



MEMBERS CIRCULAR

17 July 2025

Ref 042/07/25

Dear Members

SHOPPING CENTRE MANAGEMENT CONFERENCE 2025:

Transforming Malls in a Changing World

Tuesday, 26 Aug to Wednesday, 27 Aug 2025, Sunway Resort Hotel, Petaling Jaya

We refer to our previous circular dated 23 June 2025 ref 038/06/25 dated on the above and are pleased to attach the **updated brochure with the final programme** for your further consideration.

This is our pinnacle conference event for 2025 and in order that you do not miss the opportunity to hear and learn from both international and local speakers who will share their priceless expertise and knowledge, **we have extended the early closing date until 31 July 2025**. This event will also be where the winners for our **PPKM AWARDS 2025** will be announced, so we look forward to your close support and attendance.

For your easy reference, we reiterate the following information for your registration processes.

This training is approved by HRD Corp as per the following details:

No. Siri Kursus: 10001562265

Tajuk Kursus: SHOPPING CENTRE CONFERENCE 2025

We have applied for CPD hours from the Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP) and are currently still awaiting official approval.

ALL registration documentations, including invoicing and payments, will be handled by our conference organiser, APRA and further details are as in the attached brochure and/or you may contact APRA as follows:

- Dr Vincent Kong, Asia Pacific Retail Academy, Mobile:- +60173243251,
- Email: yhsk888@gmail.com

Please register at this link <https://forms.gle/HXbTfSPPo7Pm2PWj7> latest by Friday, 8 August 2025 and thereafter, APRA will email you the necessary documents required for your HRD Corp grant applications.

For those who do not intend to apply for the HRD Corp grant, you may register your participants immediately in the links abovementioned and APRA will invoice you directly.

Our conference is supported by the following organisations:

- BB-KLCC Tourism Association
- Bumiputra Retailers' Association (BRO)
- FIABCI Malaysia
- Malaysia Retailers Association (MRA)
- Malaysia Retail Chains Association (MRCA)

Persatuan Pengurusan Kompleks Malaysia (PPK)

Malaysia Shopping Malls Association

A608, 6th Floor, Lobby 2, No. 1, Jalan SS20/27, Damansara Intan, 47400 Petaling Jaya, Selangor D.E. Malaysia

T +603 7727 6202/6232

E secretariat@ppkm.org.my

W www.ppkm.org.my

Conference fees inclusive of service tax are as indicated below:.

REGISTRATION RATES <i>inclusive of service tax</i>	SPECIAL privilege fees for PPK members Cost per pax (RM)	Supportig Associations / Associates Cost per pax (RM)	Non-members Cost per pax (RM)
Single Registration Early Bird on or before 31 July 2025	2,600	2,800	3,100
Discounted rate for Group Registration (minimum 3 pax from the same company) Early Bird on or before 31 July 2025	2,360	2,570	2,790
Single Registration Normal rate from 1 August 2025	2,860	3,060	3,360
Discounted rate for Group Registration (minimum 3 pax from the same company) Normal rate from 1 August 2025	2,570	2,800	3,150

Important Notes:

1. All registrations must be made online with payment to be made thereafter and must be received prior to the seminar to confirm seating, latest by 8 August 2025.
2. Walk-in delegates will only be admitted based on space availability at the seminar and immediate full payment.
3. The organizer reserves the right to make amendment(s) without prior notice.
4. Cancellation Policy: We regret we are unable to accept any cancellations once delegates have registered but if they are unable to attend the seminar, a substitute delegate may be arranged. Please inform us accordingly on or before 8 August 2025.
5. **In the event the registered delegate(s) under HRD Corp grants (or otherwise) are absent for whatsoever reasons, please note that APRA will bill the company directly for the full sum of the seminar fees.**
6. For companies with partial approval of their HRDC grants, please note that APRA will bill you directly for the balance applicable.

In the meantime, for further information, please do not hesitate to contact us at PPKM secretariat
Tel: 03-77276232 / email secretariat@ppkm.org.my

Registration is ongoing and we look forward to your prompt response soonest possible in order to secure your seats. Thank you.

Yours faithfully

PERSATUAN PENGURUSAN KOMPLEKS MALAYSIA (PPK)



PHANG SAU LIAN
President



SHOPPING CENTRE CONFERENCE 2025

“TRANSFORMING MALLS IN A CHANGING WORLD”

26TH – 27TH AUGUST 2025
SUNWAY RESORT HOTEL, BANDAR SUNWAY, MALAYSIA



Keynote Speaker
Mr. Susil S. Dugarwal
Chief Mall Mechanic,
Beyond Squarefeet, India



Keynote Speaker
Mr. Lance Stanbury
Founder & CEO,
Mall Consultants Ltd, UK



Speaker
Mr. Tassos Kotzanastassis
Managing Director,
8G Group



Speaker
Dr. Matteo Borghi
Director of Business Management
Programmes, Henley Business School,
University of Reading, UK



Speaker
Victor Guo
President,
Mall China



Speaker
Trevor Hill
General Manager,
The Exchange TRX



Speaker
HC Chan
CEO,
Sunway Malls & Theme Parks



Speaker
Anthony Sondakh
Secretary General,
APPBI



Speaker
Dr. Gopalakrishna Machani
Managing Director,
MCB Felicity Mall



Speaker
Ms. Joy Polloso
Executive Vice President,
Shang Properties, Inc.

Overview

Shopping Centre Conferences in 2025 are pivotal events for industry professionals to explore emerging trends, technological advancements, and strategies shaping the future of retail spaces. Here's an overview of some notable conferences.

PPK Malaysia's Conference 2025 is a professional event where industry stakeholders—such as mall developers, managers, retailers, investors, architects, and tech providers—gather to discuss the latest trends, challenges, and innovations in shopping centre development and management.

Objective

The objectives of a **Shopping Centre Management Conference** typically revolve around enhancing the capabilities, knowledge, and strategic outlook of professionals involved in retail and mall operations. Some of the core objectives are understanding current and future trends shaping shopping centres, such as digital transformation, consumer behavior, and sustainability, sharing best practices in facility management, tenant mix optimization, customer service, and security, exploring emerging technologies like AI, AR, VR, and smart mall systems that enhance customer experiences and operational efficiency.

The conference will also discuss other relevant mall management topics such as Mall Investment & Development Strategies and Sustainability & ESG Goals.

Contemporary and exciting topics presented at this conference include:

- Global Shopping Centre Trends and Challenges
- The Art of Transforming a Shopping Mall to an Attractive Destination for Shoppers
- Resilience and Reinvention, Surviving and Thriving Strategies in China Malls Industry
- Malls as the Economic Hubs and Social Nubs of Integrated Townships
- Beyond Shopping – Building the Lifestyle Hubs of the Future
- AI and Robotic Applications to Shopping Centres
- Malls for Gen Z and More
- Creating the Right Strategy to Optimise the Potential for Success in Malls and Placemaking
- Asset Enhancement for Shopping Malls
- RIP ESG ? Is Decarbonisation the Way to Future Proof?
- New Pillars in Shopping - Leisure and Entertainment
- Nanjing ifc: Shopping Malls Redefined
- How to Create a Future Ready Shopping Mall Strategy on the Road to 2030
- Digital Revolution in Mall Spaces



Who Should Attend?

- Chairman/Presidents/CEOs/SVPs/VPs/COOs/
- General Managers of mall companies
- Mall owners and operators
- Directors/Senior Managers/Managers of shopping centre companies
- Senior Management of retail and shopping mall related companies
- Real Estate Developers and Investors
- Facility and Property Managers

HRDCorp Claimable

HRDCorp Conference Fee Claim
The full conference fee
is claimable from
companies' HRDC levies



No Siri Kursus: 10001562265

Nama Kursus:
Shopping Centre Conferences 2025

Registration Rates

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Conference Registration Link: <https://forms.gle/HXbTfSPPo7Pm2PWj7>

Registration Dateline: 8th August 2025, Friday

Further Information & Registration
PPK Secretariat
A608, 6th Floor Block A (Lobby No 2),
Damansara Intan, 47400,
Petaling Jaya, Selangor
Phone: 03-7727 6202

Dr Vincent Kong
Conference Organiser
Asia Pacific Retail Academy
Mobile - +60173243251
Email – vhs888@gmail.com



Scan QR for Registration



PPK Malaysia

Malaysia Shopping Malls Association

APRA

ASIA PACIFIC RETAIL ACADEMY
Your Perfect Training Partner



SHOPPING CENTRE CONFERENCE 2025

TRANSFORMING MALLS
IN A CHANGING WORLD

Programme Agenda

Day One – 26th August 2025

08.00am	Registration and welcome coffee/tea	
09.00am	Welcome Remarks by  Ms Phang Sau Lian President, Malaysia Shopping Malls Association (PPK Malaysia)	
09.15am	Official Opening & Speech by Guest of Honour  YB Khairul Firdaus Akhbar Khan Deputy Minister of Tourism, Arts and Culture, Malaysia	
09.30am	Keynote Speaker : Global Shopping Centre Trends and Challenges	 Mr Susil S Dungarwal Chief Mall Mechanic, Beyond Squarefeet, India
10.15am	Coffee Break	
10.30am	The Art of Transforming a Shopping Mall to an Attractive Destination for Shoppers	 Mr Lance Stanbury Founder & CEO, Mall Consultants Ltd, UK
11.15am	Resilience and Reinvention, Surviving and Thriving Strategies in China Malls Industry	 Mr Victor Guo President, Mall China
12.00noon	Panel Discussion  Moderator Ir YL Lum PPK Malaysia	<ul style="list-style-type: none"> • Mr Susil S Dungarwal • Mr Lance Stanbury • Mr Victor Guo
1.00pm	Lunch	
2.00pm	Malls as the Economic Hubs and Social Nubs of Integrated Townships	 Mr HC Chan CEO, Sunway Malls and Theme Parks
2.45pm	Beyond Shopping – Building the Lifestyle Hubs of the Future	 Mr Tassos Kotzanastassis Managing Director, 8G Group
3.30pm	Tea Break	
3.45pm	AI and Robotic Applications to Shopping Centres	 Dr Matteo Borghi Director of Business Management Programmes, Henley Business School, University of Reading, UK
4.30pm	Malls for Gen Z and More	 Mr Anthony Sondakh, Secretary General, APPBI (Indonesia Shopping Centre Association)
5.15pm	Panel Discussion  Moderator Mr Tan Joon Kai PPK Malaysia	<ul style="list-style-type: none"> • Mr HC Chan • Mr Tassos Kotzanastassis • Mr Anthony Sondakh
6.00pm	End of Conference Day 1	

Programme subject to change at the organisers' discretion



PPK Malaysia
Malaysia Shopping Malls Association

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IN A CHANGING WORLD

Programme Agenda

Day Two – 27th August 2025

08.00am	Welcome coffee/tea	
09.00am	Keynote Speaker : Creating the Right Strategy to Optimise the Potential for Success in Malls and Placemaking	 Mr Lance Stanbury Founder & CEO, Mall Consultants Ltd, UK
09.45am	Asset Enhancement for Shopping Malls	 Ms Joy Polloso Executive Vice President, Shang Properties, Inc.
10.30am	Coffee Break	
10.45am	RIP ESG ? Is Decarbonisation the Way to Future Proof?	 Mr Tassos Kotzanastassis Managing Director, 8G Group
11.30am	Panel Discussion	 Mr Chris Chong PPK Malaysia Moderator <ul style="list-style-type: none"> • Mr Lance Stanbury • Mr Tassos Kotzanastassis • Ms Joy Polloso
12.15pm	Lunch	
1.00pm	New Pillars in Shopping - Leisure and Entertainment	 Mr Trevor Hill General Manager, The Exchange TRX
1.45pm	The Drawing Power of Festivals at MGB Felicity Mall, India	 Dr. Gopalakrishna Machani Managing Director, MGB Felicity Mall / Chairman, Shopping Centres Association of India (SCAI)
2.30pm	How to Create a Future Ready Shopping Mall Strategy on the Road to 2030	 Mr Susil S Dugarwal Chief Mall Mechanic, Beyond Squarefeet, India
3.15pm	Digital Revolution in Mall Spaces – Transforming Shopping Mall Experiences	 Dr Matteo Borghi Director of Business Management Programmes, Henley Business School, University of Reading, UK
4.00pm	PPK Awards 2024-2025	
		<ul style="list-style-type: none"> • Hi-Tea • Best Experiential Marketing • Top Sustainability Practices
5.30pm	End of Conference	

Programme subject to change at the organisers' discretion

Gold Sponsor:

SUNWAY
MALLS

Supporting Partners :

bbKLCC
A SHOPPER'S HAVEN

BRO
BUSINESS RETAILERS
ORGANIZATION

FIABCI
Fédération Internationale
des Associations Bancaires
de Commerce International

MRA
Malaysia Retailers Association

MRCA
Malaysia Retail Chain Association