



23 May 2021

PRESS STATEMENT: ENHANCED SOPs DURING MCO 3.0

This refers to the press statement today by YB Dato Sri Alexander Nanta Linggi, Minister of Domestic Trade and Consumer Affairs wherein it was mentioned that :

“The time limit for customers at every retail premises, including shopping malls, will be limited to a maximum of two hours”.

Whilst we fully agree that limiting the time shoppers spend will definitely help to enhance movement control under the current circumstances, it is totally impractical to enforce this as once shoppers are inside the mall, mall management personnel have totally NO control of where they visit and are unable to keep track of their movements. The only practical way is to put up signages in the entrance and common areas and to advise businesses to do similarly at their premises, plus announcements (where applicable) to remind shoppers. Apart from this, we opine that it is not practical for anyone to stop a shopper asking to check his/her MySejahtera to audit the time of entry plus nor do we have the authority to do so. In the event enforcement authorities were to undertake this, it would be akin to a ‘police-state’. The onus would be on shoppers to discipline themselves to the 2 hours limit and not for malls to enforce. Thus, we are totally opposed to any attempt to penalise the mall and/or retailers for such misdemeanour.

Since the outbreak of this pandemic in 2020, our car parking records have shown that shoppers are already spending 1 to 1.5 hours shorter than the norm of average 3 hours. Thus, this is already below the target 2hour limit.

Business premises within the mall are already controlling their capacity, limiting this to 4sq m per person and the maximum capacity numbers must be displayed at the entrances. Once this is fulfilled, we opine it should be sufficient crowd control. Similarly, it is not practical for such business outlets to monitor and check the shopping time duration of their customers.

However, in shopping malls, it is totally not practical to count and limit the number of shoppers in the mall at any one time because shoppers come in from multiple entrances and will be dispersed to the business outlets anyway. These number of shoppers to malls are perpetually transient as they arrive and depart at any time.

In any case, there is no longer any occasion where shoppers can congregate at the common areas as events, exhibitions, promotion activities are now all not permitted. It is relevant to note that the natural capacity of the number of shoppers in a mall is limited by the number of car bays available. The number of bays provided is based on the Town Planning Rules of 1 bay per 40 sqm. Furthermore, the number of passengers in a car is now limited 3 pax and the number of people coming by public transport is not significant. So we are of the opinion that limiting the numbers in a business/tenant’s premises suffices and that counting the number of people within the mall is not practical and impossible to be carried out sensibly.

We do acknowledge that the authorities are aiming for tighter control but again, such measures must both be practical and doable, otherwise it does not serve the objective and we reiterate that we are here to work together to find practical solutions. Thank you.

Persatuan Pengurusan Kompleks Malaysia (PPK)

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