PPK Malaysia
Malaysia Shopping Malls Association

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CELEBRATING AWARDS



Winning Awards and Beyond: Elevating Malaysia's Shopping Mall Industry

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President's Message



Dear members,

As we navigate the final quarter of 2026, the industry finds itself at a pivotal juncture. With the recent tabling of Budget 2027, our association continues to maintain an active and constructive dialogue with policymakers. Building on our successful advocacy regarding the service tax frameworks in previous months, we remain dedicated to continue our engagement with the authorities to ensure our recognition of shopping malls' indispensable role as a key economic engine and tourism asset, and to support our goal for a balanced and calibrated policy approach that supports sustainable business growth and to ease operational burdens for our members.

The strength of our association lies in our collective success. Beyond the above, we are immensely proud of the resilience and excellence displayed by our mall community. The recent recognition garnered by our member malls - from prestigious industry awards to international accolades - is a testament to your dedication to innovation and experiential shopping. These awards are beyond just trophies - they are benchmarks that elevate our industry's standards on the global stage and reinforce our position as a leader in the region, reminding us that when we strive for excellence, the entire industry benefits.

Equally important is our commitment to growing together through continuous learning. Throughout this year, our series of seminars on Retail Technology and AI Integration to Strata Property Management and Safety & Security - have been vital platforms for knowledge exchange. All members are encouraged to continue participating in these sessions. By sharing insights and benchmarking our operational strategies against global best practices, we ensure that Malaysian malls remain not just places of commerce but also vibrant destinations that lead and inspire.

Looking ahead on the international arena, the CASC Conference 2026 in Nanjing, China will carry the apt focus on *Driving the Second Wave through High Quality Operations and Sustainable Development* - an epitome of our shared goals. It is a timely platform to strengthen collaboration, share insights and advance our collective journey toward resilient, sustainable growth of our industry. We look forward to learn from the best practices and pioneering strategies shared by our international counterparts and together elevate shopping mall management to new heights. As a global leader in retail innovation, digital transformation and urban development, China continues to shape trends that influence markets across Southeast Asia.

Thank you.

Warmest regards,

PHANG SAU LIAN
President

PPK MALAYSIA OFFICE BEARERS 2026 - 2028

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Study Trip to Bangkok, 19-22 October 2026

Sawasdee kha! Our last trip to Thailand was in 2023 and we are off again to visit Bangkok Malls soon. Bangkok's malls are world-class lifestyle hubs, not just shopping malls with their iconic destinations like Siam Paragon, CentralWorld and ICONSIAM offering high-end luxury, massive food halls, indoor floating markets and immersive entertainment.

Our group visited the above plus other malls like Emquartier and their sister mall at Emsphere; Terminal 21 Asok ; Siam Discovery and a few new malls like Dusit Central Park, Central Northville and One Bangkok – to pick up insights from all these air-conditioned, multi-storey complexes which blend global retail, local dining and striking modern architecture seamlessly.

Full updates coming up in the next issue of our newsletter.



CASC Conference, Nanjing 28-30 October 2026

This conference in China will spotlight the theme *Driving the Second Wave through High Quality Operations and Sustainable Development* – a vision that resonates strongly with our shared goals. Together with the experienced regional speakers who will share on their countries' perspectives on best practices and strategies, participants will learn from China malls who have become the global leaders in retail innovation, leading trends for Southeast Asia and setting the pace for the next chapter of our industry's evolution.

PPKM will be represented by Phang Sau Lian, President and William Tang, Vice President 2.

Watch out for more information in our next issue.

Study Trip to Jakarta, 11-14 November 2026

We are also organising a technical study trip to Jakarta shopping malls, with the close collaboration of our Indonesian counterparts, Asosiasi Pengelola Pusat Belanja Indonesia (APPBI). Our intention is to observe and learn from behind-the-scenes (back-of-house) and our group hopes to pick up insights on how Indonesian shopping malls manage their safety and security matters, crisis management, crowd control and other operational areas such as traffic control and transportation connectivity.

Visits will include some new malls like K Mall at Menara Jakarta, Pakuwon Mall Bekasi, Living World Grand Wisata and Living World Kota Wisata whilst other malls have rejuvenated themselves through extended spaces at Summarecon Mall Bekasi, Lippo Icon Cibubur and AEON Mall Sentul City. Another mall visit will be at Jakarta Premium Outlets where participants can pick up pertinent tips on this outlet mall and more.

Seminar: Engineering Shopping Malls VII, 19 November 2026

We are pleased to inform that we are continuing our collaboration with the Institution of Engineers Malaysia (IEM) to organise this event which has been happening over the past 10 years.

Flawless back-of-house engineering is the engine of a great mall, vital to maintaining an optimal environment for every patron. Today, prioritising environmental, social and governance (ESG) and sustainable development goals (SDG) initiatives is more than a responsibility - it is a powerful strategy for long-term cost optimisation.

Our well-experienced speakers will delve into topics which include heating, ventilation and air conditioning (HVAC), sustainability, green malls, safety management and update on electrical vehicle provisions.

For more information, please email secretariat@ppkm.org.my and/or call us.

Pickle Ball Tournament, Sunday 22 November 2026 at The Hood, Kuala Lumpur

Our inaugural tournament saw tremendous interest, so we are continuing with this year's edition. Do pick up your bats and balls, gather your teams and register at our link here https://forms.gle/4FYkKwjzQnmm85147 before the closing date, Friday, 13 November 2026.

SKS City Mall, JBCC

Since opening its doors in May, SKS City Mall JBCC has continued to evolve, welcoming new dining and lifestyle offerings while building a calendar of experiences designed to give visitors more reasons to return.



The new retail and lifestyle destination in Johor Bahru


SKS City Mall opened its doors on 1 May 2026

The recent opening of SKS City Mall JBCC in May 2026 has introduced a new retail and lifestyle destination to the heart of Johor Bahru. Over the past few months, the mall has continued to grow its offerings, adding new dining and lifestyle experiences while bringing the spaces to life through seasonal activities and community-focused initiatives.

More Choices for Everyday Living

One of the first significant additions was Village Grocer, which brought premium groceries, fresh produce, seafood, quality meats and imported products into the city centre, adding an important everyday retail component to the mall's existing lifestyle offering.

Its arrival strengthens the mall's role not only as a destination for dining and leisure, but also as part of the everyday routines of the surrounding community.

New Names on the Dining Scene

Three new dining destinations further strengthened one of SKS City Mall's most prominent offerings.

SOLENE Rooftop Restaurant & Bar brings elevated dining, drinks and city views to Level 26, creating a setting suited to both casual occasions and celebrations. SUP by Super Kimchi adds a premium Korean dining experience, with Korean BBQ, fermented kimchi and other Korean favourites. At Basement 1, Spazzo introduces freshly made artisanal pasta alongside coffee and desserts in a more relaxed setting.

Together, the three openings broaden the dining proposition across different occasions — from a casual meal with family and friends to a more elevated evening out.

Beauty, Wellness & More

The mall's lifestyle offering has also continued to take shape. The Luxe Saloon, introduced in June, adds a more comprehensive beauty and grooming proposition, with hair, nail and makeup services positioned around a refined, personalised experience.


Building a strong sense of place

This complements the mall's existing mix of beauty, wellness and fitness offerings, reinforcing its positioning as a destination where shopping can sit alongside personal care and leisure.

Bringing Experience and Community Together

Beyond new tenants, the months following the opening have also seen SKS City Mall establish a more active programme of experiences.

Its Moonlight Reunion Mid-Autumn celebration, which ran from 28 August to 27 September, brought the festive season into the mall with mooncakes, lanterns, festive booths and a giant moon installation. Weekend children's workshops further extended the celebration into a family-oriented experience.

Continuing to Evolve

SKS City Mall is already establishing its own identity. As the tenant mix continues to grow and the calendar of activities develops, the mall is moving beyond its opening line-up to become a more complete lifestyle destination with variety, relevance and a strong sense of place.

Horizon Mall Opens in Horizon Hills with 80% Tenancy, Signalling Strong Retailer Confidence in Iskandar Puteri



Horizon Mall at Horizon Hills, Iskandar Puteri serves its residents and immediate catchment area



The Horizon Mall team welcomes all to a lifestyle destination

Horizon Mall, a new four-storey boutique lifestyle mall in Horizon Hills, officially opened its doors on 3 September 2026 with 80% of its retail space committed — a strong early vote of confidence from retailers in the growing potential of Horizon Hills and the wider Iskandar Puteri community.

Spanning approximately 300,000 sq ft in gross floor area and 150,000 sq ft of net lettable area, Horizon Mall is designed as a neighbourhood lifestyle destination that brings together everyday essentials, dining, family entertainment, wellness and leisure within the established Horizon Hills township.

More than simply adding retail space, the mall completes an important piece of the township's original masterplan: creating a convenient community hub where residents can meet, dine, shop, play and spend time together without having to leave the neighbourhood.

“Horizon Mall was conceived as more than a place to shop. As Horizon Hills has matured into an established township, the need for a lifestyle destination that brings everyday convenience and community experiences closer to home has become increasingly evident. The strong level of tenancy secured ahead of opening reflects the confidence retailers have in the township, its community and the wider catchment. We are pleased to now bring this next chapter of Horizon Hills to life,” said Jim Woon, General Manager of Horizon Hills.

A Retail Destination Shaped around The Horizon Hills Lifestyle

Set within a township known for its rolling terrain, greenery and championship golf course, Horizon Mall takes a different approach to the conventional enclosed shopping centre. Its design draws from the natural environment, incorporating open-air breezeways, natural daylight, tropical greenery and water features throughout the mall. A signature staircase connects the different levels, while the first-floor atrium combines filtered sunlight, cascading water and large-scale ceiling fans to create a more open and relaxed environment.

The experience continues beyond the mall's walls.

Located on the second floor is an outdoor nature-themed Playpark, providing an open-air space for children and families. The Playpark also creates a direct connection between Horizon Mall and the adjacent Horizon Hills Golf & Country Club, allowing visitors to enjoy views towards the club's expansive greens and fairways.

On the third floor, a large glass façade frames views of the Horizon Hills golf course, creating a distinctive setting for cafés, wellness and fitness offerings.

This indoor-outdoor relationship reflects the character of Horizon Hills itself — a 1,200-acre integrated township planned around an international 18-hole, par-72 golf course and extensive green spaces. The township has retained much of its natural undulating terrain as part of its overall planning approach.

A Curated Mix for Everyday Life

Horizon Mall brings together a broad mix of retail, dining, entertainment and lifestyle offerings, with more than 30 food and beverage outlets complemented by family entertainment, wellness, beauty, technology and everyday convenience.

The tenant line-up includes Village Grocer, The Coffee Bean & Tea Leaf, Jungle Gym, Chagee, ZUS Coffee, Baskin Robbins, The Chicken Rice Shop, Ilaollao, ChaTraMue, Watsons, Caring Pharmacy, Matsukiyo, Mr DIY, Xiaomi, Anytime Fitness, DMC Karting, Little Angel Theme Park, Mr TOY, Thai Odyssey and ABSMY Golf, among others.

The mix has been deliberately shaped around the needs of a family-oriented community — from grocery shopping and everyday essentials to dining, children's activities, fitness, beauty and entertainment.

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Among the key anchors is Village Grocer, while family entertainment is strengthened by Jungle Gym and Little Angel Theme Park. The mall's upper levels also introduce wellness, fitness and lifestyle offerings, giving residents reasons to return beyond the traditional shopping trip.

Serving an established community and wider catchment

Horizon Mall sits at the heart of an established township that has continued to grow into a self-sustaining community. It currently serves an estimated 20,000 residents, while the mall was planned with the wider catchment of approximately 250,000 people from surrounding townships in mind.

The mall is also located opposite Invictus International School and next to Horizon Hills Golf & Country Club, creating multiple sources of daily footfall beyond the immediate residential population.

Its location also places it within easy reach of major road connections, including the Second Link Highway, North-South Expressway, Skudai Expressway and Perling Expressway.

The mall's opening, therefore, marks more than the arrival of another retail destination in Johor.

It represents the continued evolution of Horizon Hills from a residential development into a fully integrated township where residential, retail, education, recreation and community amenities come together.



Curating an attractive mix for the township

Opening Celebrations

To mark the opening, Horizon Mall hosted a month-long programme of activities throughout September, including its Mid-Autumn celebrations themed A Moonlit Gathering with the Rabbit, featuring a parade and lighting ceremony, LED performances, lion dances, student showcases, fairs, workshops, automotive showcases and weekly community wellness activities.

The opening promotions available throughout September include shopping redemptions, lucky draws and family-focused activities.

KLK Land Officially Opens Coalfields Retail Park, A New 21-Acre Lifestyle Destination with 90% retail occupancy

KLK Land Sdn Bhd (KLK Land), the property development arm of Kuala Lumpur Kepong Berhad (KLK), recently marked the official opening of Coalfields Retail Park. As KLK Land's first-ever retail development, the launch introduces a vibrant new lifestyle and community destination designed to serve Bandar Seri Coalfields and the wider Greater North Klang Valley.

Coalfields Retail Park's opening marked a major milestone for KLK Land's first retail development and the continued growth of Bandar Seri Coalfields.

Spanning 21 acres with approximately 1 million sq ft of gross built-up area, the 2.5-storey hybrid indoor-outdoor destination brings together more than 100 retail, dining, entertainment, wellness and



Coalfields Retail Park, a 21-acre hybrid indoor-outdoor lifestyle mall seamlessly connected to a seven-acre lake park, serves as a new retail and community hub for the Greater North Klang Valley.

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L to R : Maybank Head of Distribution Strategy and Performance of Community Financial Services Diana; Toys"R"Us General Manager Carol Chua; Panda Eyes Director Valerie Wong; KKV Country CEO Doris Zhang; Skechers Senior General Manager Stephanie Chang; Blue Ice Skating Rink Director Allan Yeoh; Village Grocer Group Executive Director Ivan Tan Teck Boo; KLK Land Managing Director Lee Wen Ling; Haborland CEO Jane Leong, Serai Group; Director Datuk Mohd Najib Abdul Hamid; Circadian Director Antony; Harvey Norman General Manager Computers and Communication Danny Lau; Decathlon Manager Business Development Divyanshu Garg; MR DIY Vice President of Business Development Apple Lim and Babyshop Head of Operation Murali Thonamkottu during the launch of Coalfields Retail Park.

lifestyle brands, creating a new commercial and community hub for the Greater North Klang Valley. Designed with young families in mind, the retail park is expected to attract approximately 5 million visitors annually.

Demonstrating KLK Land's strong commitment to environmental stewardship, the development is directly connected to a scenic seven-acre lake park and has also been awarded GreenRE Gold Certification (Provisional) under the Non-Residential Building category.

"Coalfields Retail Park represents an important milestone for KLK Land and the continued growth of Bandar Seri Coalfields," said Lee Wen Ling, Managing Director of KLK Land.

"It has been carefully designed to elevate the surrounding and existing community. As Bandar Seri Coalfields evolves into a thriving township, we recognise that beyond homes, people need spaces to gather, unwind, celebrate, and share everyday life. Seeing that vision come to life and welcoming the community through our doors is especially meaningful for us."

Serving as the heart of Bandar Seri Coalfields, Coalfields Retail Park is a major milestone for the 1,000-acre master township, which carries an estimated gross development value of RM5.5 billion within KLK Land's broader 6,000-acre development masterplan.

To support growing visitor traffic and future expansion, KLK Land has invested in infrastructure upgrades, including the progressive widening of access roads along Federal Route 54 and enhancements to pedestrian connectivity throughout the township.

The retail park also seamlessly complements the area's established residential precincts, the 50-acre Central Park, the Residents Clubhouse, recreational facilities and educational institutions such as Wesley Methodist School and Sekolah Menengah Akademik Kuen Cheng, further reinforcing Bandar Seri Coalfields as a thriving and self-sustaining township

Coalfields Retail Park features a carefully curated collection of over 100 brands designed to cater to a range of lifestyle needs with destination experiences.

Visitors can dive into world-class entertainment and play featuring Harborland's indoor children's playground and the Blue Ice-Skating Rink, or explore premier retail and wellness destinations like Skechers' largest concept store in Southeast Asia and CIRCADIAN (wellness hub) by the Kenny Hills Group equipped for pickleball, Hyrox training, and pilates.

Complementing this is a rich array of dining options, headlined by the first Serai Ikan Bakar restaurant bringing fresh Kuala Selangor seafood to the neighbourhood, alongside McDonald's, Hock Kee Kopitiam, Lisette's Bakery & Café, ParaThai, Andra by Gula Cakery, La Pane Pizza, Fish & Co., Lavender Bakery and more.

Grocery shopping is anchored by Village Grocer. Other notable tenants include the area's first Maybank branch, Decathlon, KKV, Bayu Somerset, Daisy, Kashkha, Carlo Rino, Harvey Norman, Anytime Fitness, Baby Shop, Toys"R"Us, MR DIY, Machines, Samsung, KLK Land Property Showcase and more.

Together, these offerings position Coalfields Retail Park as a vibrant lifestyle and leisure destination where families, friends and communities can gather, dine, shop and unwind by the lake.

Opening celebrations kicked off on 10 September with a live performance by Jaclyn Victor, followed by an exciting line-up of live music with ERA outdoor broadcast featuring Munaabella and a special performance by Wani Kayrie.

In conjunction with Malaysia Day, the celebrations also featured a special showcase highlighting artwork created by young artists from three local schools, reflecting its commitment to community engagement.

"Opening Coalfields Retail Park is only the beginning," added Lee. "We envision this as an integral part of everyday life, bringing people together and creating memorable moments where 'Joy Happens Here'."



L to R: Dr. Tunku Alina binti Raja Muhammad Alias; Tan Ting Min; Anne Rodrigues; Lee Wen Ling; Lee Jia Zhang; Tpr Tuan Haji Mohamad Yusli bin Askandar; Dato' Lee Hau Hian; Cheryl Khor Hui Peng; Tunku Alizakri bin Raja Muhammad Alias and Phang Sze Sze officiated the ribbon-cutting ceremony for Coalfields Retail Park.

ARTICLE

Winning Awards and Beyond:
Elevating Malaysia's Shopping Mall Industry



Awards are more than accolades - they are milestones that reflect vision, innovation and resilience. For Malaysia's shopping mall industry, our **PPKM Awards for Best Experiential Marketing** and the **Top Sustainability Practices Awards** have become defining platforms. They not only celebrate excellence but also inspire malls to go beyond recognition - embedding creativity, sustainability and community impact into their DNA.

Since their inception in 2016, the **Best Experiential Marketing Awards** have grown into a benchmark for creativity and engagement. What began as a recognition of outstanding campaigns has evolved into a dynamic space for benchmarking, knowledge exchange and collective inspiration. Each entry showcases how malls transform shopping into memorable experiences - through festive décor, interactive campaigns and immersive storytelling that resonate with shoppers.

In 2024, the **Top Sustainability Practices Awards** were introduced, marking a pivotal shift. These awards challenge malls to embed ESG principles - environmental stewardship, social responsibility and ethical governance - into their operations. The response was overwhelming, reflecting a growing awareness that malls are not just retail hubs but community anchors with the power to influence sustainable lifestyles.

Beyond Recognition: Why Awards Matter

Winning an award is a proud achievement, but the true value lies in what happens after the spotlight fades. Awards encourage malls to push boundaries in marketing and sustainability, becoming benchmarks for excellence, platforms for collaboration and drive recognition.

For PPKM, these awards are not just about celebrating winners - they are about raising the collective bar for the entire industry.

Experiential Marketing: Crafting Memorable Journeys

Experiential marketing is about engagement beyond transactions. Malls that excel in this category understand that shoppers seek more than products; they crave experiences that connect emotionally. Some examples include festive campaigns, interactive installations and engaging with the community. These initiatives not only drive footfall but also position malls as lifestyle destinations.

Sustainability: Embedding ESG Principles

The Top Sustainability Practices Awards highlight malls' commitment to long-term resilience. Sustainability is no longer optional - it is a strategic imperative. Award-winning initiatives often include energy efficiency, waste management, introducing and maintaining green spaces and reaching out to the community. By embedding ESG principles, malls demonstrate leadership in future-proofing retail environments.

While awards celebrate success, they also highlight challenges which include keeping pace with consumer trends; balancing costs and innovation whilst maintaining consistency.

Our PPKM Awards for Best Experiential Marketing and Top Sustainability Practices symbolise more than trophies. They represent a collective commitment to innovation, sustainability and community impact. Winning is important, but what truly matters is how malls leverage recognition to inspire continuous growth, resilience and leadership.

As Malaysia's shopping malls step into the future, the journey is clear: Winning Awards and Beyond means embedding excellence into every campaign, every initiative and every interaction - ensuring that malls remain vibrant, sustainable, and globally competitive hubs for generations to come.

SEMINAR - RETAIL FORUM 2026

1 JULY 2026 | PAVILION HOTEL KUALA LUMPUR



Great participation at the Forum





Connections are a key highlight which bring opportunities



Phang Sau Lian, PPKM President welcomes all participants



Teoh Kok Lin, Singular Asset Management/ACCCIM shared his views on the Global Economy and Capital Markets Outlook

Our seminar focused on the theme, *Retail in Motion, Driving Devotion* - where retail is not just in motion but redefining influence and devotion. The seminar attracted almost 200 participants and sparked off a transformative conversation in retail and mall operations. Attendees found the sharing sessions both fruitful and refreshing, with new perspectives shared by the luminary speakers.



L to R: William Tang, PPKM Vice President 1; Teoh Kok Lin, Singular Asset Management/ACCCIM; Lee Beng Beng, PPKM Committee; Tan Sri Teo Chiang Kok & Dato Joyce Yap, both PPKM advisors and Phang Sau Lian, PPKM President

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Insights from Dato Sri Daniel Chiang, Bonia Corporation on How Bonia Group Is Staying Relevant in the New Consumer Era



Low Ngai Yuen, AEON360 spoke on retail beyond shopping



The retail perspective from a coffee retailer, Venon Tan, Zus Coffee



Tai Kam Leong, Astro presented his views on how brands tap fandom for opportunities



The success story of running across the globe was shared by Vishesh Juneja, G3 (SG)



Crafting and branding by Teng Wei Tzyy, Harriston Chocolate



George Ang, Eng Food Holdings shared on opportunities in the F&B industry



Beauty conversations must include both AI and humans, opines Tomas Hruska, L'Oreal Malaysia-Singapore

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L to R: William Tang, Moderator; Teoh Kok Lin, Singular Asset Management/ACCCIM; Dato Sri Daniel Chiang, Bonia Corporation and Venon Tan, Zus Coffee



L to R: Dato Joyce Yap, moderator; Patrick Liau, Pavilion REITs; Trevor Hill, The Exchange TRX; Francis Tan, Suria KLCC and Phang Sau Lian, Sunway Malls



Team PPK – another successful seminar

CSR PROJECT WITH FRIENDS OF MAHA VIHARA

12 JULY 2026 | KUALA LUMPUR

PPKM's next CSR project saw committee members and friends coming together to prepare and distribute meals to the needy, creating moments of hope and connection. Through such collective efforts, food aid initiatives not only alleviate hunger but also inspire empathy, gratitude and a stronger sense of belonging among all who participate.



Dishing it all out



Cooking up a storm



Lining up for our culinary efforts



We are ready to serve

SEMINAR: PRACTICAL GENERATIVE AI FOR SHOPPING MALL PROFESSIONALS

30 JULY 2026 | SUNWAY RESORT HOTEL, BANDAR SUNWAY, SELANGOR

A full class of 50 participants attended the one-day seminar, including several from Penang and Sabah, all keen to know what artificial intelligence (AI) platforms have in store to enhance the daily processes in mall management.

Indeed, participants were all excited to learn more and commented that the one-day class was insufficient even though it was '*inspiring and practical*' as well as being '*good and interactive*'.

Participants moved past the buzzword, gaining hands-on experience with effective AI prompting. Through expert strategies and real-world case studies, they learned how to deploy AI as a transformative tool for the retail and mall landscape.

Interested in learning more to change your worklife even more effectively and efficiently? Stay tuned, we are planning more classes in 2027.



All eager beavers ready to start…



Participants had some fun with instructor Samuel's basic 'one word story'



Getting down to grips



We are all ready for AI and more

SEMINAR - STRATA PROPERTY MANAGEMENT

10 SEPTEMBER 2026 | SUNWAY RESORT HOTEL



Themed Safe Strata Living: Built Right. Run Better, the seminar promoted safer, smarter urban living through effective building governance, sustainability and community collaboration which empowers owners, developers and managers to ensure properties are built right and run better for Malaysia's growing strata communities.

Our learned speakers spoke on topics as follows:

- Strengthening governance, enforcement and regulatory direction for Malaysia's strata ecosystem
- Fire safety in strata buildings
- The disconnect between Architectural Vision vs. Facility Survival, and
- Review of the Strata Management Act
- Future-Proofing Strata Developments with Operational Excellence, Cost Optimisation and Asset Enhancement

There were also two lively forum discussions on Strata Management in Reality and Next-Gen Strata Living



The first forum was participated by L to R: PMgr Dr. Alaric A. Nathan, Group Chief Executive Officer/Legal Advisor, Le' Trident Property Management (moderator); Maizatul Izzah Binti Mohd Shamsudin, Sr Assistant Director, Research Unit, Strata Management Division, National Housing Department; CC Yeap, Chief Executive Officer, REMAC Consultancy Services and Sr Hj Adzman Shah Mohd Ariffin, Chief Executive Officer/Chief Real Estate Consultant ExaStrata Solutions



The Next-Gen Living forum saw L to R: Siva Shanker, CEO, Real Estate Agency, Rahim & Co Chestertons (moderator); Ar Ng Yiek Seng, Group Principal and Managing Director, Veritas Design Group; YM Dato' Tengku Ab. Aziz Tengku Mahmud, Advisor PNB Merdeka Ventures and Ar. Ellina Rahman, Honorary Treasurer, Pertubuhan Akitek Malaysia (PAM)



Welcome speech by Siva Shanker, Seminar Organising Chairman



More than 100 participants picking up updates on managing strata properties

OSH COORDINATOR WORKSHOP

10-12 AUGUST 2026 | MALAYSIA RETAIL ASSOCIATION

Further to similar workshops held previously in May and November 2024, this repeat workshop was co-organised with Malaysia Retail Association (MRA) in collaboration with ITS Management Sdn Bhd. This is due to the Occupational Safety and Health (Amendment) Act 2022 which requires employers to appoint one of their employees to act as an occupational safety and health coordinator, including at shopping malls.

If you have missed out and wish to send more of your personnel to be qualified, please contact secretariat@ppkm.org.my





APPBI VISITS

21-22 AUGUST 2026 | PAVILION KL AND IOI CITY MALL

Members of our mall fraternity in Jakarta visited Pavilion KL and IOI City Mall for familiarisation tours recently from 21-22 August and were warmly hosted by the two malls. Such cross-country visits are good for expanding networks, exchanging knowledge, benchmarking best practices, strengthening collaborations and allow participants to gain fresh insights amongst close neighbours.



Pavilion Kuala Lumpur



IOI City Mall

GALA DINNER

1 SEPTEMBER 2026 | SUNWAY RESORT HOTEL

Our biennial Gala Dinner was held in conjunction with the announcement of winners for our annual awards. It was aptly themed *The World, All Here*, where Malaysia's shopping malls are more than retail spaces — they are small replicas of the world, bringing together:

- Global Brands and Local Heritage: International fashion houses alongside Malaysian batik and artisanal crafts.
- Cultural Diversity: Food courts where you can taste Japanese ramen, Middle Eastern kebabs, and local nasi lemak under one roof.
- Experiential Attractions: Entertainment zones, theme parks, aquariums, and cinemas that mirror global leisure trends.
- Community and Connectivity: Malls as gathering places where people of all backgrounds meet, reflecting Malaysia's multicultural identity.

More than one thousand people attended the event with Guest of Honour, YB Dato Sri Tiong King Sing, Minister of Tourism, Arts and Culture being represented by the Deputy Minister, YB Tuan Chiew Choon Man.



The global appeal all wonderfully mixed

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Our sincere congratulations to all of you for developing our Legacy of shopping malls
L to R: Richard Chan; Tan Sri Datuk Eddy Chen; Tan Sri Dato Teo Chiang Kok; YB Tuan Chiew Choon Man; Phang Sau Lian; Dato Ngeow Voon Yean; Dato Joyce Yap and HC Chan



L to R: Richard Chan; Dato Vincent Choo; Tan Sri Eddy Chen; Tan Sri Richard Koh; YB Tuan Chiew Choon Man; Tan Sri Teo Chiang Kok, Dato Joyce Yap and Dato Manoharan Periasamy



Standing room only in the foyer

In addition to the annual PPKM Awards for Experiential Marketing and Top Sustainability Practices, Legacy Awards were also presented to the Board of Advisors. The Legacy Awards stand as the highest recognition bestowed upon pioneers and visionaries who have dedicated their lives to shaping Malaysia's shopping mall industry. These awards honour individuals and organisations whose contributions have gone beyond commerce - transforming malls into vibrant community hubs, cultural landmarks, tourist destinations and engines of economic growth. The Legacy Awards are not only a tribute to past achievements but also a beacon of inspiration for future generations.

Thank you to the organising committee for a fantastic gala dinner!



President's welcome speech reinforces that malls are our 'third place'



AEON team in Asian costume



Team PPK all decked out

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Our malls are truly international


Senior officers from Capitaland Malls



Sunway Malls, all here



Pavilion Malls – we are here, too

BADMINTON TOURNAMENT

27 SEPTEMBER 2026 | IOI SPORTS CENTRE



Champion: Mid Valley Megamall

That's a SMASH for our tournament – thank you to all 160 participants from 13 malls for your enthusiasm and great smashes. Congratulations to all winners.



1st Runner up: Mitsui Shopping Park LaLaport



2nd Runner up: KL East Mall



3rd Runner up: IOI Mall Puchong

SHOPPING MALL MANAGEMENT CONTINUOUS EDUCATION SEMINARS (SMMCES) PARTS 1-3 SESSION 2-2026

17-22 AUGUST 2026 | JW MARRIOT KL

The second training session of 2026 continued to build momentum, offering participants two essential modules - Marketing & Leasing and Operations & Maintenance. A total of 132 participants attended, reflecting strong industry interest in sharpening skills and knowledge for effective shopping mall management.

Feedback from attendees was highly encouraging. Many highlighted that the *speakers' passion for shopping malls* made the sessions engaging and memorable. Others noted that the *real-life case studies shared were eye-opening and inspiring*, providing practical insights that could be applied directly to their work. Several participants emphasised that the content was *highly relevant to their daily responsibilities*, reinforcing the value of structured learning in this fast-evolving sector.

Looking ahead, we recognise that technology in shopping malls is advancing rapidly, reshaping both operations and customer expectations. To ensure our programmes remain timely and



Marketing & Leasing Part 1 class always draws many participants eager to learn about what makes malls attractive to shoppers and more

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impactful, we plan to fine-tune the syllabus for next year, incorporating new developments and best practices. Details of the updated modules will be announced in due course as we continue to strengthen professional development opportunities for the industry.

Our thanks once again to ALL speakers for graciously sharing their priceless time and experience to bring shopping mall management to a higher platform.



Participants doing an actual mall 'case study' at Pavilion KL



Interior mall designs for retail made interesting



Part 2 Marketing & Leasing attendees were equally enthusiastic



Doing practical skills is an excellent learning method



Learning about feasibility and development of malls



Site visit to the back-of-house



Picking up useful tips on M&E



Thank you, operations team

NORTHERN REGION MEETING

24 JULY 2026 | PROJECT CAN @ LEBUH GLUGOR



All attention on the shopping mall statistics presented by Phang Sau Lian



The main committee convened the annual outreach meeting with more than 30 members in attendance. PPKM team was led by Phang Sau Lian, President; William Tang, Vice President 1; Chris Chong, Vice President 2; Michael Poh, Assistant Treasurer and others from the committee. Members also were also given insights on 361 Sports Malaysia expansion plans.



Wong Shu Yee, Northern Region representative shared updates on the shopping and malls scenario there

VISIT BY GUANGDONG ECONOMIC & TRADE OFFICE

30 SEPTEMBER 2026





A familiarisation meeting was convened on 30 September 2026 with the Guangdong Economic & Trade Office in KL, headed by Chief Representative, Zhang Junhong where PPKM was represented by Phang Sau Lian, President, William Tang, Vice President 1 and Michael Poh, Assistant Treasurer. This trade office represents the Guangdong Provincial Government and covers the Southeast Asian region. Plans are in the pipeline for a year-end online procurement matchmaking 'expo' directly with Guangdong manufacturers and suppliers where this event will facilitate direct business connections between Malaysia and Guangdong entities.
L to R: Michael Poh; Phang Sau Lian; Zhang Junhong; William Tang and Trisha Teh

SECURITY & SAFETY TRAINING SEMINAR (FOUNDATION)

13-14 OCTOBER 2026 | CITITEL, MID VALLEY CITY KUALA LUMPUR

Security and safety training for security personnel (foundation) was completed recently for 31 participants, and our gratitude goes to the speakers who are practitioners from shopping malls sharing their invaluable experience for close to 20 years now.

We offer security and safety training seminars twice a year - with the Advanced session usually in June where we share strategic planning and management for more senior staff and managers, and the Foundation session in October for basics in security and safety execution and standard best practices.

Our seminars provide essential, up-to-date training for security personnel—because critical knowledge is invaluable whenever, wherever and however it is needed. Keep your team sharp and fully prepared as staying informed is continuous and our security seminars deliver actionable, real-world training.



Hj Ibrahim shares his precious experience and exposure both from the police forces and shopping mall operations



Participants were refreshed by priceless insights into the current security scenario, presented by DSP Muzhafar bin Yusoff, Counter Terrorism Bukit Aman PDRM (extreme left)

2026 RETAIL TECH+

15 OCTOBER 2026 | MITEC, KUALA LUMPUR

Empowering the Future of Retail through People and Technology was the focus of RetailTech 2026 as we continued our on-going partnership with Malaysia Productivity Corporation (MPC), Small and Medium Enterprises Association (SAMENTA) and Malaysia Retailers Association (MRA) for the third edition.

Our Guest of Honour was YB Datuk Chang Lih Kang, Minister of Science, Technology and Innovation who witnessed the collaboration between the three associations to accelerate the adoption of AI, digital transformation and technology innovation across retail, food and beverage (F&B) and small and medium enterprise (SME) ecosystems.

Speakers comprised respected experts and analysts from the local industries as well as from Hong Kong, Singapore and China whose collective insights brought technology adoption to new heights in retail and shopping which will reshape and empower the future of retail.



MoU signed between Intel and the co-organisers to enhance technology adoption
L to R: Timothy Liew, Organising Chairman/Central Committee Chairman, SAMENTA; Michelle Oon, MRA; Phang Sau Lian, PPKM; YB Datuk Chang Lih Kang, Minister of Science, Technology and Innovation; Edwin Ng, SAMENTA; PC Ooi and Wendy Chin, Intel



Full house with more than 120 participants



The foyer exhibition proved to be an interesting engagement during breaks

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Keynote speaker Anson Bailey, KPMG opines that Asia is becoming a 'living lab' for Consumer and Innovation



Centric Software's Marvin Tan showcased AI powered execution from product concept to consumer



Edwin Yap of Mr Robot highlighted how robotics and automation are reshaping retail, addressing inefficiencies, repetitive frontline work and manpower constraints



Footfall intelligence converts traffic into transactions is demonstrated by Lim Sook Khim, Skywave Systems



Pamy Wong of Visata Creative shared that retail design framework highlights how physical stores remain vital, blending design and technology to drive profitability



Ooi Ping Chuin from Intel outlined how automation, edge computing, and AI will transform retail into smarter, more resilient operations



The presentation by Jerry Chen, USEA explored music beyond performance, highlighting its role in creativity, education, technology and cultural connection



At KKV, retail technology is reshaping store operations, customer engagement and profitability, shared Doris Zhang



Jeremy Cai, Alibaba introduced a smart digital helper for shops which saves time, reduces mistakes, and helps businesses run smoother with less effort



Panel discussion on *What It Really Takes to Deploy AI in My Stores?* L to R: Wendy Chin, Intel (Moderator); Lim Chee How, Tapway; PC Ooi, Intel; Timothy Liew, SAMENTA and Sabrina Yap, Mr DIY



The discussion on *AI, Digitalisation and Automation Initiatives in Retail* was contributed by L to R: Wong Kai Han, iDCP; Azwan Ahimmat, FORA; Lim Sook Khim, Skywave; Anson Bailey, KPMG and Timothy Liew, SAMENTA (Moderator)

HALL OF FAME
PPKM AWARDS 2025 - 2026

Once again, PPK Malaysia celebrates excellence in the mall industry through two annual awards : Best Experiential Marketing and Top Sustainability Practices. We are proud that our member malls have produced exciting ideas, community connection, and sustainability practices and consistently delivered engaging, memorable experiences for shoppers during festive seasons and year round.

To honour these initiatives, we continue our tradition of the ***Awards for Best Experiential Marketing*** since 2016 and the ***Awards for Top Sustainability Practices*** since 2024, to encourage member malls to further raise the bar in marketing and to champion sustainability.

Both Awards received more than 100 submissions and we thank all participants for their efforts. **Our heartfelt CONGRATULATIONS go to all winners!** For others, you have already come a long way - your dedication and creativity are commendable and we encourage you to keep striving forward. Every entry contributes to raising industry standards and we look forward to your continued participation in future editions.

Platinum winners of Best Experiential Marketing 2025-2026 (all categories)



2nd from L to 2nd last R

- Rathnah Sivaprahasam, Pavilion Kuala Lumpur
- Tan Sri Teo Chiang Kok, Advisor, PPKM
- Tan Sri Eddy Chen, Advisor, PPKM
- Ng Kah Kei, Quayside Mall
- Roger Ko, Quayside Mall
- Kung Suan Ai, Pavilion Kuala Lumpur
- Yap Weei Kee, Pavilion Kuala Lumpur
- Joseph Teo, Sungei Wang Plaza
- Ng Yih Chen, Sungei Wang Plaza
- Richard Chan, Advisor, PPKM
- Phang Sau Lian, President, PPKM

Platinum Winners for Top Sustainability Practices 2025-2026 (all categories)



2nd from L to 2nd last R

- HC Chan, Advisor, PPKM
- Dato Ngeow Voon Yean, Advisor, PPKM
- Dato Joyce Yap, Advisor, PPKM
- Ahmad Hakim Abdul Rahman, Sunway Big Box Retail Park
- Tey Ruoxi, Sunway Big Box Retail Park
- Darren Chear, Sunway Velocity
- Chan Li Nee, Sunway Velocity
- Becky Chiu, Centre Point Sabah Shopping Mall
- Maria Lan, Centre Point Sabah Shopping Mall
- Phang Sau Lian, President, PPKM

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Our honourable panel of judges were invited from local and international experts – THANK YOU for your invaluable time, with your astute discernment and diligence, you inspire excellence ~

Judges for Best Experiential Marketing 2025-2026



L to R:

- Chris Keung, Co-chair of Institute of Shopping Centre Management (ISCM), Hong Kong representing Ms Katherine Lo, ISCM Co-chair
- Zuraini Abd Ghani, Director, Package Development Division, Tourism Malaysia
- Phang Sau Lian, President, PPKM
- Alphonzus Widjaja, Chairman, Asosiasi Pengelola Pusat Belanja Indonesia (APPBI)

Absent with apologies:

- Jeff Tsai, Chairman, Taiwan Council of Shopping Centers and Commercial Real Estate (TCSCRE)
- Rowena Tomeldan, President, PJRM, Inc / Lecturer, University of the Philippines, Cesar Virata School of Business, Philippines (previously with Ayala Malls)

Judges for Top Sustainability Practices 2025-2026



L to R:

- Samuel Lee, Deputy Director General (Promotion II), Tourism Malaysia
- Ar Sarly Adre Sarkum, CEO, Green Building Index (GBI)
- Phang Sau Lian, President, PPKM
- Dr Yu Kee Su, President, FIABCI Malaysia

Absent with apologies:

- Ir Ashwin Thurairajah, Executive Director, GreenRE (Green Real Estate)
- Ir Ts Dr Leong Kah Hon, Hon Secretary, IEM (Perak Branch)

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BEST EXPERIENTIAL MARKETING
Category A: Net lettable area (NLA) of 500,000 sq ft and below







PLATINUM

QUAYSIDE MALL
Cultural Quay Day 3.0



Quayside Mall's "Cultural Quay Day 3.0 - 源远流长" (23–28 June 2026) celebrated Malaysian Chinese cultural legacy while pioneering retail innovation. Capitalising on its outdoor lake, the mall made history as the first shopping mall in Malaysia to host an authentic Dragon Boat experience.

Paired with national Acrobatic Lion Dance and 24 Festive Drum championships, a Visit Malaysia 2026 collaboration, and a gamified *Weekend Kids Fun Pass*, the festival drew 124,123 visitors (117% of footfall target). Generating RM120,807.57 in tracked spend, the campaign set a new benchmark for cultural destination marketing.





L to R:

- Tan Sri Eddy Chen, Advisor, PPKM
- Roger Ko, Quayside Mall
- KK Ng, Quayside Mall
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category A: Net lettable area (NLA) of 500,000 sq ft and below





GOLD

fAHRENHEIT88
fahrenheit88
Trail of Colours







Beyond Celebration: Driving Community Impact Through Deepavali Experience

A purpose-led Deepavali campaign that moved beyond traditional festive décor to create a platform where community participation, youth creativity, and conservation advocacy inspired meaningful action. In collaboration with WWF-Malaysia and four local universities, 150 students co-created 100 eco-friendly elephant sculptures, transforming fahrenheit88 into an immersive public art experience that promoted environmental awareness. Through a public donation initiative, shoppers supported WWF-Malaysia's Save Our Elephants programme and received a uniquely decorated sculpture as a keepsake. The campaign raised RM180,000 for conservation efforts, reinforcing Fahrenheit88's position as a socially responsible destination delivering lasting community impact.



L to R:

- Tan Sri Eddy Chen, Advisor, PPKM
- Lee Chee Hoe, fahrenheit88
- Zoe Ng, fahrenheit88
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category A: Net lettable area (NLA) of 500,000 sq ft and below



In conjunction with Malaysia Health & Wellness Month, the AEON MALL x MoH Mall Walking Challenge – 10,000 Steps to a Healthier Malaysia transformed AEON MALL AU2 Setiawangsa into the flagship wellness hub, inspiring participation across 26 AEON MALLs nationwide. The campaign engaged 1,161 participants, achieving 17.9 million collective steps while delivering 120% customer traffic growth, 130% food and beverage tenant sales growth, and RM2.7 million in media value. More than a walking event, it showcased the successful partnership between AEON MALL and the Ministry of Health, positioning shopping malls as community wellness hubs that inspire healthier lifestyles while strengthening retail performance.

SILVER

AEON MALL AU2 SETIAWANGSA
Langkah Sihat, Malaysia Sejahtera











L to R:

- Tan Sri Eddy Chen, Advisor, PPKM
- Nikki Lee, AEON Malls
- Munirah Azmi, AEON Malls
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category B: Net lettable area (NLA) of 500,001 sq ft to 999,999 sq ft





PLATINUM

SUNGEI WANG PLAZA

Joyful Moonlight
The Largest Lantern Parade in Bukit Bintang

Sungei Wang Plaza's Joyful Moonlight Mid-Autumn Campaign transformed Bukit Bintang into a vibrant cultural tourism destination, celebrating culture through world-class experiential placemaking. Headlined The Largest Lantern Parade in Bukit Bintang, the campaign featured 30 award-winning lion and dragon dance troupes, 100 student performers, 30 celebrities and radio personalities, and a rooftop fireworks finale, creating one of Malaysia's largest Mid-Autumn celebrations. The campaign generated 1.54 million visitors, RM1.528 million in redemption sales and RM4.975 million in earned media value, while launching Road to 2027 – 50th Anniversary Celebration and reinforcing Sungei Wang Plaza's position as Malaysia's leading entertainment, experiential retail and lifestyle destination.









L to R:

- Richard Chan, Advisor, PPKM
- Ng Yih Chen, Sungei Wang Plaza
- Joseph Teo, Sungei Wang Plaza
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category B: Net lettable area (NLA) of 500,001 sq ft to 999,999 sq ft





GOLD

SUNWAY VELOCITY MALL
Beyond Culture
Unmasking The Craft of Lion Dance

Lion dance is the most recognised icon during Chinese New Year (CNY), yet in Malaysia, only 10 active lion head makers still remain. Recognising that the artistry behind Malaysia's lion head craftsmanship is becoming increasingly rare, Galloping into Prosperity transformed CNY into a celebration of cultural preservation. Partnering with legendary lion head master artisan Siow Ho Phiew and Wan Seng Hang, we brought shoppers behind the performance to experience the heritage, symbolism and craftsmanship that define one of CNY's most iconic traditions. The campaign successfully transformed heritage into living experiences, drove 63% growth in footfall and 52% increase in retail sales.









L to R:

- Richard Chan, Advisor, PPKM
- Darren Chear, Sunway Malls
- Katryn Yip, Sunway Velocity Mall
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category B: Net lettable area (NLA) of 500,001 sq ft to 999,999 sq ft







SILVER

PAVILION DAMANSARA HEIGHTS
Prosperity in Bloom 2026

Capitalising on the Year of the Horse, Pavilion Damansara Heights unveiled *Prosperity in Bloom* from 16 January to 26 February 2026, transforming the mall into a vibrant celebration of art, culture and community. Anchored by an exclusive collaboration with Malaysian artist Jaee Tee, the campaign delivered distinctive cultural experiences and shopper engagement initiatives that differentiated the mall within a highly competitive retail landscape. The campaign achieved 103% sales growth, 50% footfall increase, 200% new member sign-ups, RM9.4 million sales receipts and public relations (PR) value of RM900,000.

Total return on investment (ROI) achieved is over 1,500%.









L to R:

- Richard Chan, Advisor, PPKM
- Kung Suan Ai, Pavilion Malls
- Chery Wong, Pavilion Damansara Heights
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category C: Net lettable area (NLA) of 1,000,000 sq ft and above





PLATINUM

PAVILION KUALA LUMPUR
Pavilion Kuala Lumpur *The Icon of Malaysian Experiences*

As Tourism Malaysia's only Strategic Mall Partner, Pavilion Kuala Lumpur brought Malaysia's tourism year to life through the Visit Malaysia (VM) 2026 Countdown Festival on 31 December 2025 and I LITE U on 3 January 2026. As co-organiser, Pavilion KL delivered two national-scale experiential activations while extending the VM 2026 campaign beyond the events through exclusive mall initiatives. The campaign attracted over 50,000 attendees, reached 14 million online viewers, generated RM23.8 million in PR value and achieved a 5,038% publicity ROI.









L to R:

- Rathnah Sivaprahasam, Pavilion Kuala Lumpur
- Tan Sri Teo Chiang Kok, Advisor, PPKM
- Kung Suan Ai, Pavilion Malls
- Yap Weei Kee, Pavilion Kuala Lumpur
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category C: Net lettable area (NLA) of 1,000,000 sq ft and above



Pavilion Bukit Jalil's *Joyful Prosperity, Together Here* Chinese New Year campaign transformed the mall into an immersive Year of the Horse destination, featuring large-scale festive installations, AI-powered robotic performances, cultural showcases, entertainment programmes, and family-centric experiences. The campaign achieved RM3.76 million in PR value and 149.6 million media reach, while generating RM17.41 million in incremental sales, resulting in a 1894% ROI. As the venue partner for the ASEAN Records First and Largest LED Lion Dance Eye-Dotting Ceremony, Pavilion Bukit Jalil reinforced its position as a destination for cultural celebrations, experiential events, and lifestyle experiences.

GOLD

PAVILION BUKIT JALIL
Joyful Prosperity
Together, Here.











L to R:

- Tan Sri Teo Chiang Kok, Advisor, PPKM
- Adrian Cheah, Pavilion Bukit Jalil
- Kung Suan Ai, Pavilion Malls
- Phang Sau Lian, President, PPKM

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BEST EXPERIENTIAL MARKETING
Category C: Net lettable area (NLA) of 1,000,000 sq ft and above







SILVER

SUNWAY PYRAMID
Seindah Corak Aidilfitri at Sunway Pyramid

Inspired by Malaysia's rich textile heritage, Sunway Pyramid transformed its LG2 Blue Concourse into *Seindah Corak Aidilfitri*, an immersive experiential journey celebrating traditional craftsmanship. Featuring a 100-year-old textile exhibition, interactive passport journeys, augmented reality (AR) integration, and sustainable social enterprise partnerships, the activation masterfully blended cultural preservation with commerce. The campaign achieved landmark success, driving a traffic increase of 23% year-on-year (YoY) to the Concourse, a 5% increase in overall mall traffic, generating a 6% lift in YoY retail spending, and securing RM100 million in earned media value.







L to R:

- Tan Sri Teo Chiang Kok, Advisor, PPKM
- Jessica Teng, Sunway Pyramid
- Winter Mack, Sunway Pyramid
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category A: Net lettable area (NLA) of 500,000 sq ft and below





PLATINUM

SUNWAY BIG BOX RETAIL PARK
Community Team Work Makes Dream Work
Malaysia's Largest Angpow Horse Replica

Community Team Work Makes Dream Work turned Chinese New Year into a sustainability action at Sunway Big Box. Over 500 hours, close to 1,000 people across eight organisations upcycled 186 kg of used angpow packets into 6,000 origami pieces, transformed into a 4.5-metre horse certified by the Malaysia Book of Records as the nation's largest angpow-origami horse. For RM50,000, the project delivered an environmental outcome, cross-institutional collaboration, and a festive day of inclusion for 100 orphans. Rather than being dismantled, the horse was relocated after campaign for a permanent second life, proof that culture, community and sustainability can share one story.









L to R:

- Dato Joyce Yap, Advisor, PPKM
- Tey Ruoxi, Sunway Big Box Retail Park
- Ahmad Hakim Abdul Rahman, Sunway Big Box Retail Park
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category A: Net lettable area (NLA) of 500,000 sq ft and below



Terang di Hujung Dahan is AEON's flagship biodiversity conservation initiative, implemented with FRIM to restore the firefly habitat along the Selangor River, Kuala Selangor. The project established a 0.5-hectare rehabilitation model, propagated and planted 100 native trees (50 Rumbia suckers and 50 Berembang saplings), involved 88 participants from corporate, government and local communities, and developed scientifically validated restoration methods to support long-term habitat recovery. Beyond ecological restoration, the initiative strengthens community capacity, produces practical rehabilitation guidelines and supports the implementation of the Selangor River Conservation Action Plan (2022–2030), creating a scalable model for sustainable biodiversity conservation in Malaysia.

GOLD

AEON MALL
Taman Maluri
Terang Di Hujung Dahan











L to R:

- Dato Joyce Yap, Advisor, PPKM
- Tengku Adrinna Shahaz, AEON Malls
- Iwaoka Hidekazu, AEON Malls
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category A: Net lettable area (NLA) of 500,000 sq ft and below







SILVER

tHe SPRING SHOPPING MALL KUCHING

tHe Spring's Little Reader's Club

tHe Spring's Little Reader's Club is a year-long community literacy initiative in partnership with Sarawak Storytellers Association to inspire a lifelong love for reading while strengthening family bonds among children aged 3-10. Held monthly, the programme delivers engaging storytelling and creative learning experiences, extending the mall's role beyond retail into community development. Guided by ESG principles and aligned with SDGs 1 (No Poverty), 4 (Quality Education), 10 (Reduced Inequalities), and 17 (Partnership Goals), the initiative promotes inclusive literacy by sponsoring participation for underserved children through Perbena Emas Sdn Bhd, creating meaningful and accessible learning opportunities through strong multi-stakeholder collaboration.







L to R:

- Dato Joyce Yap, Advisor, PPKM
- Patricia Wong, tHe Spring Shopping Mall Kuching
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category B: Net lettable area (NLA) of 500,001 sq ft to 999,999 sq ft





PLATINUM

SUNWAY VELOCITY MALL
Lights Out, Nature Shines
Sustainability in Motion

Driven by our long-standing commitment to waste management, the Lights Out, Nature Shines ESG campaign transformed Earth Hour into a benchmark for circular event design. By recovering over 15,000 discarded paper items, we built the *Tree of Hope*, showcasing 9,500 handcrafted origami cranes as symbols of collective action. Powered by 600 volunteer hours, 30 participating tenants, and partner Pokokon, this immersive initiative turned waste into meaningful community engagement. Directly advancing SDG 12 (Responsible Consumption), SDG 13 (Climate Action), and SDG 17 (Partnerships), the project proved that our most sustainable resource is the one already in our hands.









L to R:

- Dato Ngeow Voon Yean, Advisor PPKM
- Darren Cheah, Sunway Malls
- Chan Li Nee, Sunway Velocity
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category B: Net lettable area (NLA) of 500,001 sq ft to 999,999 sq ft



The Gardens Mall's ecoHUB is a community sustainability hub designed to seamlessly integrate ESG principles into the retail landscape. Strategically transforming a high-traffic transit zone at Level P2, the hub optimises mall asset space across three core pillars: a 3R Zone, Urban Farming, and Community Engagement. This ecosystem supports the United Nations Sustainable Development Goals by advancing SDG 2: Zero Hunger through urban agriculture, SDG 11: Sustainable Cities and Communities via accessible and inclusive green space, and SDG 13: Climate Action through responsible glass, electronic, and food waste diversion. Ultimately, ecoHUB empowers shoppers to take steps towards sustainability that compound into lifelong habits.

GOLD

THE GARDENS MALL
ecoHUB at The Gardens Mall
Steps Towards Sustainability











L to R:

- Dato Ngeow Voon Yean, Advisor PPKM
- Thoo Li Sza, The Gardens Mall
- Amelia Tan, The Gardens Mall
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category C: Net lettable area (NLA) of 1,000,000 sq ft and above





PLATINUM

CENTRE POINT SABAH SHOPPING MALL
#CPCARES INITIATIVE

Through *#CPCares Initiative* Programme, Centre Point Sabah Shopping Mall turns commitment into meaningful action. A 929 kWp solar energy system, zero-cost electric vehicle (EV) charging facilities with JomCharge, and AI-powered cleaning technology are transforming the mall towards a greener future. Beyond its walls, the initiative has helped save over 25,300 lives, delivered 2,170 books and toys to more than 1,000 beneficiaries, and mobilised 409.5 kg of essential supplies for Sandakan fire victims. Every innovation, donation and partnership creates a lasting impact—building a cleaner environment, stronger communities and a more hopeful future for community in Sabah.









L to R:

- HC Chan, Advisor, PPKM
- Becky Chiu, Centre Point Sabah Shopping Mall
- Maria Lan, Centre Point Sabah Shopping Mall
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category C: Net lettable area (NLA) of 1,000,000 sq ft and above



Twirl into Wonderland turned The Exchange TRX's festive centrepiece, a golden Christmas carousel, into a transparent giving platform, and an expression of a value the centre holds year-round. For RM10 a ride, with the option to give more, shoppers paid by e-wallet straight into World Vision Malaysia's account, so full proceeds reached the cause. The campaign raised RM141,316.29 for children in Sabah, the Klang Valley and Sarawak, funding nutrition, sport and community development, while lifting footfall 21% and sales 25%. It shows how a commercial season can give, and fully account for its giving, in the open.

GOLD

THE EXCHANGE TRX
Twirl into Wonderland
Transforming Festive Magic into Life-Changing Hope











L to R:

- HC Chan, Advisor, PPKM
- Jessica Leong, The Exchange TRX
- Eunice Ng, The Exchange TRX
- Phang Sau Lian, President, PPKM

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TOP SUSTAINABILITY PRACTICES
Category C: Net lettable area (NLA) of 1,000,000 sq ft and above







SILVER

AEON MALL Tebrau City
AEON MALL Eco Journey
Invaguard Safe River - Restore Nature Together

Beyond shopping. Beyond awareness. Beyond expectations.

Invaguard Safe River Remove Invasive redefined mall sustainability by transforming AEON MALL into a catalyst for environmental restoration. In collaboration with Universiti Teknologi Malaysia, Johor Sustainability Centre, Kolej Tun Hussein Onn, and over 100 participants from Sungai Skudai and Kampung Pertanian, Kulai, the initiative removed 71 kg of invasive suckermouth catfish, protecting biodiversity and restoring the river ecosystem. The removed fish were converted into natural fertiliser, creating a circular sustainability solution. Generating over RM2 million media value, the initiative strengthened AEON MALL's ESG leadership and inspired the next generation towards environmental responsibility.







L to R:

- HC Chan, Advisor, PPKM
- Seko Tsugutoshi, AEON Malls
- Tengku Adrinna Shahaz, AEON Malls
- Phang Sau Lian, President, PPKM

HALL OF FAME

The Edge Best Managed & Sustainable Property Awards 2026

SILVER

Gurney Plaza and Queensbay Mall

Retail Category, 10 Years & Above – Non-Strata and Strata Mall.

On 20 July 2026, two CapitaLand malls in Penang — Gurney Plaza and Queensbay Mall — were recognised at The Edge Best Managed & Sustainable Property Awards 2026, receiving Silver Winner awards in the Retail Category, 10 Years & Above – Non-Strata and Strata Mall.

Meanwhile, East Coast Mall, Kuantan, also received a Bronze Winner award in the Retail Category, 10 Years & Above – Non-Strata Mall.











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GOLD

IOI MALL PUCHONG
Retail - 10 Years & Above



In recognition of its excellent operational and long-term sustainability, IOI Mall Puchong was a Gold winner in 10 Years and Above — Retail category at The Edge Malaysia Best Managed & Sustainable Property Awards 2026.

Chong (second from left) with (from left) The Edge Malaysia editor-in-chief Kathy Fong, editor emeritus and the awards' chief judge Au Foong Yee, and City & Country senior editor E Jacqui Chan (Photo by Mohd Izwan Mohd Nazam/The Edge)

Today, the mall operates at an optimised total net lettable area of 898,049 sq ft, housing 363 outlets that offer a vibrant, modern tenant mix tailored to shifting consumer demand. It remains anchored by premier retail giants and attractive brands like Golden Screen Cinemas, AEON, Village Grocer, Uniqlo and Levi's.

One key reason for the continued success of the mall is its prime location.

IOI Mall Puchong has easy accessibility from Shah Alam, Putrajaya, Sunway and Subang via several major arterial roads such as Shah Alam Expressway (Kesas) and Damansara-Puchong Expressway (LDP).

The connectivity is further enhanced by the comprehensive public transport system — Rapid KL and Selangor Smart Bus — as well as the IOI Puchong Jaya LRT Station (Sri Petaling line) that started operations in 2016.

https://theedgemalaysia.com/node/812834

GOLD

TEAM SUNWAY PUTRA (MALL, HOTEL, OFFICE)
Mixed Development
10 Years and Above





Located in Kuala Lumpur, this complex clinched the Gold Award in the *10 Years and Above — Mixed Development (Entire)* category. It also received the prestigious Editor's Choice Award for *Excellence in Integrated Development Management* due to its self-sustaining ecosystem linking Sunway Putra Mall with its office and hotel components.







HALL OF FAME
Tourism Industry Awards 2026

IOI CITY MALL



We are honoured to be named the Best Shopping Location Putrajaya at the **Tourism Industry Awards 2026** held in conjunction with Visit Selangor 2026!

This recognition inspires us to create better experiences, making every visit more meaningful.

IOI City Mall is more than just a shopping destination. It is a place where memories are made, and it feels a little like coming home.

Thank you for being part of our journey!

SUNWAY CARNIVAL MALL





Sunway Carnival wins Best Shopping Location

Tourism Industry Awards presented by Malaysia International Tourism Development Association (MiTDA), recognises outstanding and high achieving tourism businesses that successfully create a positive image of Malaysia worldwide.

Sunway Carnival Mall's win for Best Shopping Location (Seberang Jaya) is a testament to its stellar reputation and ability to support the development of tourism.

Chai Wen Yew, Chief Executive Officer of Sunway Malls Northern Region, received the prestigious award from YAB Datuk Seri Amirudin Shari, Menteri Besar of Selangor.

MEMBERSHIP 2026

CORPORATE MEMBERS

118 Mall
1 Utama Shopping Centre
1Shamelin Shopping Mall
1st Avenue, Penang
3 Damansara
AEON Mall Alpha Angle
AEON Mall AU2 Setiawangsa
AEON Mall Bukit Indah
AEON Mall Bukit Tinggi
AEON Mall Cheras Selatan
AEON Mall Kota Bahru
AEON Mall Nilai
AEON Melaka Shopping Centre
AEON Mall Rawang
AEON Mall Shah Alam
AEON Mall Taman Maluri
AEON Mall Tebrau City
Aeroville Mall
AK Antara Signature Mall
Alamanda Shopping Centre
Alor Star Mall
Aman Central
Amanjaya Mall
Amcorp Mall
Amerin Mall
Ampang Point
Angsana JB Mall
Atria Shopping Gallery
avenue K
Bangsar Shopping Centre
Batu Pahat Mall
Beletime Mall, Danga Bay
Berjaya Megamall
Berjaya Times Square Kuala Lumpur
Berjaya Waterfront Complex
Bloomsvale Shopping Gallery
BMC Mall
Busana @ Menara MARA
Central i-City Shopping Centre
Central Mart, Saujana Utama
Central Market
Central Square Sungai Petani
Centrepoint By M
Centre Point Sabah
Centro
Coalfields Retail Park
Cheras LeisureMall
City Mall Shopping Centre
Cityone Megamall
Datum Jelatik Mall
DC Mall
Design Village Outlet Mall
East Coast Mall
Eastern Mall
EG Mall Penampang
EkoCheras Mall
Elmina Lakeside Mall
Endah Parade
EVCC Pedas RSA
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
GM Klang Wholesale City
Grand Merdeka Mall
Great Eastern Mall
Green Heights Mall
Gurney Paragon
Gurney Plaza
Harbour Mall Sandakan
Hartamas Shopping Centre
Hextar World at Empire City
Horizon Mall
Ikano Centres
Imago, KK Times Square
Intermark Mall
IOI City Mall
IOI Mall Bandar Putra Kulai
IOI Mall Damansara
IOI Mall Puchong
IPC Shopping Centre
Ipoh Parade
Island 88
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
KLEC Mall
KLGCC Mall
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Star Parade
KOMTAR JBCC
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
Marche Kota Kinabalu
Mahkota Parade, Melaka
Maju Junction Mall
Megah Rise
Megamal 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
Naza Tower, Platinum Park
New World Park
Nexus Bangsar South
Nu Empire
Nu Sentral
OUG Plaza
Ole Ole Shopping Centre
Paradigm Mall Petaling Jaya
Paradigm Mall Johor Bahru
Pasaraya Komuniti @ Mart Kempas
Pavilion Bukit Jalil
Pavilion Damansara Heights
Pavilion Kuala Lumpur
Paya Bunga Square (PB Square)
Pearl Point Shopping Mall
Penang Sentral
Pertama Complex
Pier8 Retail Mall
Plaza Low Yat
Plaza Merdeka
Plaza Metro Kajang
Plaza Salak Park 'SPARK'
Plaza Shah Alam
Prangin Mall
Publika Shopping Gallery
Quayside Mall
Queensbay Mall
Quill City Mall
RCMC Sdn Bhd
R & F Mall
SACC Mall
Sarawak Plaza
SB Mall
Seremban Prima Mall
Segamat Central
Sejati Walk
Semua House
Setapak Central
Setia City Mall
Shaw Parade KL
Shaw Centrepoint
Shoppes At Four Seasons Place
SK One Mall
SkyAvenue
South City Plaza
Star Avenue Lifestyle Mall
Starhill Gallery
Straits Galleria
Straits Quay Retail Marina
Strand Mall
Subang Parade
Sungei Wang Plaza
Sunshine Central
Sunsuria Forum
Sunway 163 Mall
Sunway Big Box
Sunway Carnival Mall
Sunway Citrine Hub
Sunway Giza Mall
Sunway Kluang Mall
Sunway Putra Mall
Sunway Pyramid
Sunway Square Mall
Sunway Velocity
Suria KLCC
Suria Sabah Shopping Mall
Sutera Mall
Taiping Mall
Tasek Central
Terminal One Shopping Centre
The Commune Lifestyle Mall
The Curve
The Exchange TRX
The Labs
The Linc
The Gardens Mall
The Main Place
The Mines
The Spring
tHe Spring Bintulu
The Starling
The Summit Subang USJ
The Waterfront @ Parkcity
The Waterfront Shoppes
Toppen Shopping Centre
Utropolis
Vivacity Megamall, Kuching
Sunway Wangsa Mall
Wetex Parade Shopping Centre
Wisma Sanyan
Zenith Lifestyle Centre

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AWBROS INTERNATIONAL Sdn Bhd
Ascentis Sdn Bhd
CompAsia Sdn Bhd
DeScale Green Solution Sdn Bhd
Festival City Sdn Bhd
Golden Tourworld Travel (M) Sdn Bhd
Gunma Guardforce DS Sendirian Berhad
HG Services (M) Sdn Bhd
Ietco Sdn Bhd
La Calisto Sdn Bhd
Ledking Sdn Bhd
Neudimenxion (Malaysia) Sdn Bhd
Real Parking Sdn Bhd
Servedeck Innovation Sdn Bhd
OCK Telco Infra Sdn Bhd
Semba Malaysia Design & Construction Sdn Bhd
Shellys Marketing Sdn Bhd
Skywave Systems (M) Sdn Bhd
Sinar Global Academy Sdn Bhd
Stratos Pinnacle Sdn Bhd
The Lot Associates Sdn Bhd
Visata Creative Sdn Bhd

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PPK Malaysia Malaysia Shopping Malls Association

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