



NewsNetwork

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DECEMBER 2020



“HEADING OUT OF HEADWINDS”



Music: Vectra by Shutterstock

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Glo Damansara

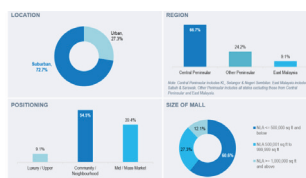
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President's Message

Dear members,

We are now at the very tail end of a very tumultuous and turbulent year for the whole world due to Covid-19 and shopping malls have been on a continuous roller coaster ride trying to survive the extreme obstacle course set before us.

We saw footfall and turnover plunge to below 10% when Movement Control Order (MCO) was first implemented in March and malls were not allowed to open except for essential services. This was then followed by gradually more relaxed Standard Operating Procedures (SOPs) during Conditional MCO and Recovery MCO when almost 90% of businesses were open - barring some 'negative' trades - resulting in a slow but fragile recovery to 75% of pre-MCO levels by September. Then, all this recovery progress was derailed with the still ongoing third spike since then, resulting in an immediate dead drop to 10% and recovering recently up to between 35% and 50% of footfall. Right now, after collective representations from the retail and shopping mall industry to tweak and relax certain SOPs for more clarity and practicality, and coupled with the pre-festive shopping during the year end, footfall has improved slightly to 60% but it is uncertain whether this will be sustained.

With the many springing up of recurrent waves around the world compounded with the myriads of local uncertainties, we can only be cautiously optimistic that full recovery is only likely to be possible by end of next year, barring any unforeseen circumstances. We do have to accept that Covid-19 is not going away anytime soon and adapt to new ways of doing business and managing the mall business.

As indicated in the survey report in this issue, it is noted that although the operating costs for most malls are higher than the service charges billed to their tenants, the majority of malls have not increased their service charges for many years. This deficit is now compounded with the additional cost for preventive measures to comply with the required SOPs since early 2020. This in effect means that landlords and mall operators are basically subsidising these higher operating costs, estimated at between 10% and 20% more than service charges being billed, even before the additional cost of complying with the SOP. Right now, malls are concentrating on survival and it is essential and critical to control overall operating costs.

All festive events have been toned down as the current SOPs do not allow events or performances and the capacity of shoppers' attendance is curtailed. To boost shoppers' confidence, malls have to continue to publicise that with all the extra measures taken, malls are safe and clean. To improve footfall, PPKM has launched marketing initiatives like generic video clips for the social media, a TikTok Challenge for participating malls and collaboration with Tourism Malaysia for the nationwide Shop and Be Rewarded Campaign for January 2021. We do hope all these will give our industry, and the economy, a much needed boost to support all shopping malls.



PPKM has already appealed to the authorities on numerous occasions for financial and economic assistance but unfortunately these do not appear to be forthcoming. Coupled with this is the current debacle on music copyright royalties which we are still working on together with other like-minded stakeholders, including retailers and hoteliers for a single collecting agency. On top of this is the proposed Music Corporation Act which we are apprehensive will overlap with the Copyrights Act 1987 and which was recently announced without any prior consultation with industry players.

All these issues and headwinds will follow us well into 2021 so malls will have to be prudent to re-focus and re-invent themselves in order to remain sustainable for the longer term. Whilst malls consistently strive to remain clean and safe for their shoppers, doing so is a mutual responsibility and all shoppers have to be aware that it is a community effort.

Wishing all members warm season's greetings and good health as we start 2021 together!

LIVES AND LIVELIHOODS MATTER.

A handwritten signature in blue ink, reading 'Teo Chiang Kok'. The signature is stylized with a large, sweeping 'L' shape at the beginning and a circular flourish at the end.

TAN SRI DATO TEO CHIANG KOK
President

PPK MALAYSIA OFFICE BEARERS 2020 - 2022

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Sarawak Representative

Datin Christine Ling

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Ms Teo Chui Ping / Ms Yuen May Chee

INDUSTRY NEWS

Music Copyright Royalties - Updates

Together with the User Group*, PPKM is working on the situation whereby we are still lobbying the Ministry of Domestic Trade and Consumer Affairs (MDTCA) to have a single collecting entity to succeed the now defunct Music Rights Malaysia (MRM). Unfortunately, the authorities have not been forthcoming.

We have also proposed to our members that for whatever amount of fees that have already been paid for the period up till 31 December 2020, 50% of these fees be credited for year 2021. In line with landlords giving rental rebates, employees taking pay-cuts and businesses experiencing low sales and low traffic, it is reasonable that royalty fees be similarly reduced by 50%. In other words, it is proposed that the music copyright fees will be based on 50% of the existing 2020 rate for both 2020 and 2021.

It is also proposed that such payments to be paid into a trust account with MDTCA, to be held as stakeholder, and to be disbursed only to the single succeeding body to replace MRM.

In addition, Public Performance Malaysia (PPM) recently informed of a new license to be paid for Communication to the Public New Media License for Online Virtual Event.

We are also seeking clarity with the Ministry of Communications and Multi Media which recently announced the proposed Music Corporation Act which may overlap the current Copyright Act 1987.

In the meantime, PPKM has negotiated for members' preferential rates with suppliers for alternative royalty-inclusive music and members attended a virtual briefing on this on 10 December 2020. It is noted that these alternatives actually reduce costs but member malls will have to decide according to their requirements.

PPKM will keep you posted on further developments in due course.

*The User Group currently comprises the following nine associations:

- PPK Malaysia (PPKM)
- Malaysia Retailers Association (MRA)
- Malaysia Retail Chain Association (MRCA)
- Malaysian Association of Hotels (MAH)
- Malaysian Association of Hotel Owners (MAHO)
- Malaysia Budget Hotels Association (MyBHA)
- The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM)
- Real Estate and Housing Developers Association (REHDA) and
- BB-KLCC Tourism Association



Publisher

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Cloud Kitchens: The Way Forward

First, we have the concept of co-working offices sprouting up in many of the shopping malls in Malaysia over the last few years, taking up much of its retail space and in some cases its parking area as well.

Then came the entry of co-making space in one of the malls in Kuala Lumpur and now we have the much talked about co-sharing kitchens or what some refer to as cloud, ghost or virtual kitchens.

Cloud kitchens popped up in the early 2010s in the United States due to rising property rentals and demand for high quality meal delivery. The concept gained traction in Malaysia recently due to several factors, including its cost effectiveness.

With the novel coronavirus (Covid-19) pandemic adversely impacting the struggling restaurant industry with its new social norms such as social distancing, cloud kitchens have received more attention as the solution for those in the food and beverage (F&B) and online food delivery business.

COOKHOUSE founder Huen Su San, who recently announced four new state-of-the-art hybrid cloud kitchens to be set up within the Klang Valley in 2021, will house one inside Glo Damansara, a neighbourhood mall in Taman Tun Dr Ismail, Kuala Lumpur (KL).

This expansion plan follows after her successful launch of Malaysia's first community-based co-sharing cloud kitchen space measuring 10,000 sq ft in July in an industrial lot in Petaling Jaya, Selangor.

Huen reiterates that COOKHOUSE's initial mission remains the same, which is to build a conducive space for those in the F&B industry to thrive in this challenging business, setting and taking the burden of investing in a brick-and-mortar lot off their shoulders, among other things.

"The introduction of hybrid cloud kitchens expands on the benefits of our original COOKHOUSE concept, which is to provide a quick and sustainable platform for



COOKHOUSE Glo Damansara's perspective

smaller businesses and food entrepreneurs to digitalise their businesses. We hope to acclimate them to modern solutions such as mobile apps and food delivery.

She adds, "The hybrid concept will not only provide an additional mode of revenue through dine-in customers but will also help maintain the dine-in areas so that businesses can focus on preparing food and serving customers efficiently with a lean team."

To be fully operational by the first quarter of 2021, the Glo Damansara facility will feature 15 premium private cloud kitchens, a shared Asian and Western kitchen as well as a shared Baking production, where foodpreneurs will be able to access Kolb, the top-of-the-line Swiss quality baking equipment."

This integrated facility will also have a first-of-its-kind events space dedicated for cooking or culinary activities and a small dine-in area that can serve up to 100 persons," quips Huen, founder of the event space, Glasshouse at Seputeh, KL.

Elaborating on the hybrid cloud kitchens at Glo Damansara, she says they come with a little storefront and are dedicated for halal food businesses only.

"The rental package starts from RM1,500 per person with access to full commercial equipment. F&B business can choose to operate their cloud kitchen from private studios or shared kitchens. At COOKHOUSE, we are open to multiple delivery platforms.

"Moving forward into 2021, we will continue expanding, creating an ecosystem to support those passionate in the F&B business by finding solutions for them. We aim to develop a sustainable entrepreneurial food community."

Like its three other new locations, she says the 11,000 sq ft Glo Damansara facility will be providing bigger spaces and better solutions. On why she picked a mall, Huen replies: "Malls are undeniably much more connected and are often located in high density areas compared to industrial buildings.

"For us, the consideration has always been in striking a balance between accessibility, connectivity and rental rates. We are open to all locations as long as they fulfil the criteria of demand, connectivity and suitability."



Another view of COOKHOUSE Glo Damansara

ONGOING EVENTS

Rising Star TikTok Dance Challenge, 12 – 27 December 2020



PPK Malaysia
Malaysia Shopping Malls Association

RISING STAR

TikTok Dance Challenge

Participating Malls

da:men	SUNWAY PUTRA Mall	ioiCITY MALL	MAHKOTA PARADE
fahrenheit SHOPPING • DINING • ENTERTAINMENT	SUNWAY VELOCITY Mall	ITCC Shopping MALL	KULIM CENTRAL
1st avenue IDEAL PROPERTY GROUP	SUNWAY PYRAMID Your Unique Lifestyle Adventure	the Spring	WETEX PARADE It's Our Place!
Sungei Wang	SUNWAY CARNIVAL MALL FIND YOUR STYLE	KTCC	CENTRAL SQUARE It's Our Place!
PLAZA LOW YAT	Grand Merdeka MALL	Lot 10 meet play #lowlot10	SEGAMAT CENTRAL It's Our Place!
Plaza Metro Kajang	MetroPoint	Centro MALL	SUBANG PARADE It's Our Place!
SUNWAY BIGBOX RETAIL PARK boxes of experiences	Suria Sabah	BSC	
MesaMall Nilai's No.1 Lifestyle Mall			

CONTEST DURATION | 12-27 DECEMBER 2020

TO KNOW MORE, VISIT US ON

 PPK Malaysia

www.ppkm.org.my

Joining the trend in social media, PPKM is organising our first ever TikTok Dance challenge for all shoppers! We bring together this event for all member malls with several objectives - to engage the public in some fun activities at shopping malls, increase and attract mall patrons and shoppers as well as boost the social media activities of malls nationwide. We are pleased to note a total of 29 malls nationwide have joined in this promotion, thank you very much for your support.

Apart from the organisers, anyone aged 16 years and above can join the challenge and win prizes worth a total of RM2,000 at each of the participating malls - making a grand total of RM58,000 in all. For details, do check out our events page at

<https://fb.me/e/6pnMnA8rk>

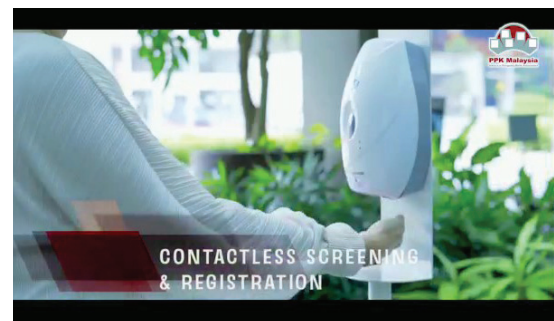
Just create your own dance, 'bust a move', read the full Terms & Conditions and submit your entry here

<https://forms.gle/qNzioND4wYQyeSZ99>

PPKM's Marketing Initiatives for Member Malls

With more than a little help from our malls which contributed video footages and images, we have also embarked on the production of two video clips for social media - a montage of malls with the message that with all the enhanced cleaning and sanitisation works being undertaken daily, Shopping Malls are Clean and Safe.

Another message in the video clips is that Shopping Malls are Our Community and an essential part of our Malaysian lifestyle, so do support our malls and retailers closely and JOM, kita ke shopping malls!

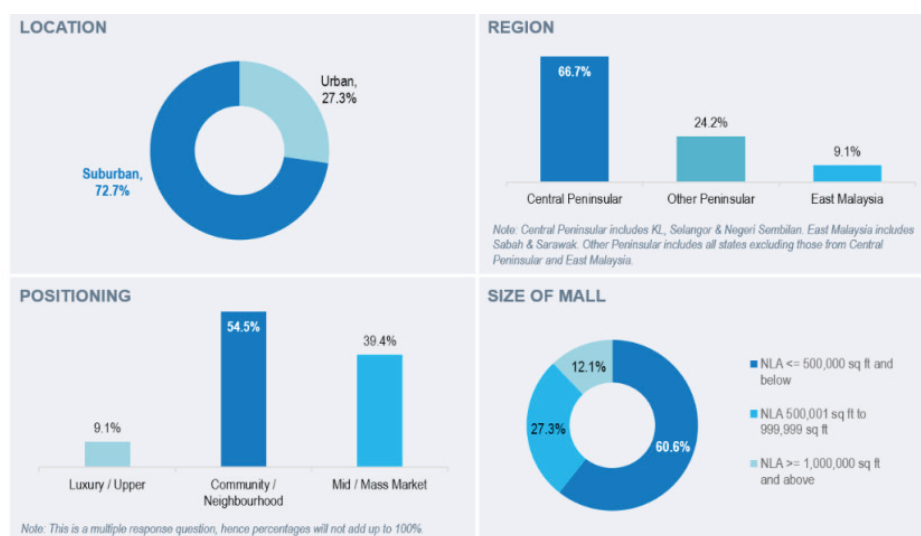


Operating Costs in Shopping Malls

August 2020

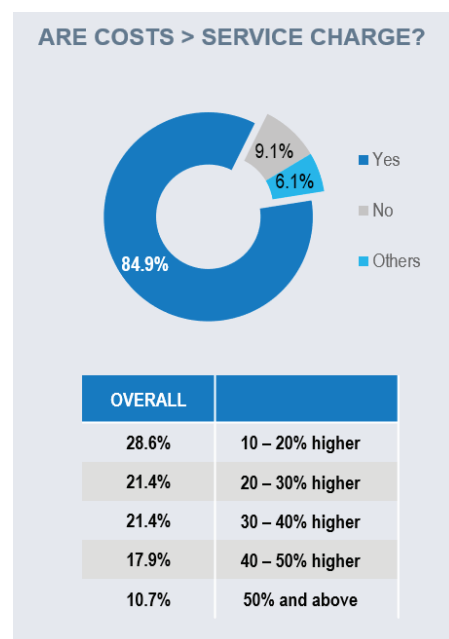
The current prolonged Covid-19 pandemic has severely distressed all livelihoods and businesses throughout the world, including shopping malls. In Malaysia, the weak economy and various forms of movement control orders (MCOs) since March 2020 have resulted in bleak prospects of a quick recovery for shopping malls this year. Nevertheless, despite the challenging circumstances, malls remain open and mall operators continue to subsidise high operating costs for their tenants, particularly with the present mandatory requirements to comply with Standard Operating Procedures (SOPs). A recent survey conducted by PPK Malaysia and Stratos Consulting Group, which ran from 23 July to 13 August 2020, throws more light on the operating costs borne by shopping malls.

Mall Operators Subsidise Higher Operating Costs Compared to Service Charges Billed to Tenants



The final analysis was based on a well-rounded sample size where a large proportion of these malls were located in suburban areas, with approximately 67% situated in Central Peninsular. A fair representation of neighbourhood malls, mid-market malls and upper mid-malls were sampled. The majority were wholly-owned and had a net lettable area (NLA) of less than 1,000,000 square feet (sq ft). Notwithstanding, **certain figures should be read with caution** as statistics were rather incongruent and disparate due to the wide-ranging samples from throughout the country and sample sizes were not as large as was hoped for due to the current pandemic.

Majority of Malls' Operating Costs Are Higher Than Service Charges Billed to Tenants



A significant majority (85%) of mall operators mentioned that the costs of items borne were more than the amount billed for service charges to tenants. Again, this was seen to be consistent across various mall regions and sizes. Almost 30% of malls mentioned that the costs of providing these items were 10-20% higher than service charges, while another 40% stated that the costs of items were 20-40% higher than service charges today. The remaining 30% of respondents stated that cost of items was 40% higher than the service charges today.

Operation Costs

LOCATION	OPERATING COSTS (range)					
	Central Peninsular		Other Peninsular		East Malaysia	
	Range (RM psf)	N	Range (RM psf)	N	Range (RM psf)	N
Urban	2.00 – 6.50	5*	–		1.70 – 1.80	2*
Suburban	1.49 – 4.50	16*	1.10 – 2.60	6*	1.90	1*

Looking further into the details, **operating costs ranged between RM1.10 and RM6.50 per sq ft (psf)**. Malls which had higher operating costs than the average were those from Central Peninsular in the urban locations and were malls larger than 1 million sq ft. This is largely due to the additional and enhanced facilities like superior building finishes requiring higher maintenance costs, longer operating hours for an extended entertainment, lifestyle and leisure zone. Additional costs were also incurred in those malls for enhanced amenities, including premium washrooms, upscale concierge services, shuttle and delivery services, complimentary electric vehicle charging stations etc.

Service Charges (Ordinary Tenants)

Ordinary Tenant	SERVICE CHARGE (range)					
	Central Peninsular		Other Peninsular		East Malaysia	
LOCATION	Range (RM psf)	N	Range (RM psf)	N	Range (RM psf)	N
Urban	1.85 – 4.20	5*	–		1.80 – 1.90	2*
Suburban	1.37 – 3.00	15*	1.00 – 1.90	6*	1.70	1*

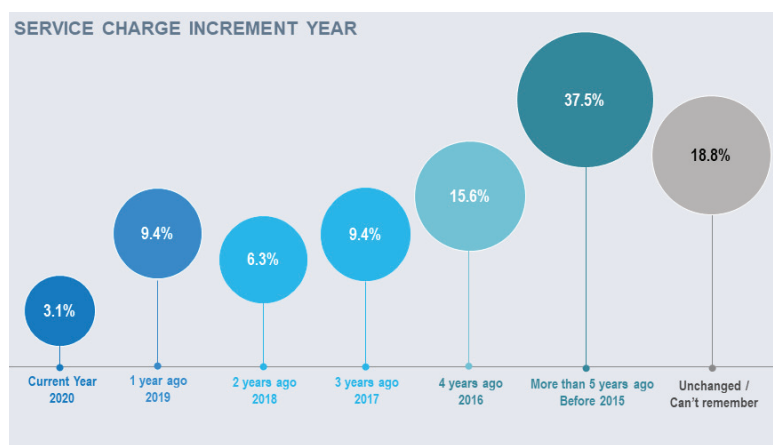
Service charges for ordinary tenants (excluding anchors) ranged between RM1.00 and RM4.20 psf. The low average service charge figure was due to the majority of sample malls (73%) comprising suburban malls which had lower charges. Malls which had much higher service charges than the average were those from the Central Peninsular, especially the urban malls which managed to charge a higher amount due to their superior finishes, more upscale amenities and enhanced services to tenants.

Service Charges (Anchor Tenants)

Anchor Tenant	SERVICE CHARGE (range)					
	Central Peninsular		Other Peninsular		East Malaysia	
LOCATION	Range (RM psf)	N	Range (RM psf)	N	Range (RM psf)	N
Urban	1.80 – 4.20	5*	–		1.50	1*
Suburban	1.00 – 3.00	15*	0.70 – 1.90	5*	1.90	1*

Additionally, service charges for anchor tenants ranged between RM0.70 and RM4.20 psf. The low average service charge figure was also due to the majority of sample malls (73%) comprising suburban malls which had lower charges for anchors as well due to the practice of landlords charging a nominal figure because anchors pay for their own utilities. Malls which had much higher service charges than the average were those from the Central Peninsular, especially in the urban locations.

Majority of Service Charges Have Remained Unchanged for Past Many Years



In spite of the challenges, 60% of malls were not planning to increase service charges over the next 1.5 years to ease their tenant's burdens. These intentions were relatively consistent across different mall regions and sizes. Another 29% have yet to decide on these charges.

Only a very small minority (3%) of malls had increased their service charges this year. Most malls (53%) had increased service charges about four to five years ago while 19% had left their service charges unchanged upon conception. Therefore, most malls had not raised service charges to tenants within these few years and have no intention of doing so in the next year and a half.

The service charge items covered mainly four categories: utilities 7%, staff and administration costs 15% and maintenance cost 67%, and staff costs 11%, most of which are still on the increase.

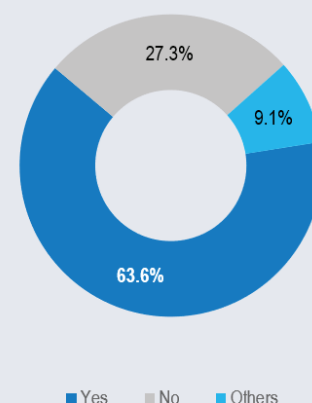
Rental Charges Can Be Inclusive of Service Charges and A&P Charges

As for the rental charges, more than half (61%) of the malls included Advertising & Promotions (A&P) charges into either their rental or service charges.

The A&P charges ranged between RM0.10 and RM0.53 across all respondents with the minimum being charged for anchor tenants who usually carry out their own promotions individually.

Majority (64%) of malls provided two separate bills to their tenants; one for rental charges and one for service charges. A quarter (27%) of mall operators, however, lumped service charges together with rental charges, in a single billing.

ARE SERVICE CHARGES BILLED SEPARATELY FROM RENTAL?



Therefore, it is noted that although for most malls their operating costs are higher than service charges billed to tenants, the majority of service charges have remained unchanged for the past many years.

The impact of the Covid-19 pandemic globally and locally will continue to negatively impact and cause dramatic changes in mall operations. Although these were not analysed in the current surveys, many mall operators did comment about the implemented wage cuts that cover operating costs. Based on these findings, we are hopeful that government authorities will consider the losses borne and provide financial assistance to all affected stakeholders, that is landlords and mall operators within shopping malls in Malaysia.

CASC Conference 2020

21 OCTOBER 2020

The conference was held in Chengdu, China with a special online sharing session for CASC overseas members on 21 October 2020 presented by the regional speakers as mentioned. There was a definite negative impact on malls in the region compounded by the individual countries' own adverse factors like politics and street rallies but all are optimistic that malls will continue to survive.



Tan Sri Teo Chiang Kok, PPK Malaysia



Mr Anthony Sondakh, APPBI, Indonesia



Mr Steven Tan, SM Malls, Philippines



Mr Baldwin Ko, ISCM, Hong Kong



Ms Ou Jianling, Chengdu Retail Business Association



Mr Michael Ma, TCSC, Taiwan

中购联中国购物中心国际论坛第十八届年会暨2020亚洲购物中心发展合作大会
The 18th Annual Conference of Mall/China International Forum & 2020 Asian Shopping Center Development Cooperation Conference

2020/10/21-23 · 成都环球中心天堂洲际大饭店
21-23 October · InterContinental Chengdu Global Center of Chengdu

CASC亚洲购物中心协会2020特别理事会暨
抗击疫情网络研讨会
CASC2020 Special Council Meeting
& Anti-epidemic Experiences Sharing Webinar

10月21日13:00-14:45
13:00-14:45, 21 OCTOBER

章节主席 MODERATOR

张志刚
苏州柏利城商业管理有限公司总经理
Mr. Kevin Zhang
General Manager of Parcmall Retail Management (PRM)

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1 Utama Shopping Centre董事
TAN SRI Teo Chiang Kok
President of Malaysia Shopping Malls Association (PRM), Director of 1 Utama Shopping Centre

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印度尼西亚购物中心联合会国际关系主任
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Head of International Relations of Indonesia Shopping Centers Management Association

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Mr. Michael Ma
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成都现代商贸产业生态圈联盟执行秘书长、成都零售商业协会秘书长
Ms. Ou Jianling
Executive Executive secretary-general of Chengdu Modern Commerce Industry Ecosystem Alliance, the secretary-general of Chengdu Retail Business Association(CRBA)

CASC Annual Meeting

16 NOVEMBER 2020



The annual council meeting between CASC component countries was hosted by Mall China and held via online amongst the following participants:

L to R:

- 1 Victor Liu, Michael Ma and Jeff Tsai, Taiwan Council of Shopping Centres (TCSC)
- 2 & 3 Tan Sri Teo Chiang Kok and Phang Sau Lian, PPK Malaysia
- 4 Victor Guo, Mall China
- 5 Baldwin Ko, Institute of Shipping Centre Management (ISCM) Hong Kong
- 6 & 7 Heru Nasution and Anthony Sondakh, Asosiasi Pengelola Pusat Belanja Indonesia (APPBI)
- 8 Kirby Wong from SRE Synergistic Real Estate Management & Network Pte. Ltd. (SRE), Singapore (Kelvin Ng not in picture)

CASC
Council of Asian
Shopping Centers

Victor Guo informed that CASC Conference was a great success with 600 attendees on-site plus more than 1,000 online participants. Prominent property developers and retailers like Swire and Tsutaya Bookshop provided invaluable insights with brands who intended to open in China and developers meeting separately during two side events. After the pandemic, malls in China have since recovered well, reaching a revenue of up to 90% with traffic of 80%.

PPKM's President shared that in Malaysia we had (and are still having) different phrases of Movement Control Order (MCO) depending on how the COVID-19 situation was, whereby the third wave of infections since October hit footfall and sales badly and we are still trying to recover. To rebuild shoppers' confidence, PPKM has embarked on online marketing initiatives to show that malls are clean and safe and to encourage more shoppers to visit our malls again. It remains important to preserve cash flow for both tenants and landlords but operating costs have increased due to the need to comply with SOPs and more emphasis on hygiene and cleanliness. International tourism has not resumed as our borders are still closed,

with hotel occupancy still at a low rate and our GDP has vastly decreased for the first time since 2009. Nevertheless, a handful of new malls opened in 2020 with more in the pipeline over the next two to three years.

In Indonesia, Covid-19 infections were still on the rise especially in Jakarta. Heru Nasution reported that Indonesia expects recession for this year, but hoped that the GDP will recover by 2021 although tourist cities like Bali and Jakarta were badly affected. Many retailers were adversely affected but some big brands have recovered up to 90% of their usual turnover, with better footfall at malls outside the central business district. Traffic rebounded after the lockdowns, coupled even with improved spending power and it is expected that once the pandemic comes under control, visitors will return to malls for relaxation and entertainment.

Over in Taiwan, TCSC announced that several malls opened this year with several more in 2021. Michael Ma informed that digital transformation was accelerated by the pandemic circumstances, including the adoption of artificial intelligence.

For Hong Kong, Baldwin Ko shared that border and travel restrictions have meant that there are no tourists from mainland China and the sales turnover of luxury brands like watches and jewellery were badly affected so the government have considered some border relaxations. However, retailers in essential goods like supermarkets and daily necessities have actually seen a growth in their businesses due to increased domestic consumption.

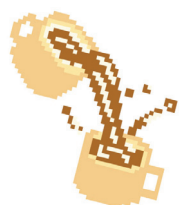
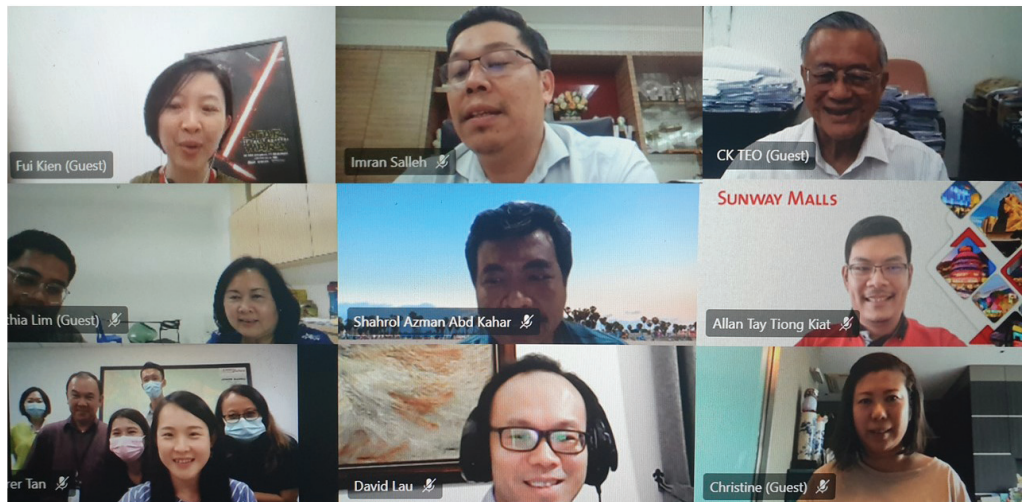
Kelvin Ng mentioned that in Singapore, they have planned to open up borders via a green zone travel bubble with Hong Kong and the government has undertaken several initiatives to boost domestic consumption.

Overall, it was an insightful meeting moderated by both Victor Liu and Victor Guo. It was announced that since Mall China was unable to host the conference this year for overseas delegates due to the pandemic circumstances, they will host CASC Conference 2021, to be followed by Taiwan in 2022.

Southern Region Meeting

5 NOVEMBER 2020

Rounding up 2020's outreach meetings to our various regions, 23 member malls' representatives in the Southern region had a productive meeting with several members of PPKM main committee headed by our President, and other regional representatives from Sarawak and Sabah. Updates from the various regions were shared, with all malls indicating a drop in footfall due to the current spike in Covid-19 infections but suburban malls seemed to fare better because of patronage from their immediate neighbourhood shoppers. Farrer Tan, our Southern region representative shared that as at October 2020, Johor malls in the city centre managed between 30% and 73% footfall against suburban malls' 35-85% (as a comparison of pre-MCO levels) while occupancy was 60-90% and 62-94% respectively.



MORR Brings You More Customers

24 NOVEMBER 2020

MORR is a branded loyalty points ecosystem for retail businesses to thrive in an always online world. Speakers, Atul Kamble, CEO and Co-Founder and Eugene Wong, VP of Sales shared with members how to empower shopping malls and retail merchants with digital transformation to grow their business and create customer loyalty using the latest technology and artificial intelligence.

The 57 attendees at this virtual event were shown how MORR can guide malls to navigate the new normal in order to grow and retain shoppers not just in a branded loyalty programme, but with their distinctive facets where customers get discounts, malls have their own loyalty programme and merchants access technology at low costs.



Certification Course Part 3

12 DECEMBER 2020



Great news for all candidates who undertook Part 3 for the August session – all have passed 'virtually'! Yes, this session was all done virtually with online Presentations/Interviews held on 12 December 2020 and we now have four more certified managers in the two modules as follows:

- Marketing and Leasing: two persons
- Operations & Maintenance: two persons

CONGRATULATIONS TO ALL, well done!

We are currently looking into arrangements for next year's courses and hope to be able to hold these on site, beginning in April 2021. However, if the situation then is deemed not favourable, there is a possibility we will arrange for online classes. Interested members are requested to look out for announcements by end February 2021.

COMING SOON

Security and Safety Training, January 2021

Due to SOPs of the current CMCO circumstances, the foundation courses for security and safety training originally scheduled for October 2020 has now been postponed again to January 2021. This training session will be offered to the staff of all member shopping malls as well as out-sourced security companies who wish to bring new recruits up to mark in the context of shopping malls.

Although this training will be held on-site, we shall be complying with all required SOPs for seminar events, including physical distancing and participation will be limited to only a maximum of 30 participants only.

See you at our classes soon.

Shop and Be Rewarded Campaign, 15 – 17 January 2021



In a further effort to improve footfall and sales turnover at shopping malls during the current challenging scenario, PPKM is working with Tourism Malaysia on SHOP AND BE REWARDED which will run as a three-day national promotion campaign using e-cash vouchers to incentivise and encourage shopping.

Together with advertisement support and sponsorship from Tourism Malaysia and participating malls throughout the country, there will be a total of RM900,000 worth of e-cash vouchers to be given away.

We look forward to this much needed boost for the shopping mall and retail industry which have been striving for survival since early this year.

So with lots of discounts from ongoing sales, do watch out for the coming launch of the campaign - SHOP & BE REWARDED and have a great shopping spree at our participating malls!

NETWORKING PARTNERS

Asosiasi Pengelola Pusat Belanja Indonesia (APPI)
Association of Consulting Engineers (ACEM)
BBKLCC Tourism Association, Kuala Lumpur
British Council of Shopping Centres (BCSC)
Building Management Association of Malaysia (BMAM)
Council of Asian Shopping Centers (CASC)
Dewan Bandaraya Kuala Lumpur (DBKL)
Eastern Regional Organisation for Planning & Human Settlements (EAROPH), Malaysia
FIABCI Malaysia Chapter
Fire Prevention Council Malaysia (FIPCOM)
Hong Kong Trade Development Council
Institute of Shopping Center Management Ltd (ISCM), Hong Kong
International Council of Shopping Centers (ICSC)
Jabatan Bomba dan Penyelamat Malaysia

Japan Council of Shopping Centers (JCSC)
Korea Building Owners & Managers Association (KBOMA)
Malaysia Crime Prevention Foundation (MCPF)
Malaysia Retail Chain Association (MRCA)
Malaysia Retailers Association (MRA)
Malaysia Green Building Confederation (MGBC)
Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS)
Malaysian Association of Hotel Owners (MAHO)
Malaysian Association of Hotels (MAH)
Malaysian Association of Travel & Tour Agents (MATTA)
Malaysian Franchise Association (MFA)
Malaysian Tourism Federation (MTF)
Mall China
Middle East Council of Shopping Centers (MECSC)

Nordic Council of Shopping Centers (NCSC)
Pertubuhan Akitek Malaysia (PAM)
Property Council of Australia (PCA)
Quality Restroom Association of Malaysia (QRAM)
Real Estate & Housing Developers Association, Singapore (REDAS)
Real Estate and Housing Developers Association (REHDA)
Shopping Center Council of Australia (SCCA)
Taiwan Council of Shopping Centers (TCSC)
The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM)
The Malaysian Society of Association Executives (MSAE)
The Institute of Engineers, Malaysia (IEM)
Tourism Malaysia

MEMBERSHIP 2020

CORPORATE MEMBERS

1 Utama Shopping Centre
1MK Mall
1Shamelin Shopping Mall
1st Avenue, Penang
3 Damansara
Aeon Mall Taman Maluri
Alam Sentral Plaza
Alor Star Mall
Aman Central
Amcorp Mall
Amerin Mall
Atria Shopping Gallery
avenue K
Bangsar Shopping Centre
Batu Pahat Mall
BBCC
Berjaya Megamall
Berjaya Times Square Kuala Lumpur
Berjaya Waterfront Complex BMC Mall
Central i-City Shopping Centre
Central Market
Central Square Sungai Petani
Centre Point Sabah
Centro
Cheras LeisureMall
Citta Mall
City Mall
Cityone Megamall
Damen Mall
Datum Jelatik Mall
Dayabumi
DC Mall
Design Village Outlet Mall
Dpulze Shopping Centre e @ Curve
East Coast Mall
Eastern Mall
Ekocheras Mall
Empire Shopping Gallery
Encorp Strand Mall
Endah Parade
fahrenheit 88
First World Plaza
Freeport A'Famosa Outlet
Galleria@Kotaraya
Gamuda Walk
gateway@klia2
Genting Highlands Premium Outlets
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Banting
Giant Hypermarket Batu Caves
Giant Hypermarket Bayan Baru
Giant Hypermarket Cheras
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 Taiping
Giant Hypermarket Tampoi
Giant Hypermarket Ulu Klang
Giant Mall Kelana Jaya
Giant Superstore Tunjung
Giant Setapak
Giant Superstore Jerteh
Giant Superstore Kangar
Giant Superstore Kuala Pilah
Giant Superstore Prima Saujana (Kajang)
Glo Damansara
GM Klang Wholesale City
Grand Merdeka Mall
Great Eastern Mall
Green Heights Mall
Gurney Paragon
Gurney Plaza
Harbour Mall Sandakan
Hartamas Shopping Centre
Imago, KK Times Square
Intermark Mall
IOI City Mall
IOI Mall Bandar Putra Kulai
IOI Mall Puchong
IPC Shopping Centre
Ipoh Parade
Island Plaza
ITCC Mall
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
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Nafas Mall
Kompleks Star Parade
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya Complex
KSL Esplanade Mall
KTCC Mall
Kuantan Parade
KWC Fashion Mall
Kulim Central
Langkawi Fair Shopping Mall
Lot 10
M3 Mall
Mahkota Parade, Melaka
Maju Junction Mall
Melawati Mall
Mesamall
Mid Point Shopping Complex
Mid Valley Megamall
Mid Valley Southkey
Mitsui Outlet Park KLIA
Mydin Mall
MyTown Shopping Centre
New World Park
Nexus Bangsar South
Nu Sentral
Pandan Kapital
Paradigm Mall
Paradigm Mall Johor Bahru
Paragon Market Place
Paragon Point Shopping Centre
Pasaraaya Komuniti @ Mart Kempas
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
Plaza Angsana
Plaza Low Yat
Plaza Merdeka
Plaza Metro Kajang
Plaza Pelangi
Plaza Salak Park 'SPARK'
Plaza Shah Alam
Prangin Mall
Publika Shopping Gallery
R&F Mall Johor Bahru
Riverwalk Village
Quayside Mall
Queensbay Mall
Quill City Mall
RCMC Sdn Bhd
SACC Mall
Sarawak Plaza
SB Mall
Segamat Central Shopping Centre
Sejati Walk
Semua House
Seremban Prima
Setapak Central
Setia City Mall
Shaw Parade KL
Shaw Centrepoint
South City Plaza
Star Avenue Lifestyle Mall
Starhill Gallery
Straits Quay Retail Marina
Subang Parade
Sungei Wang Plaza
Sunshine Tower
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 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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Festival City Sdn Bhd
Golden Mayflower Sdn Bhd
Kingsmen Sdn Bhd
Mandrill Tech Sdn Bhd (ServeDeck)
OCK Telco Infra Sdn Bhd
Pinnacle Analytics Sdn Bhd
Prominent Excel Sdn Bhd
Selangor Dredging Sdn Bhd
SL Group Design Sdn Bhd
Stratos Consulting Group Sdn Bhd
Sun Synergy Sdn Bhd
The Hot Shoe Show & Company Sdn Bhd
The Lot Associates Sdn Bhd
Visata Creative Sdn Bhd

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HC Chan, CMM

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Ng Hean Yin

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LEGEND

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