and he will give away the awards for the event. Do join us to celebrate and learn from experiential marketing at its best for Malaysia's malls, big and small nationwide.

For those who have yet to sign up for your seats, please do hurry as tables are filling up fast, just log on at this link for more details and register: <https://forms.gle/xVsAxtJ9m6ftc8bH7>

#### TIP:

The dinner dress code will be **COLOURS** so start getting your attire ready for the Best Dressed Award and see you soon at our shopping malls' event of the year!

# Expanded Sunway Carnival Mall: Almost near 100% occupancy



SCM's façade

Among its newly opened shops are Calvin Klein, Tommy Hilfiger, Swarovski, Victoria's Secret, Charles & Keith, Bath and Body Works, Guess, Superdry, Pandora, Uniqlo, Fossil, SK Jewellery, Lovisa, G2000, Puma, Vans, Ascis, Anta, Ichiban Ramen, Sukiya and Sushi Zanmai.

Chai quips, "One of our more unique offerings is the KOMIC Disney In-Store Pop Up. As the first licensed Disney store in Southeast Asia since its opening, it has provided our shoppers with memorable experiences through the popular Disney characters."

"Notably, the Guess flagship store in SCM is the biggest in Penang, offering a full range of the latest fashion. The mall has also brought the Kaison brand to Penang. Being the first outlet in the state, Kaison spans about 13,000 sq ft."

He says SCM's ultimate objective is to serve Penang, catering to the demands of the growing community, especially in the mainland.

"Our intention is to create a wholesome lifestyle experience that is engaging, interactive and elevated for everyone to enjoy no matter their preference. Brick-and-mortar will still be relevant post pandemic."

"A visit to the mall is considered as a social event, a time to meet friends, make new friends, and buy quality merchandise."

Meanwhile, the next phase of refurbishment for SCM's original wing is targeted to start in the first quarter 2023 and expected to be completed by late 2024. Its budgeted refurbishment cost is about RM350 million.

According to HC Chan, Sunway Malls & Theme Parks CEO, SCM's target is to receive 15 million visitations per annum. "There is a lot of potential upsides since Penang has one of the highest level of urbanisations in Malaysia at 91%, with a population density at 1,500 persons per sq km."

Given its strong fundamentals that include an affluent and discerning market, the recent return to normalcy through the endemicity transition and the reopening of international borders, SCM's expansion is certainly timely, remarks Chan.



SCM's interior highlighting the licensed Disney store

**A**mid challenging economic headwinds and setbacks by the Covid-19 pandemic, Sunway Carnival Mall (SCM) in Seberang Perai, Penang has completed its extension in June to double its retail space to one million sq ft.

The RM500 million expansion saw a 60% increase to 350 shops from 220 previously besides its parking space being enlarged to have 3,200 bays, thus enabling the mall to be in a stronger position to create and curate more engaging experiences for its catchment market.

SCM General Manager Chai Wen Yew says, "We achieved 98.5% occupancy as at the third quarter of 2022." Confident of enjoying full occupancy by year-end after receiving numerous interests from many potential retailers, he believes, "It is important that we prioritise those who can provide the right offerings for the market in order to expand the breadth and depth of our tenant mix."

"Although there is lesser disruption to the supply chain now, some of our retailers are stocking up prior to their store opening," adds Chai.



# Latest offerings from IOI City Mall's phase two completion



The extended Symphony Walk under phase two has its own port cohere for diners' convenience

Set to be Malaysia's largest shopping mall after completing phase two of IOI City Mall's expansion, which saw one million sq ft of net lettable area added to its existing 1.5 million retail space, a number of its new tenants have opened its doors for business on 25 August.

Strategically sited at IOI Resort City, it serves a potential population catchment of 3.1 million, covering nearby townships in southern Klang Valley, namely Putrajaya, Cyberjaya, Kajang, Bangi, Sepang, Puchong and Seri Kembangan.

With phase two featuring over 300 retail outlets, this will bring to a total of more than 700 retail outlets at this attractive retailtainment hub. Among its 15 anchor tenants, the new additions, to name a few include Proton, which is more than just a showroom but is also a service centre while Nitori is a Japanese furniture and specialty store that made its third appearance in the Klang Valley.

There will also be more than 200 cafés and restaurants. Among the new additions already opened are Korean-inspired quick service restaurant Nak Nak, Memorie for a taste of Eurasian cuisine, ParaThai, Coffee Bean & Tea Leaf, Starbucks, JM Bariani, Taco Bell, Ramen Seirock-Ya and Sushi Jiro.

Beyond retail and eateries, the mall has also added IOI City Farm, an 18,000 sq ft indoor edutainment exhibition space that encourages family-friendly activities and learning more about marine life as well as the flora and fauna under the aquatic, plant and animal zones.

Phase two of the mall's development also feature the new IOI Grand Exhibition



Attractive décor at the escalator near leading to the world-class IOI Sports Centre

and Convention Centre, a 41,294 sq ft pillarless hall with state-of-the-art facilities that can accommodate 2,000 guests for wedding banquets and about 3,000 delegates for conferences. It recently held the Big Home Expo and Carlist.

Another addition is the IOI Sports Centre, touted to be the only world-class sports facility of its kind in Putrajaya. Featuring 15 badminton courts and two covered futsal arenas, this new rooftop facility complements its existing Icescape Ice Rink, the biggest ice-skating rink in Malaysia, and District 21, a 52,000 sq ft indoor atrium adventure theme park.

IOI City Mall Head of Retail Chris Chong says, "We enjoy average monthly footfall of two million and are looking at about an increase of 35% with more international brands coming in soon under phase two



Petting activity at newly opened IOI City Farm enjoyed by both the young and old

of our newly completed expansion."

The mall offers more than 14,000 parking spaces equipped with automated license plate recognition system. For a more hygienic experience, it encourages contactless payment while its ticketless parking avoids the issuance of printed parking tickets, thus reducing paper waste and carbon ink printing.

Caring for the environment, the mall's green efforts included installing solar panels at its rooftop in 2020, which generated 8,533 MWh of electricity. This is equivalent to cutting 5,922 tCO<sub>2</sub> carbon emissions. Helping to reduce its carbon emissions further and contributing to more efficient use of electricity is its chilled water thermal energy storage tanks with a combined capacity of 62,000 m<sup>3</sup>.



Nak Nak means "we want" in Malay while in Korean, Nak simply means "joy" for this restaurant

# Taiwan's Smart Display Solutions for post-Covid Retail Sector



Flag display on Xiangti Avenue, Xinyi District

For retailers, getting customers back into stores is a big challenge in the post-Covid era. People's consumption habits have been changed due to the pandemic. They tend to rely more and more on shopping online to reduce the risk of infection nowadays, which forces retailers to rethink the role of physical stores. What makes the stores remain essential or be worth visiting when people can get what they want without going out?

Guided by Taiwan's Industrial Development Bureau (IDB) and supported by Information Industry Institute (III), Taiwan's display industry has delivered a variety of solutions for retailers to win back the customers. Here are some worth mentioning examples of Proof of Business (PoB), which help redefine the physical retail spaces and even develop innovative business models.

Firstly, in outdoor retail space, it is crucial to grab passersby's attention. With the permission of Taipei City Government's site-use, the flag display and smart street sign have been built up



A pedestrian is using smart street sign on Xiangti Avenue

at Xiangti Avenue—Taipei Xinyi District's department store area, where they have two million visitors per month. The side-by-side environmental resistant display can catch people's attention and supply sale information of nearby stores, or showing cross-screen interaction on the hour.

In order to optimise the use of traditional street signs, the smart street sign integrates people flow detection and public information display, and utilise 5G network to provide stable service. As passersby key in their destination, it can turn to the corresponding direction to offer guidance. For the rest of the time, it shows surrounding store's advertisement, current weather condition or traffic information. In short, this solution transforms a street sign into a mini service station which provides real-time tourism information.

Another outdoor display solution, designed for the facades of retail stores, has also been introduced. Aiming at making the most of the limited store space for small retail shops, such as convenience stores, some of Taiwan's companies are in





Taiwan's companies have cooperated to create a 3D shopping wall for Taiwan's convenience stores



Customers can choose hair colour they like and check the simulated dying result

collaboration to transform the traditional shop window into a 3D shopping wall.

The application integrates techniques, including 8K 720 degree 3D multi-dimension shooting, AI recognition and somatosensory interaction, and 110' AM Mini LED screen. It presents delicate display effect with high contrast ration panel, and through the 3D show reel, allows customers to browse jewelry, limited edition figures, or other products that are unlikely to be displayed on the shelf in the store.

Customers can purchase these products by simply scanning the corresponding QR code showing on the screen. Moreover, services like interactive games and virtual AI clerk are also provided by the 3D shopping wall. Customers can earn discount code of the stores by playing the

games and get basic assistance from the virtual clerk, which is especially useful when all the store clerks are busy during rush hours.

Lastly, in order to fully utilise the idle time of customers waiting for service at hair salons, the AI salon service has been provided. This indoor solution integrates AI hair colour simulation, hair quality detection, audio-visual entertainment content, etc. The service aims at not only decreasing the misunderstanding between customers and designers but also allowing customers to watch videos for entertainment or shop online while waiting for hairstyling. It can also analyse customer's hair condition to recommend hair products, which creates product selling and advertising revenue for hair salons. So far, this solution has been

implemented in more than 5,000 hair salons in Taiwan.

In conclusion, innovative display applications can be one way to help retailers adapt to the next normal in retail. By providing immersive and interactive experience, which online shops cannot offer, future retail stores would no longer only be spaces for product display, but rather significant channels to make whole Online merge Offline (OMO) seamless consumer services. Since the coronavirus pandemic has spread to almost every country in the world, we believe that retailers in Malaysia are likely to face similar challenges as Taiwan's. Hopefully these screen solutions can provide some inspiration and enable Malaysian retailers to keep their physical stores relevant in the digital age.

For more information, please contact:  
**TAIWAN COUNCIL OF SHOPPING CENTERS**

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## Extraordinary General Meeting (EGM) 12 JULY 2022



EGM

2022 was certainly an extraordinary year. After the first EGM on 16 February 2022, it was again deemed necessary to convene our second EGM this year to align our Rules and Constitution to the version recorded by Registrar of Societies (ROS).

A total of 47 members and their representatives attended the virtual meeting and after a healthy but productive debate, all the proposed 19 resolutions were agreed and passed with some amendments. We are pleased to note that ROS has since approved the said resolutions on 5 September 2022.

## Certification Course Seminars in Shopping Mall Management

8 – 13 AUGUST 2022, JW MARRIOTT KUALA LUMPUR

There was great response to our August seminars with more than 120 participants for both modules which encompassed Part 1 & 2 as well as those who undertook Part 3. We are grateful for the continuing support of our dedicated speakers as well as the enthusiasm from all participants. Looks like they enjoyed the classes with some of the feedback highlighted below.

- Good learning lesson, some are basics but good as reminders.
- Great course with useful tips for our daily work.
- Very informative to learn from case studies and we look forward to learn from more practical examples.
- Speakers are excellent and impressive.
- Some topics are technical but with the very knowledgeable speakers and their good presentation, it was easy to understand.
- Part 2 workshops are interesting with great interaction amongst the team members.
- Preferable not to have sessions on Saturday\*.



Class starts with 'Basics of Malls' – rudimentary but necessary



Happiness is a mall walk hosted by Pavilion KL at the end of the day – followed by your own shopping jaunt



We are class of Marketing & Leasing Part 1, August 2022





Workshop in session for Part 2 participants



Participants of Marketing & Leasing Part 2, August 2022



Participants of Operations module at the chiller room of Pavilion KL



Class of Operations & Maintenance Part 1, August 2022



Picking up tips on ERT and building evacuation



Cohorts of Operations & Maintenance Part 2, August 2022



Stretching the brain cells and memory power for Part 3 examination papers, August 2022

Our courses are usually offered twice a year so if you have missed out, do join us for our next session scheduled in March 2023. If you would like to be on our mailing list, do contact us at [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my).

*\*Note from the organiser: the two three-day modules have been organised back-to-back - which inevitably included Saturdays - so that it can be more time efficient and practical for the many out-of-town participants to make the most of their time here.*





# New Kids on the Block

29 JULY 2022



Thanks, but, no thanks to the recent Covid upheaval, some long-standing names have been lost from our local retail industry; but as with any crisis, there are opportunities so there are certainly new names who have come to the fore in the retail business today.

These include the relatively new concept of value retailing which has become popular due to the pressure of offering value for money and we had **Ms Allison Chin, Managing Director of NOKO (RM2)** brand to share her belief of thinking out of the box. She defines NOKO as a choice thrift store specialising in household and lifestyle products known for RM2 and RM5 price points - because who does not want to simply see their ringgit stretch?!

Next, we were privileged to have **Ms Anna Nagano, Malaysia Area Manager, Coo and RIKU**, a Japanese-style pet shop which made their debut recently in Malaysia. They first opened as a pet shop in

Japan in 2002 and by 2020, had more than 200 stores throughout the country. Their services include a pet salon, animal hospital, breeding centre with cat cafes, offering *The Purr-fect Therapy* for feline lovers.

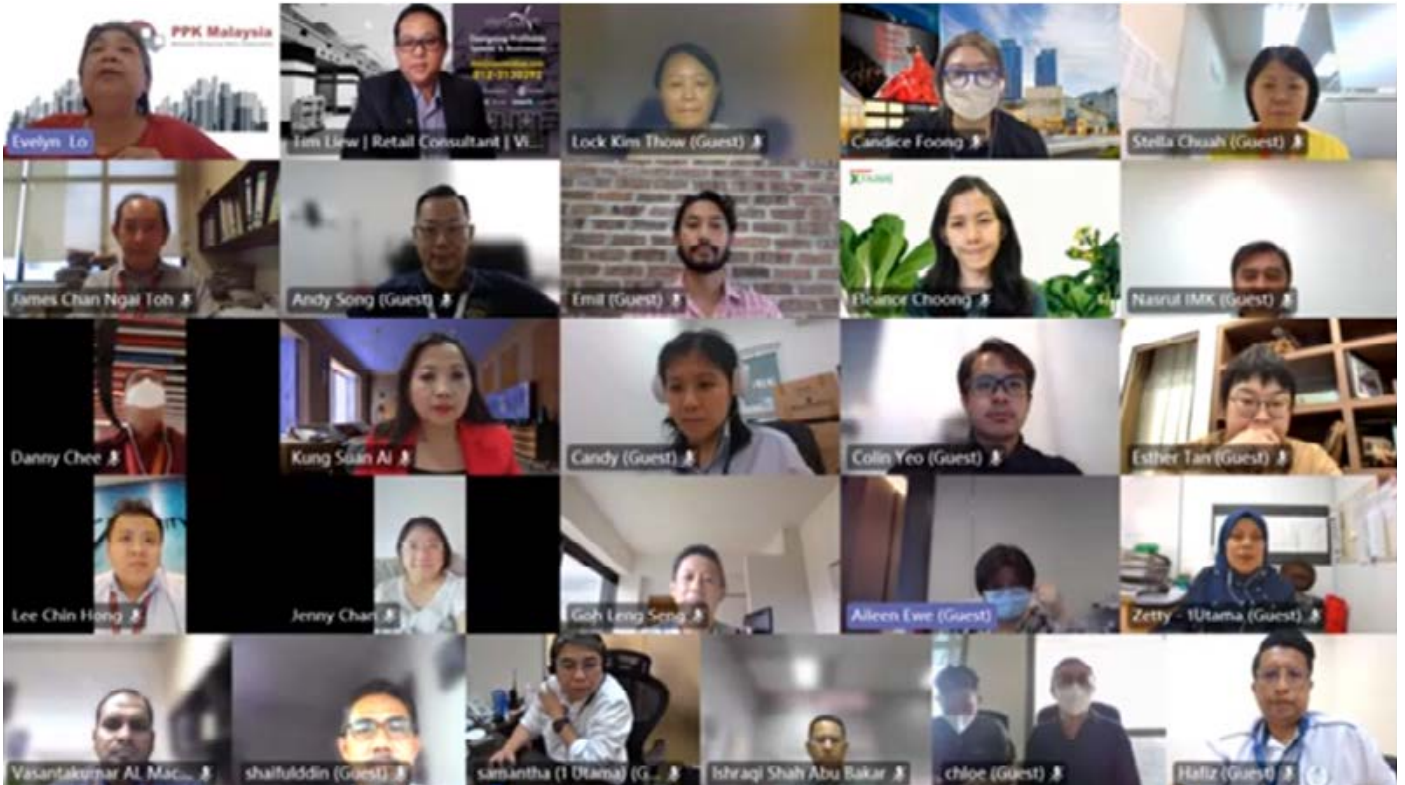
**Mr Taufiqurrahman Shamsuddin, Director, Doner Brand (M)** offers *Kebabs and More* and believes that vegetable display and sauces play important parts in the kebab business, even offering variations to cater to local taste buds. As an urban food, his Doner Kebab Berlin projects the image of being young, funky and vibrant.

With more than 70 participants online, all agreed that it was a great sharing session despite some initial hiccups with MS Teams which suffered a global outage and necessitated a postponement - apologies to all for the unforeseen inconvenience.



# Sustaining Our Environment for Tomorrow

25 AUGUST 2022



Mother earth and our environment nowadays have come under much stress and have become increasingly fragile with frequent dire warnings about global warming and climate change. So for all of us in shopping malls, it is definitely timely that we do our part to help sustain our environment so that hopefully we have a better tomorrow.

Our speakers share their viewpoint and their credence on farming for sustainability, starting with **Ms Eleanor Choong, Chief Operating Officer, Sunway XFarms** which uses soil-less smart farming systems to grow produce which are fresh, safe and nutritious. The farm was set up in 2020 to address food security and focusses on growing more with less to serve the local community.

Our second speaker, **Mr Emil Jihad, Co-founder, Fresh Growcer** grows vegetables on the rooftop of 1 Utama Shopping Centre. *The Rooftop Growcer* advocates green farming practices where customers can harvest their own vegetables which thrive from a combination of fresh water and recycled fish waste and thus

converting previously unoccupied space into a food production centre.

Food waste is usually produced at the tail end of the food chain, and **Mr Colin Yeo, Chief Science Officer, Microbs** converts them into soil conditioners (or more commonly known as organic fertilisers). *Managing Food Waste WISE-ly* at 1 Utama's Waste Innovation for Sustainability and the Environment programme means transforming up to 4,000 kg of food waste collected from the mall's food and beverage outlets into soil conditioners using Microbs own microbial products to combat the high rise of food waste disposal and the collateral financial and environmental damage.

It is obvious that our speakers not only support sustainability but are also proactive players in urban farms and food waste management. We are hopeful that the webinar will spark off more interest for urban farms in shopping malls to help resolve food security issues as well as contribute towards sustainability and ongoing efforts to preserve our environment.





# Shaping The Future of Energy

29 SEPTEMBER 2022



In the light of the global energy crunch due to a host of aggravating circumstances, we will need to be aware and conscious about our energy resources, carbon footprints and fragile environment. In this context, the webinar explored electric vehicles, waste management and alternative energy resources such as solar and biomass energy which are believed to have huge potential in our country.

**JP Wong, CEO, Ancom Energy Division** spoke on the modernisation of the electricity grid and the convergence of energy and data storage systems. With the installation of electric vehicle (EV) charging stations at shopping malls and other public areas, this would encourage patrons to spend a longer time at the malls whilst waiting for their EVs to charge.

'Make Every day Earth Day' was the theme from **ZY Yee, Specialist (Technical Sales & Marketing), Gsparx Marketing**, which is a subsidiary of the **TNB group**. Gsparx offers the Zero CAPEX solution for commercial buildings, with solar energy reducing electricity bills.

Food waste and its prudent management was advocated by **Ts Ismi Azura Istear Khan, Project Manager (Recovery & Treatment), Alam Flora Environmental Services**. The country's first ever recycling education centre, **Fasiliti Inovasi Kitar Semula** aims to promote the recycling mindset and to reduce our carbon footprint in the long run.

The 101 participants found the webinar both educational and fruitful.



# Improve Profit with Energy Saving and Carbon Trade

19 JULY 2022



VTTT 3

The control of operational costs is a perennial situation for all shopping malls and businesses and our speaker, **Ts Lee Chee Leong, Director-cum-Energy Consultant** from **2R Control Automation** shared with 46 participants on the importance of an energy audit and how to manage and use maintenance expenses to improve profit. Lee shared his experience from his involvement in many building energy saving projects and explained why both renewable energy and energy efficiency are important and delved into the carbon market, highlighting some tax incentives offered by the authorities.



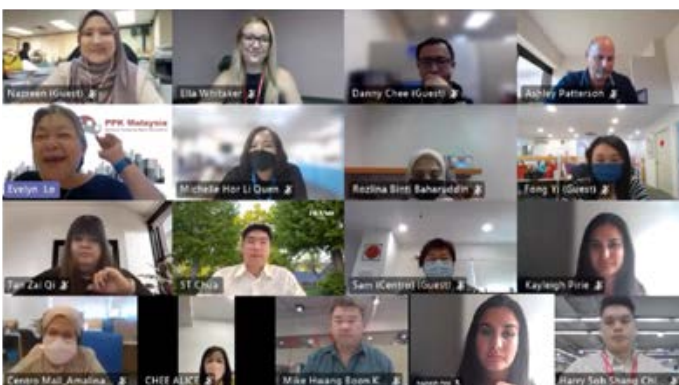
# Using Consumer Location Analytics to Grow Your Malls

16 AUGUST 2022



# AI Solutions Empower Shopping Mall Operations

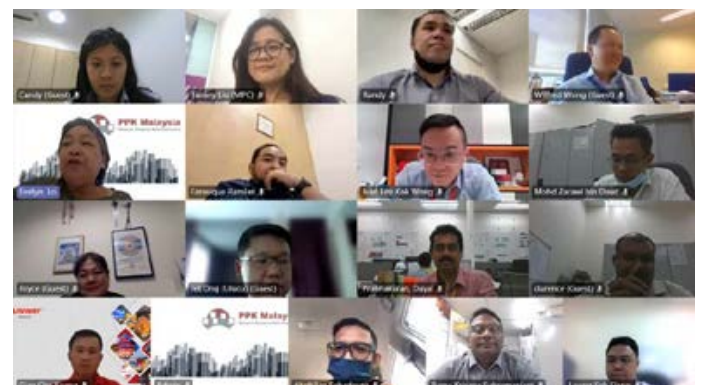
27 SEPTEMBER 2022



VTTT 4

Ikano Insight, a data driven, customer insight and advanced analytics agency from the founder of **IKEA**, has now opened up their services to offer data analysis to understand shoppers, so that it helps malls to make more informed decisions, invest wisely and shape the future.

More than 80 participants gained insights from London-based speakers **Ashley Patterson, Director of Strategy & Planning** and **Kayleigh Pirie, Head of Data & Analytics** who share their **Location Optimiser Product**.



VTTT 5

Artificial Intelligence (AI) technology has changed the traditional retail experience and the pandemic has inadvertently hastened this new era of transformation. **Jet Ong**, who manages the **Ulucu** business across Malaysia, Singapore, Thailand market, explained the benefits to leverage AI automation technologies and reimagine shopping mall operations, including retail and F&B operations with embedded algorithm computing technology. There were 45 participants in attendance.



## Malaysia's Tourism Quality Assurance (MyQTA)

12 SEPTEMBER 2022,  
KOMPLEK KRAF, KUALA LUMPUR



Represented by Kung Suan Ai and Rathnah Sivaprahasam, Pavilion Kuala Lumpur was the proud recipient of the Platinum Award for Tourism Malaysia's Tourism MyQTA Programme. MyQTA was started in 2014 and the latest version of this programme aspires to promote standards for the tourism industry, including shopping tourism.

## Kompleks Bukit Jambul brings Ratu Kebaya 2022 to the international level



Our member mall in Penang, Kompleks Bukit Jambul brought their annual event to the international platform to include 12 beauty queens from Vietnam, Thailand, Philippines, India and Cambodia. The beauty pageant aspired to put Penang on the world map and had the support of Penang Tourism, as it sought to find a tourism ambassador for "Kebaya" and promote traditional costumes, diverse cultures and heritage in Penang. With local sponsors, the Grand Final International Charity Gala Dinner raised RM30,000 for three charity homes - Persatuan Syukur Penyayang Pulau Pinang, Persatuan Kanak-Kanak Cerebral Palsy Spastik Pulau Pinang and Penang Hospice Society.

## PPKM's Badminton Tournament

25 SEPTEMBER 2022

Our friendly tournament saw participation by 15 teams from member malls at IOI City Mall's new sports facility. The champion team was Mitsui Shopping Park Lalaport BBCC, followed by runners up Sunway Pyramid and The Curve respectively.



Mitsui Shopping Park Lalaport BBCC - We are the Champions!



Sunway Pyramid, 1st runners up



The Curve, 2nd runners up

# 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  
Awana SkyCentral  
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  
Dputze 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 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  
Ipoh Parade  
Island Plaza  
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  
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  
SkyAvenue  
South City Plaza

Star Avenue Lifestyle Mall  
Starhill Gallery  
Straits Quay Retail Marina  
Strand Mall  
Subang Parade  
Sungei Wang Plaza  
Sunshine Tower  
Sunsuria Forum  
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  
Utopolis  
Viva Home Shopping Mall  
Vivacity Megamall, Kuching  
Wangsa Walk Mall  
Wetex Parade Shopping Centre  
Zenith Lifestyle Centre

## AFFILIATE MEMBERS INDIVIDUAL

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Ng Chung Yau  
Nga Mee Liong  
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Timothy Sangawa  
Wong Paik Tho  
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Yasmin Mokhtar  
Yuen May Chee  
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  
Servevack 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' Ngeory Voon Yean  
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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Mohd Rizam b Abdul Rahman  
Mohd Rafiq Azwan bin Hashim  
Mohd Taufiq Hidayah b Ahmad Zawawi, CMOM  
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Noor Salehah bt Wahid, CMMLM  
Nor Hayati bt Nawawi Suri, CMM  
Norlian bt Md Tahir, CMAM  
Norbaiah bt Mohd Yusof  
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Teh Cheng Hock  
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Zulkahar b Khamis, CMOM

## LEGEND

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CMOM  
Certified Mall Operations Manager  
CMAM  
Certified Mall Administration Manager  
CMM  
Certified Mall Manager

