



NewsNetwork

DECEMBER 2022



NEW KIDS ON THE BLOCK

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President's Message

Dear members,

“ *Wishing one and all a Merry Christmas and A Happy, Prosperous and Healthy New Year 2023!*

Despite recent challenges on the Malaysian landscape, 2022 is fast coming to a close. We now look forward to the New Year and hope that with the pandemic and general election behind us, let's all pray and hope the economy will continue to recover and show signs of resuscitating, although there have been predictions that we are looking into the face of recession. For now, though, shopping malls are full, footfalls are mostly back to normal with encouraging sales during the current year-end Christmas and it should be the same scene during the imminent pre-Chinese New Year period. Indeed, shopping malls are expected to continue to be busy until we are into the second quarter of 2023. Thereafter, much remains to be seen and malls will have to think out of the box how to maintain the momentum for the following months.

Nevertheless, we are sure malls will continue to revive at the same pace as 2022. Like always, managing shopping malls is not easy especially with costs set to increase with the humongous hike in electricity surcharge, our single largest operational expenditure. It is definitely urgent now for malls to look at other sources of energy and alternatives to reduce and cushion the expected huge increase in costs.

The continuation of our sales promotion collaboration with Tourism Malaysia for Shop and Be Rewarded 2.0 Campaign 2 was completed successfully last month. There was an achievement of 90% redemption of the e-cash vouchers from the total of 35 participating member malls nationwide and more than 1,000 shops. We look forward to work with Tourism Malaysia again next year on more projects to attract inbound tourists which will further boost shopping tourism.

Despite the many challenges, there are many New Kids on The Block in the shopping mall and retail industry – we have featured some retailers with our recent webinars and plan for more sessions in 2023 as members have found them fruitful. In addition, there have also been several new malls, big and small, which

confidently opened their new facilities over the past 24 months. Congratulations to all of you and welcome to our fraternity!

Our heartiest congratulations also go to the winners of the PPKM Awards 2020-2022. You have certainly done an amazing job to make our industry proud, especially through the pandemic challenges. For the others, you have similarly strived hard and we certainly hope to have you again in our 2023 edition.

We are in the midst of compiling our biennial Shopping Industry Survey and hope to complete some by first quarter of 2023 so that we can produce industry statistics which will become important benchmarks for our performance. We strongly urge those who have yet to submit their statistics to contact PPKM secretariat urgently to work out the necessary logistics. Please do not be left behind.

Wishing all members a great year ahead and we shall remain resilient together.

Warmest regards,

TAN SRI DATO TEO CHIANG KOK
President

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


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WHAT'S NEXT

Looking ahead to 2023, we have planned our usual education and training programmes as follows. However, members are to note that the dates are subject to confirmation upon announcements in due course:

6 - 15 March:	Shopping Mall Management Continuous Education Seminars 1-2023*
7 - 8 June:	Security & Safety Training (Advanced)
7 - 12 August:	Shopping Mall Management Continuous Education Seminars 2-2023
10 - 11 Oct:	Security & Safety Training (Foundation)



38th Annual General Meeting 25 March 2023

Do make a note in your calendar to join us as we update members of our 2022 activities.

*Shopping Mall Management Continuous Education Seminars (SMMCES)

NOTICE: In line with our current applications for Human Resources Development Corporation (HRDC) approval for our education and training seminars and their requirements therein, we will be rebranding our long-standing Certification Course Seminars in Shopping Mall Management to **Shopping Mall Management Continuous Education Seminars (SMMCES)**.

We have scheduled the first session for March 2023 in view of the early Ramadhan and Hari Raya next year and we should be making announcements to offer these courses by early January 2023. In the meantime, queries may be directed to secretariat@ppkm.org.my.

HAPPENINGS

Meet The Experts 16 November 2022



At Tourism Malaysia's *Meet the Experts* Seminar held at Renaissance Hotel Johor Bahru for tour agents from Singapore, Mr Khairul Ariffin Ibrahim, Research Committee from PPKM (1st from left), presented a paper on *Shopping Tourism in Malaysia: Shop 'N' Play, Eat 'N' Stay*. We do look forward to mall visits by more shopping tourists next year.

Coffee street in the new Shopping Centre



Convenient connectivity to the newly opened shopping centre

Datum Jelatek Shopping Centre has officially launched on 10 December and reached 70% occupancy, enjoying an average footfall of 5,000 daily.

Strategically located along Jalan Jelatek in Kuala Lumpur, it is part of Datum Jelatek, a transit-oriented development by Datumcorp International Sdn Bhd (DCI), a wholly-owned subsidiary of Perbadanan Kemajuan Negeri Selangor (PKNS).

Apart from being directly connected to the Jelatek LRT station via a covered bridge, the shopping centre has about 1,200 parking spaces. Its net lettable area of 314,358 sq ft provides retail space for 119 retail outlets and 58 kiosks.

The Food Merchant, its anchor tenant, occupies approximately 33,000 sq ft. Created to make the lives of shoppers easier, its trolley valet service represents an essential component of the modern shopping experience. Hopefully, this differentiation to their service will enable shoppers, especially Datum Jelatek residents, to buy more.



Its main anchor's fourth store opening in the Klang Valley

Korean convenience store Nice to CU is also at Datum Jelatek Shopping Centre. DCI Chief Executive Officer Mohd Azmil Abd Shukor says, "Our other key tenants are Grand Sen Q and Karaoke Loudspeaker, which will open in March 2023.

"We plan to create a coffee street in the new shopping centre by first quarter of next year. Our leasing team is exploring all the coffee houses in the market, including the small local players who are keen to expand their business."

Currently, Jamaica Blue Coffee, Starbucks, ZUS Coffee, GIGI Coffee, Locca Café and Tealive, which sells a variety of drinks, including coffee, are operating here.

A new food and beverage franchise in the market, Locca Café is MARA's third outlet in Malaysia but its first housed in a shopping centre, taking up 1,200 sq ft of space. Besides local and western fare, the café also offers a wide range of beverages, including coffee, espresso and frappe.

Cafe Mesra and Richiamo Coffee, another franchise concept, are slated to open soon. Operated by Petronas, the former will provide Barista-quality coffee on the go as well as freshly baked pastries and savouries.

Datum Jelatek Shopping Centre also has an event space Temu Jelatek that is managed by SACC Convec Sdn Bhd, a PKNS wholly-owned subsidiary.



Another franchise café concept

The Three Cs: Coffee, Cafes and Competition

Malaysia's coffee café scene is fast evolving with a growing number of players, including many foreign branded coffee from Indonesia, Singapore and Taiwan joining the bandwagon.

According to Kenneth Shoji, the Japanese owner of the % Arabica brand, the coffee industry is now in the middle of the third wave boom but he feels that most of them lack originality. To stand out, it must be unique.

With 131 stores in 17 countries, including Malaysia, as at October, he spells out % Arabica's uniqueness. "We are a coffee farmer, green bean trader, coffee equipment distributor, and now one of the world's fastest growing specialty coffee brands."

% Arabica regional head of operations Gavin Chen says, "Our first store opening in Malaysia at Pavilion Kuala Lumpur was not only that the shopping mall's profile suits our brand image, which is luxury and high-end but it is also an iconic



A simple but strong name and logo



The Pavilion Kuala Lumpur store opened on 26 March 2021

landmark mall within the heart of Kuala Lumpur, which enjoys high footfall from both locals and tourists."

Kenangan Coffee Malaysia general manager Jordan Lung quips, "Malaysians love going to malls to relax and enjoy a cup of coffee with their family and friends. We also decided to open our outlets in the major malls because of their heavy foot traffic."

Indonesia's Kopi Kenangan, which means "coffee memories" debuted with its first international outlet in Suria KLCC on 17 October with the Kenangan Coffee branding in Malaysia. It expanded its bustling business by opening four more outlets in shopping malls - MyTown, Pavilion Kuala Lumpur, Nu Sentral and Sunway Pyramid - in the Klang Valley.

"We are looking to grow our business in Malaysia like we did in Indonesia. We try to understand local dynamics better as we fine-tune our vigorous expansion plans for 2023," adds Lung, who is excited to serve good quality coffee at affordable pricing.

"We also engage with our consumers to enable them to know us better as a brand and have a steady stream of new and returning customers trying our vast array of beverages. They comprise coffee and non-coffee such as our specialty avocado milk. Based on our data, among their favourites are Kenangan Latte and Avocado Range."

Kenangan Coffee's unique selling points

Lung remarks: "We believe every brand has its own specialty and wants to give unique experiences to their customers. Creating well-crafted products that combine the Asian taste with the global palate by incorporating local ingredients such as Gula Aren is one of the things that set us apart.

"We also use technology through our application to better serve our customers to elevate their coffee experience.

"Our head of coffee, who is also an award-winning barista, is responsible for procuring and innovating coffee blends from various Indonesian regions that are unique to our brand and offerings. He is also in charge of product development, which includes presenting new menus and exploring coffee farms in Indonesia to curate the best coffee experiences for our customers.



Its attractive logo and interior design pique customers' interest



Cosy ambience inside Kenangan Coffee

"Our Kenangan Coffee Training Academy in Uptown, Petaling Jaya, which provides various training programmes for our employees and baristas, is in line with our vision to become a professional food and beverage training centre in Malaysia and the most loved consumer brand in Southeast Asia.

"We are committed to create the perfect cup of coffee by having the best coffee machines, well trained baristas and high-quality beans for every cup we make."

Taiwanese specialty coffee chain's expansion in Malaysia

Malaysia is the first country outside of Taiwan that the HWC Coffee brand has set foot in, with its first store opened in April at 1 Utama Shopping Centre. It has now 15 brand stores, of which 10 are concentrated in shopping malls in the Klang Valley.

Unlike its brand stores which are mostly in white, the overall design theme of its signature store in Pavilion Bukit Jalil, which opened in September, is in black. Featuring an industrial style café concept, it will start its Pour Over serving in the second quarter of 2023.

Claiming to be Malaysia's first specialty coffee chain, Palaterium Sdn Bhd chief executive officer Zenda Ng says its goal is to serve quick high-quality coffee. "Having the majority of our HWC Coffee stores in malls allow shoppers the convenience to grab a cup of their specialty coffee while doing their errands.

<< continued from page 5

“We plan to open another 30 outlets in 2023, including in Sabah and Sarawak. We intend to penetrate the Southeast Asian market while upscaling our brand stores’ business.

Zenda adds, “HWC Coffee serves only 100% Arabica specialty grade coffee, where the coffee beans are rated 91-point by Coffee Review – The World’s Leading Coffee Guide.”

Besides travelling globally in search of high-quality coffee beans, be it blended or single origin beans, HWC Coffee also has its own specialty coffee plantation in Panama.

According to Specialty Coffee



Its signature store also serves food such as cakes, sandwiches, doughnuts, lasagna and bruschetta

Association, specialty coffee is defined as coffee that scored above 80 points on a 100-point scale. Where HWC Coffee is concerned, its 91-point score was upped by its new addition.

Dubbed the Neroli series, this top-rated coffee bean scored 93 points, with incredible aroma from the revitalising chamomile and rose besides offering a brand new coffee taste.

Despite its premium positioning, HWC Coffee vows to make them affordable. In Taiwan, its founder Penny Lin currently owns 70 stores.

To kickstart HWC Coffee’s expansion in Malaysia, HWC Coffee joint-ventured with Asia’s first subscription platform, Subplace to engage with coffee lovers and be more attuned to their customers’ preferred coffee profile besides enhancing their online purchasing process. It also collaborated with other parties to increase their brand exposure and establish a win-win situation for both.

Homegrown Coffee Brands and Cafes

The Malaysian café scene has developed to include not only a good mix of fast-growing local modern coffee chains but also those featuring newly-styled kopitiam concepts that are evocative of the traditional coffee shops through the food and beverage (F&B) served.

Interestingly, a number of the outlets were opened during the Covid-19 pandemic.

Homegrown Gigi Coffee, which had started its first outlet in Pavilion Kuala Lumpur in 2019, has been expanding so fast over the last few years that it is looking at ending 2022 with a total of 60 outlets aimed at offering urbanites affordable “Everyday Great Coffee” on-the-go.

Of this, 45 are located in shopping malls, says Gigi Coffee founder and chief executive officer Marcus Low, who believes the malls’ high traffic helps to increase its brand awareness and exposure. “Furthermore, different malls have different market and customer base.”

Marcus says the name Gigi was selected for this lifestyle, customer-centric coffee brand as “it is short and catchy plus easy to remember”.

With outlets spread across the Klang Valley, Malacca, Penang, Pahang, Johor, Negeri Sembilan and Perak, he reveals that Gigi Coffee will be “brewing” soon in Kedah, Terengganu, Kelantan and East Malaysia in 2023.

“Catering to Malaysian taste buds, our high-quality coffee beans are sourced from Indonesia and Colombia.” Its outlets also offer some light food such as puffs, pastries and doughnuts.

“We are excited that Gigi Coffee is the title sponsor for the Malaysia Barista and Latte Art Championships in May 2023. Apart from Malaysia, we have also expanded to South Korea with eight Gigi Coffee outlets,” adds Marcus.

The Nanyang influence

The café scenario in Malaysia still carries strong influences of Chinese Asian cuisine from Hong Kong and Nanyang. The coffee and toast culture popular



Topview of the outlet at Sunway Velocity Mall, with its visible logo and signages



The newly opened outlet at Datum Jelatek Shopping Mall

during the 1960s and 70s was picked up by Toast Box, Singapore’s contemporary coffee chain which has spread its wings here.

It is also not uncommon for cafes such as Loong Café and Kheng Wah Char Can Teng associating themselves with the charms of Hong Kong’s teahouse and its comfort food while others adopt the Nanyang name for their drinks or café.

In Nanyang Café’s case, a local brand established in 2018 by several shareholders who are passionate about the F&B industry, its project director Ong Cheng Han explains, “Our original intention is to bring in a new atmosphere and ideas to the industry.”

“We also wish to offer a better catering experience as well as improved employment environment and opportunities for the younger generation.”

He says, “Apart from our stand-alone headquarters in Balakong Selangor, we have seven branches located in the malls in the Klang Valley. Six of these branches were opened during the Covid-19 pandemic as we have confidence in the F&B industry and see its potential.

<< continued from page 6



Its attractive branch at Sunway Pyramid Shopping Centre



Nanyang Café's signature pineapple bun

"Additionally, the mall players provide the industry with a lot of positive support. Seeing so many similar café concepts coming up lately, this means the market space is still very large."

Ong adds, "There will be competitors in every industry. We firmly believe the most important thing is not to be afraid of being surpassed but be yourself, do everything well and never forget your original intention."

He envisages opening up some branches in the near future but points out, "We are not limited to malls or stand-alone shops as long as the location is good."

On its traditional Nanyang coffee, Ong says, "We scour the globe for the best coffee beans and support the farmers by ensuring we pay above Fairtrade rates. We roast them freshly from a factory we partner in Muar, Johor."

"Nanyang Coffee (hot) and Nanyang Milk Tea (cold) are among our popular beverages while our hot-selling food include its pineapple bun with New Zealand butter, pork chop with curry rice as well as prawns and wonton with tossed noodles."

"All our Nanyang Cafe are non-halal except for Gateway @KLIA2, which is a pork-free concept."

Nostalgic flavours from Oriental Kopi

Upholding the Nanyang cultural tradition, Oriental Kopi chief operating officer Callie Chan says, "We select good coffee beans to bring out the right balance and rich flavour through high-temperature roasting to brew a cup of strong, fragrant coffee."

"Our coffee is prepared from a blend of high-quality Arabica, Robusta and Liberica coffee beans. We have a series of new products in the research and development stage to be launched next year."

On Oriental Kopi's concept, Chan explains, "We provide a comfortable dining environment and traditional Malaysian cuisine suitable for families and friends' gathering, be it breakfast, lunch, afternoon tea or dinner."

"We offer affordable tasty food, clean environment and great service. Our food is prepared using fresh ingredients. We have a diverse menu to meet the taste buds of different age groups and are known for our signature egg tarts, polo buns and handmade toast which are freshly made by our bakers daily."

She quips, "Oriental Kopi has the most numbers of egg tarts - 12,260 pieces to be exact - sold in a day entered into the Malaysia Book of Records (MBR) earlier in January. "We could achieve this feat as we have our own bakery plant."

Oriental Kopi has a central food processing centre for its outlets, which is in the midst of applying for its halal certification from JAKIM.

"Our signature Oriental egg tarts of six cm thick also earned over-the-counter recognition in the MBR for being the

thickest in July 2021. Freshly handmade on-site daily using traditional techniques, they are baked under high temperatures with its golden-coloured caramelised egg filling permeating a rich egg fragrance. The tarts exude a sweet but not greasy, crispy and full-flavored taste," adds Chan.

Established since 2020, Oriental Kopi now has seven outlets mostly located in malls following its latest addition which opened on 23 December. They include Mid Valley Megamall and Pavilion Bukit Jalil in the Klang Valley and another at Mid Valley Southkey in Johor Bahru.

Chan says the response towards its outlet at gateway@klia2, a shopping mall at the airport, was overwhelming. "Our initial idea of opening an outlet here on 25 November was to provide travellers with more food choices, especially authentic Malaysian food at the airport."

"Overall, operating in the malls has helped us increase brand awareness and capture different customer types such as office crowds and family groups."

Meanwhile, it has identified new outlet openings in Pavilion Kuala Lumpur, Suria KLCC, Aeon Mall Tebrau City and City Square Johor Bahru as part of its expansion plans for 2023. Chan estimates a capital investment of RM1.5 million for each outlet.



Its aromatic coffee, tarts and polo bun with butter



Artist's impression of its latest outlet at Sunway Pyramid Shopping Centre.

Instaworthy new mall in Bangkok Terminal 21 Rama 3

Foreword

During her recent trip to Bangkok, our auditor, Ms Penny Yaw visited the newly opened shopping mall, Terminal 21 Rama 3. Here she shares her insights of the mall in the article below. Thank you, Penny - this will definitely be our port-of-call during our next Study Trip.

Key Highlights

- Terminal 21 never disappoints when it comes to the wow factor. This Instagram-worthy mall located at Rama 3 Road, Bangkok, Thailand finally opened on 20 October 2022 after being delayed by Covid-19
- The interior design of Terminal 21 Rama 3 is inspired by six world-class tourist destination cities
- This is the fourth shopping mall under LH Mall & Hotel's Terminal 21 series
- Net lettable area (NLA) for Terminal 21 Rama 3 is 40,000 sq m.



Terminal 21 Rama 3 is managed by LH Mall & Hotel Co., Ltd (LHMH), a wholly-owned subsidiary of real estate developer Land & Houses Plc. Terminal 21 Rama 3 is the fourth shopping mall in the company's Terminal 21 series following Terminal 21 Asok (opened in October 2011), Terminal 21 Korat (opened in December 2016), and Terminal 21 Pattaya (opened in October 2018). Terminal 21 is multi-nationality themed, with convenient access and a nouveau variety of merchandise and food experiences. It aims to bring new perspectives and memorable lifestyles to shoppers and visitors from all over the world.

Level	Type of tenants
LG - Caribbean Village	Supermarket/Food Market
G - English Village	Fashion/Café and Restaurant
1st Floor - Italian Village	Fashion/Café and Restaurant
2nd Floor - French Village	Café and Restaurant
3rd Floor - Japanese Village	Health and Beauty/Technology Lifestyle/Bank and Services
4th and 5th Floor - San Francisco Village	Spa/Cinema/Food Court/Fitness and Recreation

This new mall which officially opened in October 2022 is a feast for the eyes from food to gorgeous interior designs. It is located on Chao Phraya riverfront, with free shuttle buses on standby every hour to ferry shoppers to and from BTS Surasak station.

The net lettable area for Terminal 21 Rama 3 is 40,000 sq m or 430,556 sq ft. The seven floors are themed after some nations, thus providing a multinational experience and it also makes toilet hopping an adventure, given the different



FEATURES

Instaworthy new mall in Bangkok Terminal 21 Rama 3



decorative themes for each toilet. There are more than 1,000 photo opportunity spots throughout the mall.

Terminal 21 Rama 3 has more than 200 food options (restaurants, cafes, and street food vendors). Also, the food court has reasonably priced selections.

As for tenants' profile, it has Tops Supermarket as the anchor tenant. Some of the tenants that Malaysians are familiar with include Starbucks, KFC, Muji, Uniqlo, Adidas, Miniso, Daiso, UOB Bank, Guess, Boon Tong Kee (famous chicken rice in Singapore), Samsung, Huawei, Watsons, and Boots. The mall also carries a variety of local brands.

In terms of recent events, it has organised The Greatest Christmas Fun Fair, Wonder Kids Thailand, Pet Society and Halloween festival. Terminal 21 Rama 3 expects to welcome over 3.5 million customers by the end of 2022.



This report is for information purposes only. Any opinions or estimates in this report are that of the author as of this date and are subject to change without notice.

Penny Yaw, CFA

Security & Safety Seminar (Foundation)

4-5 OCTOBER 2022



ALL of us certainly found the training both fruitful and useful!

Shopping malls now have to contribute monthly towards the Human Resource Development Corporation (HRDC) and we have applied for and obtained approval for the seminar from HRDC. Therefore, malls took the opportunity to apply for HRDC grants and registered their personnel for the seminar which saw good response from 53 security personnel from numerous malls in the Klang Valley and beyond.

Participants agreed that the training had *'very good information delivered'*, there was *'good sharing of experiences by the speakers'* and looked forward to the advanced training session coming up soon.



Vincent Chong, PPKM Technical Committee Member and Head of the Security and Safety Sub-committee, sharing on the importance of customer service for security personnel



Cmd (R) Khoo Kah Hooi, Head of Auxiliary Police, Bandar Utama City Corporation, shares his knowledge on fire and safety procedures



An enthusiastic participant trying his hand at CPR with guidance from speaker, Liew Chieh Horin, First Aid Officer, St. John Ambulance



Participants listen aptly as Hj Ibrahim Md Yusof expounds on the legality behind security procedures

Once again, a heartfelt TERIMA KASIH to our knowledgeable speakers who shared unstintingly from their personal experience, with the objective of raising standards of security and safety personnel in shopping malls.

PAST EVENTS



Shop & Be Rewarded 2.0

CAMPAIGN 2: 22 OCTOBER – 13 NOVEMBER 2022

With campaign 1 having been recently concluded with much success, Mr Iskandar Mirza Mohd Yusof, Deputy Director General (Planning) of Tourism Malaysia launched Campaign 2 on 21 October at Paradigm Mall Johor Bahru in conjunction with the Miss Shophia Goes Travelling Series 2 promotion, with PPKM's representative, Ms Evelyn Lo in attendance.

This second campaign was extended for a total of 23 days to ensure more complete redemption but similar to the first campaign, shoppers redeemed 90% of more than RM1 million worth of e-cash vouchers available at the 35 participating malls. With this performance, we are sure shoppers agree that shopping is certainly rewarding and they will look forward to more shopping promotions on the horizon!

Congratulations to the 23 members who achieved 100% redemption at their malls and we look forward to work together with more malls on future promotions in 2023.



Tourism Malaysia's icon, Miss Shophia goes shopping and travelling



Teams Tourism Malaysia x PPK Malaysia are always upbeat about shopping!



L to R: Shahrin Moktar, Director, Package Development Division, Tourism Malaysia; Iskandar Mirza Mohd Yusof; Evelyn Lo and Crystal Soon, Deputy General Manager, Paradigm Mall JB





PPKM Awards and Gala Dinner: An Awesome 'Mall'some Celebration! 27 OCTOBER 2022

The Gala Dinner was held with very animated and excited personnel from shopping malls all over the country. No wonder because this was the first big scale social get-together in almost three years for the shopping mall fraternity! Having survived the previous pandemic challenges, more than 800 mall comrades were all ready to reunite in person, make merry and celebrate. So, AN AWESOME 'MALL'SOME CELEBRATION was a tribute to applaud and commend all shopping malls for overcoming the challenges.

Of course, there were several reasons for the happy occasion - celebrations were definitely in order for winners of the Best Experiential Marketing Awards 2020-2022 out of the 58 entries received from 27 malls nationwide. We were quite overwhelmed by members' enthusiasm and remain proud of Malaysia's shopping malls, of having not only survived the recent challenging times, but even stayed abreast of promotions and events in the midst of it all.

The panel of judges included fellow mall practitioners from Indonesia, Philippines, Taiwan and Hong Kong who are our colleagues in the Council of Asian Shopping Centers (CASC) as well as from Tourism Malaysia - each a specialist in his or her own field. They were certainly amazed by the plethora of events and themes presented to them and needless to say, had a hard time adjudicating the scores.

Gracing the occasion was YB Dato Rosol Wahid, (the then) Deputy Minister of Domestic Trade and Consumer Affairs, who gave away the awards for the winning malls' entries as follows.

Category A:

500,000 sqft and below net lettable area



L to R: YB Dato Rosol Wahid; Alex Kua and Larissa Chan, Quayside Mall (Silver); Mark Tan and Natasha Aziz, IPC Shopping Centre (Platinum), Lee Chee Hoe and Chgne Eu Jin, fahrenheit88 (Gold) and Richard Chan, Advisor, PPKM

Category B:

500,001 – 999,999 sq ft net lettable area



L to R: YB Dato Rosol Wahid; Renee Aw and Peter Chan, Gurney Plaza (Gold); Phang Sau Lian and Darren Chear, Sunway Velocity (Platinum); Tan Ai Vee and Danny Lee, Sunway Putra Mall (Silver); Richard Chan, Advisor, PPKM and HC Chan, CEO Sunway Malls and Theme Parks

Category C:

500,001 – 999,999 sq ft net lettable area



L to R: Peter Chan and Lee Sue Ling, Queensbay Mall (Silver); YB Dato Rosol Wahid; Dato Ngeow Voon Yean, Advisor, PPKM; Kung Suan Ai, Pavilion KL (Platinum) and Geraldine Ang, Suria KLCC (Gold)

Category A:

500,000 sq ft and below net lettable area

PLATINUM:

IPC Shopping Centre,
Happiness To Homes

The crisis caused by the Covid-19 pandemic continued to negatively impact the socio-economic conditions of low-income urban families in Klang Valley. To support the surrounding communities, IPC Shopping Centre partnered with HOPE worldwide to help raise funds to provide essential goods for the underprivileged by tapping into the goodwill of the community and tenants. The idea for this campaign was to get the public to shop for essential goods for the underprivileged families from IPC's tenants through an e-commerce platform.



GOLD:

fahrenheit88,
fahrenheit88 Goes Creative

fahrenheit88 embarked on a reinvention journey to be the contemporary mall for shoppers interested in arts, fashion, artisanal, creative and lifestyle shopping. From July-December 2021, fahrenheit88 collaborated with key tenants: Malaysia's King of Fashion Bernard Chandran and BookXcess, delivering a compelling experiential shopping journey through festivals, common area and ambience makeovers, creative pop-ups and displays and Malaysia's first *Art is Fair*.

Footfall increased and public relations (PR) value was achieved, generating new leasing leads with local creative entrepreneurs and artisans, making the mall more experiential and creative.



SILVER:

Quayside Mall,
Quay To Japan

Gamuda Land's key principles centre on the community because the common ground for everyone in a town is the community where people know one another, live and play together.

Quayside Mall invited shoppers to join a 'Quay to Japan' festival from 25-26 June 2022 with the objective of attracting shoppers to be part of the Japanese culture. This campaign was part of the 'Quay to the World' series, a programme that was initiated due to the imposed travel restrictions as a result of Covid-19, giving an opportunity to shoppers to relish moments of travelling.



Category B:

500,001 – 999,999 sq ft net lettable area

PLATINUM:

Sunway Velocity Mall,

Chinese New Year 100 Blessings

Despite the high 80% vaccination rate, Malaysia had not transitioned into Covid-19 endemicity with all economic sectors reopened fully and lives back to normal. Communities continued to be displaced by the ongoing pandemic and Malaysia suffered severe flood in December 2021. The '#100Blessings' campaign was deployed both to help and wish the community that better days are coming and included reaching out to the flood victims and marginalised communities during the festive season. The Chinese character “福”(Fú) was specially chosen as a theme for this Chinese New Year (CNY) to symbolise all-round good blessings and well wishes.



GOLD:

Gurney Plaza,

Gurney Food Hall: The Journey

Planting the seed of Gurney Food Hall strategically came at the right time. Located on the fourth floor of Gurney Plaza's Main Wing, the area was a challenge to lease for its low visibility. To improve the traffic on the quieter side of the mall, the management decided it would be better to transform the 33,000 sq ft into a food haven.



SILVER:

Sunway Putra Mall,

Ikatan Mesra Raya 2021

Shoppers were teleported back in time to a classic Malaysian railway setting, boasting a train station with a life-sized train and a clock tower standing 30 feet tall. Shoppers were able to shop at the train station, snap selfies and got to reminisce what it was like to send off, welcome and meet relatives at the station. The mall also initiated a corporate social responsibility titled “Keceriaan Bersama” and brought comfort to an underprivileged family in Kuala Lumpur.



Category C:

> 1,000,000 sq ft net lettable area

PLATINUM:

**Pavilion Kuala Lumpur,
3D Tigers Roar**

Pavilion KL harnessed the strength of the Tiger to create an experiential Tigers Roar celebration for CNY 2022 to dominate 3D Tiger animation experience, strong ground activations, creative décor and increased partnerships. It garnered higher footfall, increased shopper spend and great PR and social media value as well as reinforcing the mall as a destination for festive celebrations and leader in 3D animation content.



GOLD:

**Suria KLCC,
We Are With You - A Mental Health
Awareness Campaign**

With Malaysia already known to have problems addressing mental health, Suria KLCC chose the unconventional route by setting aside space for dialogue on the subject of mental health. They managed to get the conversation going on mental health, even if it is in baby steps.



SILVER:

**Queensbay Mall,
Vogue For Virtue 2022 - Athleisure:Instyle**

Queensbay Mall celebrated fashion with Vogue for Virtue, living up to the core - making fashion charitable. Since the 1st Vogue for Virtue roll-out in 2008, it has benefitted 25 homes with an accumulated amount of RM140,000 to date.



Judges' Choice Award



L to R: YB Dato Rosol Wahid; Chai Ai Ping, 1 Utama Shopping Centre and Dato Ngeow Voon Yean, Advisor, PPKM

1 Utama Shopping Centre, Chinese New Year - A Magnificent Celebration of Spring

1 Utama Shopping Centre ushered in Chinese New Year 2021 with a majestic replica of Beijing's Summer Palace, travelling back in time to the imperial dynasties of captivating folklore and artistic heritage where good fortune awaits all.



We are Awesome 'N' Mallsome!



It's networking time for our shopping mall fraternity





L to R: Ms Koh Mei Lee, Chairman, Malaysian Association of Film Exhibitors (MAFE); Tan Sri Teo Chiang Kok; Dato VY Ngeow, Advisor, PPKM and Tan Sri Dato Sri Dato Richard Koh, President, Malaysian Association of Theme Parks and Family Attractions (MATFA) (partially hidden)



L to R: Datuk Andrew Lim, President, Malaysia Retailers Association (MRA); Tan Sri Teo Chiang Kok; Dato VY Ngeow, Advisor, PPKM; Tan Sri Dato Sri Dato Richard Koh, President, Malaysian Association of Theme Parks and Family Attractions (MATFA) and Datuk NK Tong, President, Real Estate and Housing Developers Association (REHDA)



Tan Sri Teo Chiang Kok to Dato Rosol Wahid: thank you for gracing our occasion



Yes, we are all these: Fun 'n' Sassy, Bright 'n' Snazzy, Stylish 'n' Elegant, Awesome 'n' Amazing



PPKM Bowling Competition 2022

29 OCTOBER 2022



Thanks to Mesamall for sponsoring the venue and prizes once again for our competition. There were 24 teams plus seven individuals in participation and Mydin Mall emerged as the Champion, with Great Eastern Mall and The Curve as the 1st and 2nd runners up.

Champion - Mydin Mall



1st runner up - Great Eastern Mall



2nd runner up - The Curve

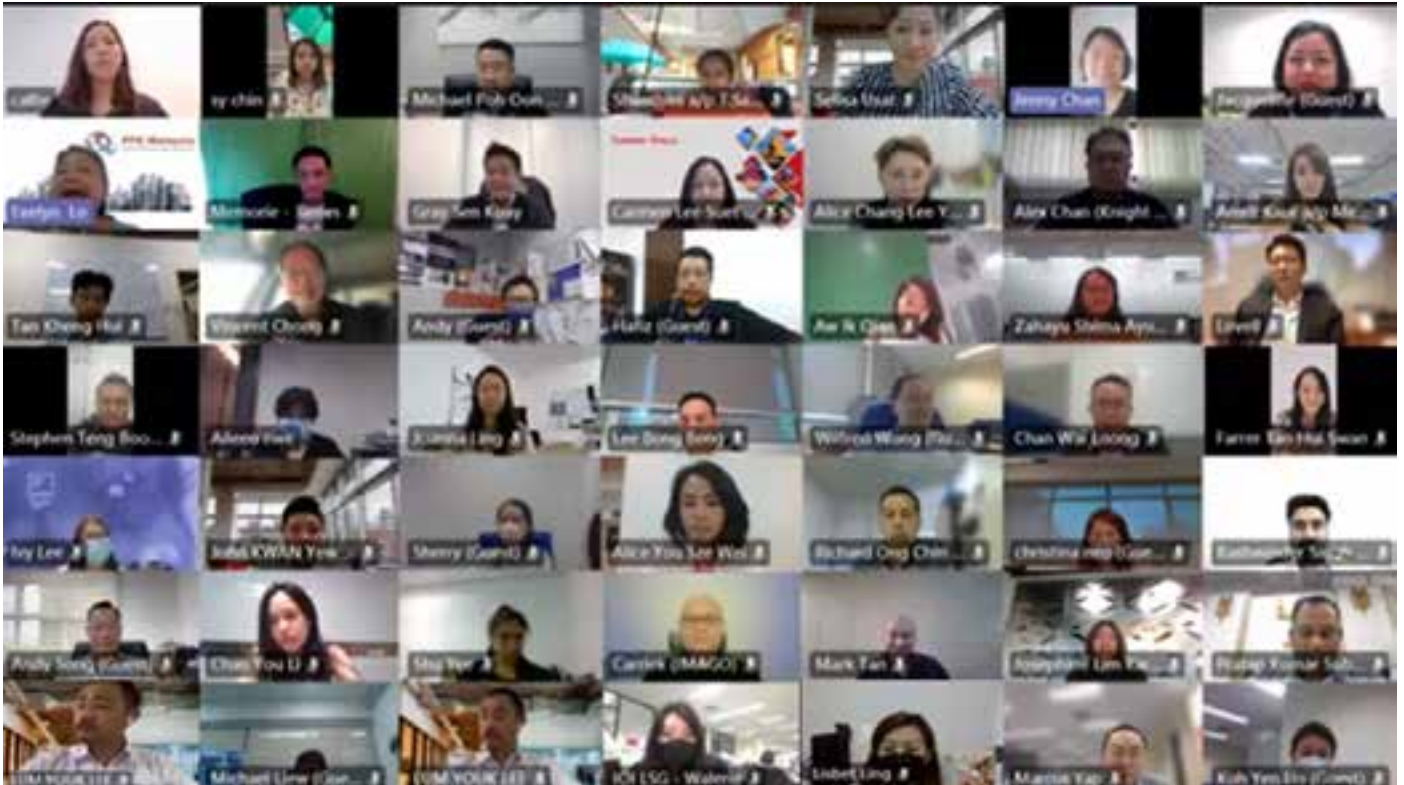


We are all winners!



New Kids on the Block (2)

10 NOVEMBER 2022



The keen response from our earlier webinar of the same theme gave inspiration to continue the series, so this webinar checked in with three new entrepreneurs in the retail and F&B businesses who are now operating in shopping malls.

Ms Callie Chan, COO & Co-founder, Oriental Kopi shared their company's journey on why there are *Incredible Queues - Just for Kopi* by offering nostalgic, traditional Nanyang cuisine in their outlets.

With over 20 years of experience in the home furnishing industry, **Hooga's CEO, Mr Gray Sen Koay** spoke on their concept lifestyle store. With its harmonious and comfortable atmosphere complementary to the brand name of hygge (Danish word for cosiness, warmth and contentment), Hooga's merchandise caters to all members in the home.

Mr James Thum, Managing Director, Memorie Café founded his business specialising in Eurasian F&B which combines the best tastes of Europe and Asia where *The Devil's in the Curry*. With these inimitable food memories, his café has now branched into shopping malls garnering good response from patrons.

There were 148 participants online, with some requesting for a continuation in the same series so we shall see.



Source: [FB orientalkopi](#)



Source: [FB hoogaofficial](#)



Source: [FB memoriecafe](#)



New Paths in Digital Technology

15 DECEMBER 2022



Digital technology has progressed so much by leaps and bounds over the past few years that sometimes it is difficult to differentiate between what is real and what is virtual. With the many experts in this field, this webinar looked at the new paths shopping malls can adopt to enhance their marketing directions and to create unique shopping experiences.

As *The 3D Story Teller*, **Mr Artus Ong, Founder/Director of My3DVision** shared his work on creating experiential, interactive and immersive aspects to

totally enhance marketing for shopping malls and other commercial properties.

Our second speaker, **Mr Timothy Liew, Co-founder, Visata Creative** presented on *Leveraging Technology to Create A Better Shopping Experience*. As the collaborative business partner, he represented Xyreon Technology who specialises in AI driven interactive kiosks for retailing and more. However, while self payment or ticketing kiosks are replacing cashiers and result in operational efficiency, there are still many business operations that require person-to-person interactions.

Mr Lyon Kong, Chief Marketing Officer from Frame Motion Studio shared how video walls deliver immersive experiential and interactive experiences for events and permanent venues such as showrooms, retail, visitor centres, digital museums and more.

With the multiple video clips presented, the 134 participants found the webinar's presentations awesome and inspiring in the realm of digital technology to be adopted as marketing and branding tools.



Source: [@my3dvision895](https://www.instagram.com/my3dvision895)



Source: [framemotionstudio.com](https://www.frame-motion.com)

AWARDS from MRA

It was PPKM's pleasure to receive an award from our partner in the shopping industry, Malaysia Retailers Association (MRA) at their recent 40th Anniversary Gala Dinner on 11 November 2022. On behalf of PPKM, Ms Phang Sau Lian, Vice President 1 received the award for *Outstanding Leadership during the Pandemic*. Thank you, MRA for the acknowledgement and the close collaboration during the challenging times - we hope both shopping malls and retailers are all now on the path to full economic recovery.



L to R: Cynthia Hwang, Hon. Secretary & Northern Region Chairman, MRA; Tan Sri Datuk Sri Utama William Cheng, Hon. President, MRA; Phang Sau Lian and Datuk Andrew Lim, President, MRA

MRA also presented PPKM's President, Tan Sri Teo Chiang Kok with a personal award for his *Outstanding Leadership during the Pandemic*.



L to R: BE Law, Deputy President, MRA; Tan Sri Teo Chiang Kok; Datuk Andrew Lim, President, MRA and James Loke, Advisor, MRA

Southern Region Outreach Meeting

2 DECEMBER 2022, ST GILES SOUTHKEY

Malls in the Southern region met up for a time of industry updates, networking and fellowship. More than 30 attendees from 10 malls were present, including a few new malls and all had a fruitful time, sharing industry information and meeting new associates.

It is noted that with reopening of borders a few months ago, footfall and sales have been growing steadily and are now at healthy levels for Johor malls, with some retailers performing even better than pre-pandemic levels. Johor Tourism has also recently launched "Majestic Johor Safe, Majestic Johor Clean, Majestic Johor Award" for recognition within the industry and to enhance assurance and confidence levels for tourists.

Attendees were apprised of new malls and commercial hubs coming up in Kulai, Iskandar, Kempas in Johor and also in Melaka - this augurs well for the shopping industry in the southern region.

PPKM Committee in attendance included Ir YL Lum, Secretary; Mr Vincent Chong, Technical Committee; Mr David Lau, Sabah representative; Ms Farrer Tan, Southern region representative plus the secretariat team.



Attendees were updated on the current shopping mall scenario and PPKM's activities by Ir YL Lum



Imran Salleh from Angsana Johor Bahru Mall shared updates about his mall



We are Johor malls!



Do join us for a cuppa



Angsana Johor Bahru Mall

In the light of rising operational and maintenance costs, UDA Holdings has taken steps to ensure it is able to sustain its costs by introducing initiatives such as the Energy Performance Contracting Programme in 2016, and a photovoltaic (PV) system in 2021.

Angsana Johor Bahru Mall has a sustainability plan that consists of four main pillars. “First is revenue, where we explore a new potential area that can generate additional revenue for [the mall] through events, promos and advertisements,” says Salem.

“Second is cost. We have managed it through the implementation of energy-saving [measures] through the energy performance contracting programme since 2016 (in which we managed to save about 25% on electricity costs), a solar PV system and a cashless parking management system (both effective 2021). [We also regularly conduct corrective and preventive maintenance on our facility].”

The third pillar is the retail concept. “We do continuous improvement on our positioning in the market to suit current needs such as making the establishment a family-friendly spot in Johor Bahru and a digital business hub.”

“We do relook at the market trends and potential business expansion; for example, the expansion of F&B outlets in our mall so we [are able to] draw more traffic to the establishment. Our F&B occupancy has increased from 18% in 2018 to 23% in 2022. We also look at [potential] tenant mix – offering variety and comprehensiveness in terms of merchandise and services,” he adds.

The group emphasises technology and innovation. “We placed solar cells, building information systems and more. The innovations are to reduce the rising costs of building maintenance and, at the same time, place the mall in line with other market players,” says Salem.

“[Our] future implementations will include the Building Management System (BMS) and Building Integration System (BIS) that link the functionality of individual pieces of building equipment so they will operate as one in an integrated system, providing tools to manage

the performance and energy efficiency of the mall and integrated security, CCTV, access control, fire lifts and safety systems.”

“We would also like to implement air quality management using a building management system, and a pest control initiative,” he adds.

In a bid to stay ahead of the curve, UDA Holdings has plans to further enhance the sustainable systems in the mall, says Salem. “Angsana Johor Bahru Mall is in the process of implementing the technological innovations of a smart building. A series of discussions has been made and will soon be rolled out,” he reveals.

“Environmental, social and governance (ESG) actions will also be taken in the future”, he adds. “In line with ESG, our mall will relook at our four pillars in our future plan. We will also expand on our energy-saving programme that was implemented in 2016 (which includes the installation of solar PV cells and building information systems).”

In total, both the smart building implementation and ESG innovations will incur about RM10 million in capital investment. “[This will be used] to refurbish our maintenance and equipment in the building with new and updated technology from time to time in order to meet our customers’ needs and comfort,” says Salem.

Moving forward, the group plans to support tenants by providing incentive programmes such as rebates and discounts for a certain period of time. The programmes will be continued depending on the market conditions.

“New tenancy packages would get reviewed from time to time based on market trends. An example is an attractive advertisement package and trial period for new tenants.”

“Angsana Johor Bahru Mall aims to be a one-stop destination for all ages – to do so, we are planning to drive more tourists, visitors and tenants to the establishment by sticking to our plan on maximising revenue, reducing costs, bringing fresh retail concepts and being ahead with technology and innovation. With this, we will remain relevant against any changing trends and new challenges,” Salem says.

At the recent The Edge’s Best Managed and Sustainable Property Awards 2022, we are very proud that **Angsana Johor Bahru Mall** won the Silver award for the 10 Years and Above Retail-Non-Strata category.

Known as a landmark and one of the oldest malls in Johor Bahru since 1997, Angsana Johor Bahru Mall celebrates its 25th Anniversary this year. Although occupancy was previously at 98% and obviously dropped during the pandemic, it then managed to increase occupancy rate from 92% to 94%. The recognition is a testament to the effectiveness of actions taken by the management “in the continuous upkeep of the mall, which brings more visitors and tenants alike to the establishment,” remarks Mr Mohd Salem Kailany, UDA Holdings Bhd CEO.

Angsana Johor Bahru Mall, formerly known as Plaza Angsana, is strategically located along Jalan Tampoi, within the highly populated 298-acre Pusat Bandar Tampoi. Popular among Malaysians and Singaporeans, the mall has an aesthetic design and practical layout.



Antimicrobial - the way forward post Covid-19 pandemic

11 OCTOBER 2022



VTTT 6

The Covid-19 pandemic has warranted much technological advances and innovations, no less than additional self-cleaning protection to malls' public facilities by Eventure Group. Their disinfection protective film is a self-cleaning Medi-Tech developed by Ecomelife with the antimicrobial metallic ion being fully embedded into the material. Microbial deposits on the surface will be eliminated and the metallic ion will not deteriorate during use. Washing and Wiping will not reduce the metallic ion concentration, so the effect can be long lasting.

Mr Chee Tuck Yap, CEO of Eventure Group, China and Malaysia operations and Mr Gabriel Lee, CEO, Founder of Ecomelife Ltd. and Potter Industries Ltd. presented their new innovation to 27 attendees.



Building Sustainable Communities Through Malls

6 DECEMBER 2022



VTTT 7

With shopping malls becoming the heart and soul of communities, CM Eco shared the key components needed to create a sustainable living programme. It is all about how to create a safe space for the communities your malls service, a space where they can learn about the wonders of leading a sustainable lifestyle through curated play and hands-on education, and transform into an earth-caring member of their respective communities.

100 participants attended this session for presentations by Mr Vernon Foo, Founder; Mr Vincent Foo, Business Development & Marketing Manager and Ms Grace Chow, Lead Programme Developer and Trainer.

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)
GM 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

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QBeep Intelligent Systems Sdn Bhd
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Stratos Pinnacle Sdn Bhd
Sun Synergy Sdn Bhd
The Lot Associates Sdn Bhd
Visata Creative Sdn Bhd

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Mohamad Amirudin b Abu, CMAM
Mohd Helmi Bin Mohd Affendi, CMOM
Mohd Nizam b Abdul Rahman
Mohd Rafiz 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
Nurul Atiqah Hisam, CMMLM
Nurul Azuinn Binti Adnan, CMMLM
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Ong Hui Ling
Ooi Boon Shya, CMMLM, CMOM
Ooi Wern Earn
Patrick So Kee Whuay
Pearly Lim Meng Li, CMMLM
Penny Yaw
Phang Sau Lian
Phang Sze Sze, CMMLM
Pon Ching Li, CMMLM
Rajashegaran a/I Ramakrishnan, CMOM
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Samuel Tan Kim Hua
San Wei Hwa, Wivien
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Soon Sheer Jin, CMOM
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Tan King Way
Tan Ling Hong, Tracy
Tan Sri Dato Teo Chiang Kok
Tan Sri Datuk Eddy Chen Lok Loi
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Tan Yuen Yuen, Sylvia, CMM
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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
Tern Mei Ying, CMMLM
Teoh Eng Chiat, Andrew
Teng Seng Loon, CMMLM
Tian Kong Swee, CMOM
Tio Pei Yee
Toh Guat Khem, CMAM
Tun Mohd Afindi b Yusof
Veronica Centine Metcalfe, CMOM
Victoria Jong Joe Joe, CMMLM
Wan Aion Binti Abd Aziz, CMAM
Winnie Sam Min Wah, CMMLM
Wong Chan Fai, Eric
Wong Kong San
Wong Sook Voon, CMMLM
Wong Woei Ming, Michael, CMAM, CMOM
Wong Yoke Ping
Woo May Shee, CMMLM
Yakob Haron, CMOM
Yap Wee Kee, CMMLM
Yap Yin Yee, CMMLM
Yap Yoke Lan, Rachel
Yeap Chin Chong, CMM
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
Zarma Nurhaidan B.Abd Majid
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

