



Newsletter of the Malaysian Association for Shopping and Highrise Complex Management

newsnetwork

Persatuan Pengurusan Kompleks (PPK) Malaysia

ISSUE No.19 3/2009/PP12389

Untuk Ahli Sabaja



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PRESIDENT'S MESSAGE

Dear Members

It's almost end of the year and as they say, time really flies !

We are now into the last quarter of 2008 and the pinnacle event of the year for shopping centres, CASC CONFERENCE 2008 will be our highlight ! As always, PPK Malaysia has striven to source the best in the shopping and retail industry for our seminars and conferences. This year's CASC Conference 2008 is no different as we have managed to bring together an impressive team of speakers, panelists and moderators, both locally and internationally, to make the Conference unforgettable – our heartfelt gratitude to all of you for making the Conference so distinguished !

Aside from our events, current rising costs of food and fuel have resulted in inflationary trends and together with expected changes to the local political scene, these will undoubtedly impact on our local shopping industry. If this trend continues in the long term, it will eventually change the face of shopping - meaning that shopping centres will have to accommodate to the changing needs and shopping habits. All industries globally will face testing times as the whole world goes through intense upheavals with the onslaught of economic slowdown and environmental disasters but we believe that shopping centres will surely evolve to withstand the challenges ahead. These challenging times will simply become the catalyst for more innovative strategies and ingenious ideas for marketing in shopping centres and the retail trade as well as discovering ways to lower costs and rationalize expenditures, thus making the industry yet more enduring.

All our best to everyone, as we work to carefully tread the path ahead of us

Warmest regards.



JOYCE YAP
President



HAPPENINGS

THE MALAYSIA SAVINGS SALE



YEAR-END EPIC BARGAINS

29 NOVEMBER 08 - 4 JANUARY 09

The Official Card
MasterCard

MALAYSIA SAVINGS SALE

29 Nov 2008 - 4 Jan 2009

Shop now and save is the message for all shoppers during the next national sale event which will coincide with the year-end festive season. Shoppers can look forward to fantastic festive ambience and events as they shop in advance for Christmas celebrations and 'back-to-school' merchandise ...

Festive Décor

The recent Hari Raya celebrations saw malls getting all decked up to ensure shoppers were in the right festive mood and we take you on a mini tour with ...



▲ Pavilion splendour



◀ Retro times at Sungei Wang Plaza



▼ Shop at The Curve's souk bazaar



▲ Mid Valley's kampung vibes



▲ Balik kampung to 1 Borneo



▲ No guesses where's the oasis in 1 Utama

HAPPENINGS (con't)

Dialogue with SYABAS

Members from the Klang Valley were recently invited for a dialogue session with Syarikat Bekalan Air Selangor SB (SYABAS) on 28 August 2008. 20 members attended the briefing given by SYABAS and both queries, complaints and related problems were dealt with... now at least we can place a face to the voice through the phone ..



▲ L to R facing the camera: Nor Ashikin Ahmad Bhari, SYABAS Public Affairs Executive; Dato Lee Miang Koi, SYABAS Chief Operating Officer with MK Foong, Vice President 1



▲ Customer Relations handling the toll free line for complaints



▲ Thanks for the visit, SYABAS !

PPK PEOPLE POWER !



▲ Front row (seated): Kung Suan Ai, Joyce Yap, KK Lim, Jenny Chan, Evelyn Lo, Kenny Chin
Back row (standing): Stanley Kok, MK Foong, KC Ooi, Anderson Chong, KC Loh, Vincent Chong and Cynthia Lim
Not in picture: HC Chan and Chow Heng Wah

NATIONAL TOURISM FORUM 2008 25- 26 September 2008

Joyce participated in a lively panel discussion on *The Personnel Touch: Capital in Tourism Sector* at the Forum held in Prince Hotel and Residences KL which was attended by more than 100 participants from the tourism and related industries. Shopping still remains the second most important component of tourism dollars for the country so emphasis must remain on developing our industry!



▲ L to R: Phua Tai Neng, MATTA; Joyce Yap; Dato Pardip Kumar Kukreja, Grand Paradise Holdings, Reginald Pereira, Malaysia Association of Hotels Training and Education Centre (MAHTEC) and Mark Lankester, Tune Hotels

> InsideRetailing

Recipe for an appealing Asian mall

The difference between success and failure lies in the quality of the ingredients



PPK MALAYSIA

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CASC Conference 2008 29-31 OCT
ASIAN SHOPPING CENTRES CHALLENGES AHEAD
ONEWORLD HOTEL, BANDAR UTAMA, PETALING JAYA, MALAYSIA

provide expert answers and direction for the region's retail owners facing the challenges of these times.
In the run-up to the event, PPK looks at some issues of concern that will be addressed ...

By Joyce Yap

If you want to be close to the world's retail heartbeat, you've got to be in Asia. This is where all the action is: The world's biggest shopping malls, the world's most famous brands, and the world's most avid shoppers.

Americans used to top the list as the world's keenest shoppers, but not any more. According to an ACNielsen survey, that title now goes to Asians.

From China's unique shopping experiences to India's and Vietnam's modern complexes, from Singapore's high-end retail centres to Malaysia's many diverse malls, the signs are everywhere that in Asia, retail development is one of the most dynamic activities in the region.

Although shopping behaviours and intentions do vary from country to country – for instance, Japanese shop for accessories; Malaysians, Thais and Indians for basics; and Singaporeans for fashion – they share a few similarities too. Among them, the view that shopping today has evolved to becoming a pastime and a means to socialise. In the ACNielsen survey, 74 per cent of the respondents said they even consider it a form of entertainment.

For these reasons, shopping malls are seen as places to destress, venues for weekend family bonding and even as homes away from home. That's why in many developing countries throughout Asia, malls have become an integral part of the urban landscape.

The most successful ones are those that have adapted western retail design principles to suit their country's local cultures, religions, climate, politics, habits, psychographics, demographics and level of development. They are also the ones with architectural plans that consider how hundreds of different retail tenants and hundreds of thousands of shoppers of all ages and races can be comfortably accommodated under one roof.

Other vital ingredients making their recipe appealing include the distinctive ambiances and tenant mix created by their retail consultants, to entice shoppers and increase shopping dollars.

Of course, it is not a case of one dish suiting all. Different tastes and desires lead to different expectations, and like all good cooks, good retail consultants first need to identify their target markets to find out their likes and dislikes. Only after that can they concoct strategies to make their projects appetising.

Let's look at some of them:

Design and ambience

In Malaysia, Singapore, Thailand, Hong Kong and Taiwan, newer shopping malls are built mostly in urban areas. Because land in such locations is expensive, the malls have to be mega-size and multi-storey, which make the design of their vertical transportation vital.

Internally, they have to be brightly lit and accommodate activity-based facilities that Asians enjoy. These include cineplexes, bowling alleys, fitness centres, karaoke lounges and theme parks.

With them, Asian shoppers wouldn't mind frequenting a mall regularly and spending longer hours there on each occasion.

Tenant mix

According to a PPK survey, central business district (CBD) malls and suburban malls attract different groups of people. Well-travelled urbanites have a propensity to visit the former, it found out, while families prefer the latter.

In creating the differentiation, four major tenant categories are considered: Fashion and accessories; food and beverage; health, beauty and well-being; and entertainment.

Retail façades and shopfronts

Many modern shopping centres in Asia are now moving away from the "Black Box" concept by installing display windows in their façades to give shoppers a glimpse of what to expect and to add value to their tenants' retail offerings.

Multi-storey malls also now feature skylights, clear sight lines and shopfronts that don't have bulkheads overshadowing the entire frontage.

Tenants need to do their part too. This could be by having signages that "reach out" with lights, by creating soft eye-on-eye window displays that create warmth, and by adding colour and texture so shoppers can be alerted, welcomed and prompted to pop inside to see more.

Inside, the shop could be scented with a light, lovely

aroma and backed by soft music in order to put shoppers in the mood "to touch", "to try" and "to buy".

Food and beverage

To give sensorial experiences to these outlets, food graphics, signages and creative lighting solutions can be employed.

For gourmet kiosks and stalls, contemporary designs made of stainless steel is recommended as this material is durable, easy to maintain and gives the impression of cleanliness which entices shoppers.

In high-end and niche shopping malls, more affluent shoppers will be attracted by the presence of fine-dining restaurants.

However, as their standards are very demanding, restaurateurs and mall managers alike must carefully consider back-of-the-house services such as direct lift access and the quality of personal services.

Other important factors that will lend success to the business include the use of quality materials, warm lighting and music to create an exclusive ambience.

Health, beauty and well-being

This is one of the hottest retail categories in Malaysia. To live up to expectations, the shops should feature luxurious designs and fit-outs, innovative lighting as well as high quality service to ensure repeat visits.

Entertainment

This component may be small in terms of its contribution to a mall's overall mix, but it usually occupies the largest area. The rent it attracts may

also be low, but it is acceptable seeing as how it is a magnet pulling patrons into a mall, especially a mega-size one in Asia.

Joyce Yap is the president of PPK.

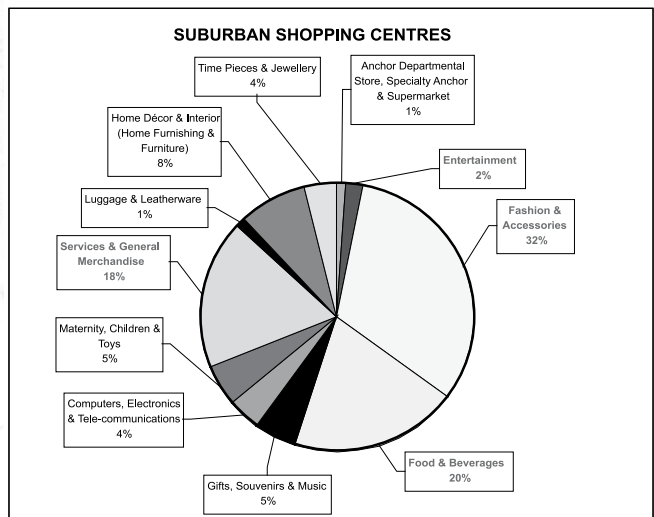
For more information on the up and coming CASC Conference, call the PPK Secretariat at 03-7727 6232 or surf to ppkm.org.my

Next week: Impact of rising costs on the retail industry



A great F&B experience in a mall will ensure repeat visits.

CBD Shopping Centres	Suburban Shopping Centres
Anchor Departmental Store, Specialty Anchor & Supermarket	Anchor Departmental Store, Specialty Anchor & Supermarket
Entertainment	Entertainment
Fashion & Accessories	Fashion & Accessories
Food & Beverages	Food & Beverages
Gifts, Souvenirs & Music	Gifts, Souvenirs & Music
Computers, Electronics & Telecommunications	Computers, Electronics & Telecommunications
Maternity, Children & Toys	Maternity, Children & Toys
Services & General Merchandise	Services & General Merchandise
Luggage & Leatherware	Luggage & Leatherware
Home Décor & Interior (Home Furnishing & Furniture)	Home Décor & Interior (Home Furnishing & Furniture)
Time Pieces & Jewellery	Time Pieces & Jewellery



NEW STRAITS TIMES SATURDAY, SEPTEMBER 20, 2008

PROPERTY ◀ P3

> InsideRetailing

Evolving to survive

Shopping centres in Asia are feeling the impact of rising inflation

By Anna Chidambar

Although the Malaysian retail industry managed to achieve strong sales in the first quarter of this year, the pace has been slowing considerably since, no thanks to the fuel price hike in June.

This month, the Malaysia Retail Industry Report said the growth rate for the year would be 6.9 per cent – almost half of the 12.8 per cent attained last year, which was the highest since 1992.

Of course, it's not just high fuel prices at work. The rising cost of staple food items too has been behind some of the reasons why the consumer price index touched 8.5 per cent two months ago, the highest since the early 80s.

PPK president Joyce Yap said the extent with which rising inflation has bitten into the wallets of shoppers and

consumers has influenced a change in their spending behaviours over the last few months. Supermarkets and hypermarkets saw an immediate 20 per cent rise in their turnovers, she pointed out, but retailers, food and beverage outlets as well as entertainment centres saw a decline in their sales by a similar margin.

"High inflation has caused many shoppers to have less income at their disposal, even though they may have received salary adjustments," she said.

The "I" word is also dreaded by Asosiasi Pengelola Pusat Beli-Belah Indonesia (Indonesian Shopping Centre Association) co-president Heru Nasution, who said his members are being made despondent by calls to "buy only what is needed" and "cut down spending by eating at home".

"When gas prices go up, people have less disposable income and that will impact on shopping centre owners as well as retailers," he said.

"People must put fuel in their vehicles but do they need to buy that extra shirt? It's disposable income that keeps cash registers ringing."

On a brighter note, though, PPK's Yap said shopping has become a universal tourist activity and that in Malaysia, it is the country's second largest foreign income earner, contributing 27 per cent or RM12.3 billion in tourist dollars last year. For this year, the amount is envisaged to rise to RM15.5 billion.

"A shopping centre today is more than just a place to buy merchandise and necessities ... it has become an integral part of our lifestyle," she said.

Its survival is therefore

imperative, not only to retailers and centre owners, but to the economy at large.

"The time has come for centres to evolve and meet changing consumer needs," she said.

The Hong Kong Institute of Shopping Centre Management founding chairperson Maureen Fung said "developers are becoming aggressive in offering exciting shopping experiences through continual mall renovation, intensive trade mix reshuffle and innovative promotion programmes".

"Excellent customer services for frontliners are still the distinctive driver."

Yap agreed, saying shopping centre personnel and retailers have to be more customer-friendly, ambiances have to be made more comfortable and information counters have to be upgraded to become concierge desks providing services such as valet parking, car-park security escorts, home deliveries, complimentary clothing alternations, and even refreshments and other freebies.

"The shop-eat-rejuvenate model is still a workable formula, albeit in different proportions," said Yap.

"Shoppers can expect an evolution of retail offerings, merchandise mix and businesses as the challenges brought about by rising costs generate innovations and creativity.

"Shopping centres have been resilient creatures of change. We have to evolve yet again to produce better and tougher players."



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CASC
Conference
2008 29-31 OCT
ASIAN SHOPPING CENTRES
CHALLENGES AHEAD
ONEWORLD HOTEL BANDAR UTAMA
PETALING JAYA, MALAYSIA

provide expert answers and direction for the region's retail owners facing the challenges of these times.

In the run-up to the event, PPK looks at some issues of concern that will be addressed ...

Next week:
Innovations in retail

> InsideRetailing

New era, new thinking

Innovation is the way to go in times of spiralling costs, searing competition and savvy shoppers



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Roppongi Hills in central Tokyo features over 200 shops, cafes and restaurants.

By Zoe Phoon

Pavilion Kuala Lumpur and Suria KLCC in Malaysia. Mall of the Emirates in Dubai. Roppongi Hills in Japan. The soon-to-complete Orchard Central in Singapore.

These are not ordinary "me-too" shopping complexes; then again, the most exciting can still use a fresh idea or two.

"Innovation involves more than building design; it also covers the services a mall provides," said PPK president Joyce Yap.

"Combined, design and service can attract more patrons, drive more sales and create more value."

In this age of sustainable thinking and heightened corporate social responsibility, she said there are also ingenious "green malls" that help the environment by reducing their carbon footprint.

"In countries such as the Netherlands and China, the buildings are already using photovoltaic cells to convert solar energy into electricity, but in Malaysia, more studies are required before our shopping centres can adopt the technology," she said.

By and large, however, innovations in the development, operation and pullability of retail malls are moving ahead at a break-neck pace - faster than at any other time in recent history due to rising inflation and global economic shockwaves led by the United States which are impacting negatively on retail sales.

That makes the fifth Council of Asian Shopping Centres (CASC) Conference

2008 scheduled for next month a must-attend, especially by retail mall owners, managers and retailers as expert industry innovators will be presenting their views.

Among them will be Todd Pilgreen, partner and design principal of the world famous Jerde Partnership architectural firm based in Los Angeles.

The firm behind iconic malls such as Roppongi Hills in Tokyo and Fremont Street Mall in Las Vegas, its design strength is to let "experience make the place".

On what his presentation will involve, Pilgreen said "there is a need to rethink malls as centres for citizens, not just consumers."

"While the trend towards adding other uses of retail is important, our focus must extend to thinking of malls as communal urban environments ... there must be a balance between built-up and open spaces, man-made structures and natural features, mass transport and pedestrian experiences.

"Only then will there be sustainable social, cultural and economic values."

Another speaker at the CASC conference will be Y.L. Lum, chairman of the Institution of Engineers Malaysia's mechanical engineering division, who will point out that beauty and efficiency needn't be mutually exclusive ideas and can work in harmony.

To permit the marriage, he said engineers might need to go through cycles of value engineering so they can creatively rethink design concepts and engineering applications and achieve a blend of efficient operations with

demand for aesthetics.

Hussein Hamzah, president of the Malaysian Institute of Interior Designers, another speaker, said aesthetics has, to a large extent, been linked to spiritual and philosophical influences throughout history and our country reflects that.

On what the cutting edge retail landmarks are in Asia, PPK's Yap said they include the Mall of the Emirates, which has a large walk-in freezer so visitors can go from desert sunshine to skiing and snowboarding on man-made snow at Ski Dubai.

In Taipei, she noted that Core Pacific, popularly called the Living Mall, has its departmental store enconced in a sphere-like

fascia rising 11 levels above ground, while in Tokyo, Roppongi Hills contains outdoor sculptures and sidewalk art that are continuing to define lifestyles for city dwellers.

In Singapore, Yap said Orchard Central, which is completing early next year, will be an "unconventional" vertical mall inspired by New York's, Tokyo's and Hong Kong's urban New Age dis-

covery shopping centres, and these are some inspirations locals could turn to.

Philip Ng, chief executive officer of Far East Organization which is developing Orchard Central, said the 388,000sq ft, 12-storey glass-clad mall is expected to be the tallest pure retail space in the city-state.

"Planning considerations include intensifying land use around key transportation

nodes in Orchard Road; optimising the mall's usable space, vertical transportation and connectivity; and positioning of retail mix," he said.

For more information on the upcoming CASC Conference, call the PPK Secretariat at 03-7727 6232 or surf to ppk.org.my

In the October 11 issue: **Developing retail talents**



Established in 1984

P4 ► PROPERTY

NEW STRAITS TIMES SATURDAY, OCTOBER 11, 2008

> InsideRetailing

Talent squeeze alarming

Industry urged to train and retain human capital to address brain drain



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By Anna Chidambar

Shopping centre managers as well as retailers are finding it increasingly difficult to hire qualified staff to handle their daily operations and are scrambling to train and retain those they have. This is due largely to the fact that neighbouring countries have recognised the quality of local talent and are luring them to their shores with promises of better pay.

PPK president Joyce Yap

said there are around 1.07 million personnel employed in PPK member shopping centres and retail outlets in the country and that the industry is plagued by a myriad of workforce related problems.

Industry sources concur that unless the issues are resolved, the retail sector will continue to be understaffed, which could result in inferior customer service and poor sales.

"Human capital will always be the most critical element

in any industry and the only way for the retail industry to retain its people is to motivate them through continuous education and training, and follow up with refresher courses, retraining and study trips," she said.

"Staff can also feel encouraged to stay if their performance can be recognised with awards, incentives and other forms of rewards.

"The greatest motivation, though, is remuneration that commensurates with responsibility and capability ... employers need to invest in human capital - that is crucial to the success of shopping centres and the retail industry."

According to Pun Tian Pouw, client partner at executive recruitment company Korn/Ferry International, the retail landscape is rapidly changing and creativity is now key to pulling shoppers into a centre.

"As a result, talent war has intensified over the years. We feel the pain from our battles to retain our preferred employees."

Pun, who will be one of the expert speakers at the up-and-coming CASC Conference, said resourceful and creative executives with the determination to improve standards will

always be in high demand.

"The services industry is constantly in need of people-oriented personnel with passion for their work," he said.

PPK's Yap said the current talent shortage in the country is the consequence of other Asian countries such as Singapore, Indonesia, Thailand, Hong Kong and China demanding staff with the attributes that Malaysia's personnel possess.

"And our talents don't mind going abroad because there, they are categorised as expatriates and paid accordingly," she said.

"Talents in the peninsula are also leaving for new shopping centres in East Malaysia ... the industry is thus under tremendous pressure to retain existing staff and also seek and train new ones, even though that requires a lot of effort and time."

The long-serving members of the industry are unique, Yap pointed out, because they are willing to work long gruelling hours, satisfy the high demands of customers, and cope with the stress of last minute changes.

"Those who can't deal with the pressure leave, but the ones who remain have the resilience and fortitude that are in great demand ... the fact countries requiring talents of exacting standards also want them shows they are on par with world class managers".

"However, it also shows the relatively low appreciation rate offered here."

For more information on the up-and-coming CASC Conference, call the PPK Secretariat at 03-7727 6232 or surf to ppk.org.my

Next week:
The people behind PPK

The retail landscape is rapidly changing and creativity is now key to pulling shoppers into a centre.



HAPPENINGS (con't)

MCPF Safety & Security Campaign 2008

Recently launched by the Malaysian Crime Prevention Foundation with our Prime Minister in attendance, the campaign will involve creating awareness amongst the general public and shopping centre patrons through the distribution of pamphlets and flyers. These are aimed at reminding us to be self-aware, safety conscious and alert to our surroundings so as to minimise undesirable incidents. Other participating organizations include Malaysian Retailer-Chains Association (MRCA), All Women's Action Society (AWAM), Persatuan Insurance Am Malaysia (PIAM) etc.



▲ KC Loh, PPK committee member (2nd from left) receiving a souvenir from the PM

VISITORS to Malaysia

June/July 2008 saw our shopping centres hosting visitors from neighbouring Asian countries ~ from the Ayala Land Group, Philippines on 26 June 2008 and from the Pakuwon Group, Indonesia on 6 July 2008. Our visitors comprised of senior management personnel to property owners and consultants of prominent malls in their own countries, who not only had an informative study tour on marketing and building design, but also took time out to soak their feet ... literally !

A BIG thanks to 1 Utama, Mid Valley Megamall, The Gardens, Suria KLCC and Pavilion KL !



▲ Ayalaland visitors with 1 Utama personnel, the affable hosts



▲ Trying out the highlights of Malaysia's hawker food with Mid Valley & The Gardens



▲ Serious briefing on what makes Suria KLCC tick



▲ Pavilion, here we come !



▲ Time out to rest the tootsies !



▲ What's up? Pakuwon personnel in deep thought .



▲ Gotcha !

CURRENT ISSUES

Guidelines for Foreign Participation in the Distributive Trades 2004

At a recent meeting at the Ministry of Domestic Trade and Consumer Affairs on 6 August 2008, it was announced that whilst the guidelines would remain unchanged, it would only be applicable for hypermarkets. Kudos for all the hard work and support from the other NGO's to lobby on the relevant issues. Need more details ? call PPK secretariat at 03-7727 6202.

SEMINARS, CONFERENCES & EVENTS

CASC Conference 2008 Asian Shopping Centres, Challenges Ahead

29-31 October 2008 at OneWorld Hotel,
Bandar Utama, Petaling Jaya

The pinnacle conference of the year for shopping centres is here ! PPK Malaysia is pleased to extend a warm "Selamat Datang" (Welcome) to all foreign speakers and participants and to the local participants, thank you for your strong support – as usual !

Our speakers are all highly qualified and respected practitioners in the shopping and retail industry who are willing to share their experiences and speak about their outlook for the future as the industry faces challenging times ahead.

World economy inevitably revolves around three "F's" - food, fuel and finance – which have not seen stability in recent times. However, we believe the industry in Malaysia will go through yet another evolution to become even better as we usher in a new era of innovatively designed malls, ingeniously conceived to attract patrons both to ogle and to haggle, as well as generating innovative ways and means to make buildings function more efficiently to save costs.

Do watch out for updates of the conference in our next issue ...



▲ PPK President, Joyce Yap flanked by Advisors Kumar Tharmalingam & Dato CK Teo to her right, and Richard Chan and VY Ngeow to her left



▲ Speakers & supporters at the Press Launch on 16 July 2008 (L to R): Ir Ahmad Hadri Haris, Anthony Wong, Ar Hj Hussein Hamzah, Lee Hwa Cheng and Puan Sri Chelsia Cheng.

Certification Course in Shopping and Highrise Complex Management:

August 2008 at
JW Marriott Kuala Lumpur

- Marketing and Leasing
- Administration, Finance and Human Resource
- Operations and Maintenance

PPK is proud to reiterate that we are the first country in the region to start with our training and education courses and have trained more than 1,000 participants since the inaugural course in 2002. Human capital is perhaps the most valuable and important asset in any industry so it is essential that we continue to nurture and guide our shopping centre personnel for continued motivation and better work performance.

Interested in shopping centre management? 2009 sessions will commence in March/April ~ watch out for announcements soon ..



▲ Participants are always enthusiastic for Parts 1 & 2 Marketing & Leasing



▲ Participants from Parts 1 & 2 Administration, Finance & Human Resource

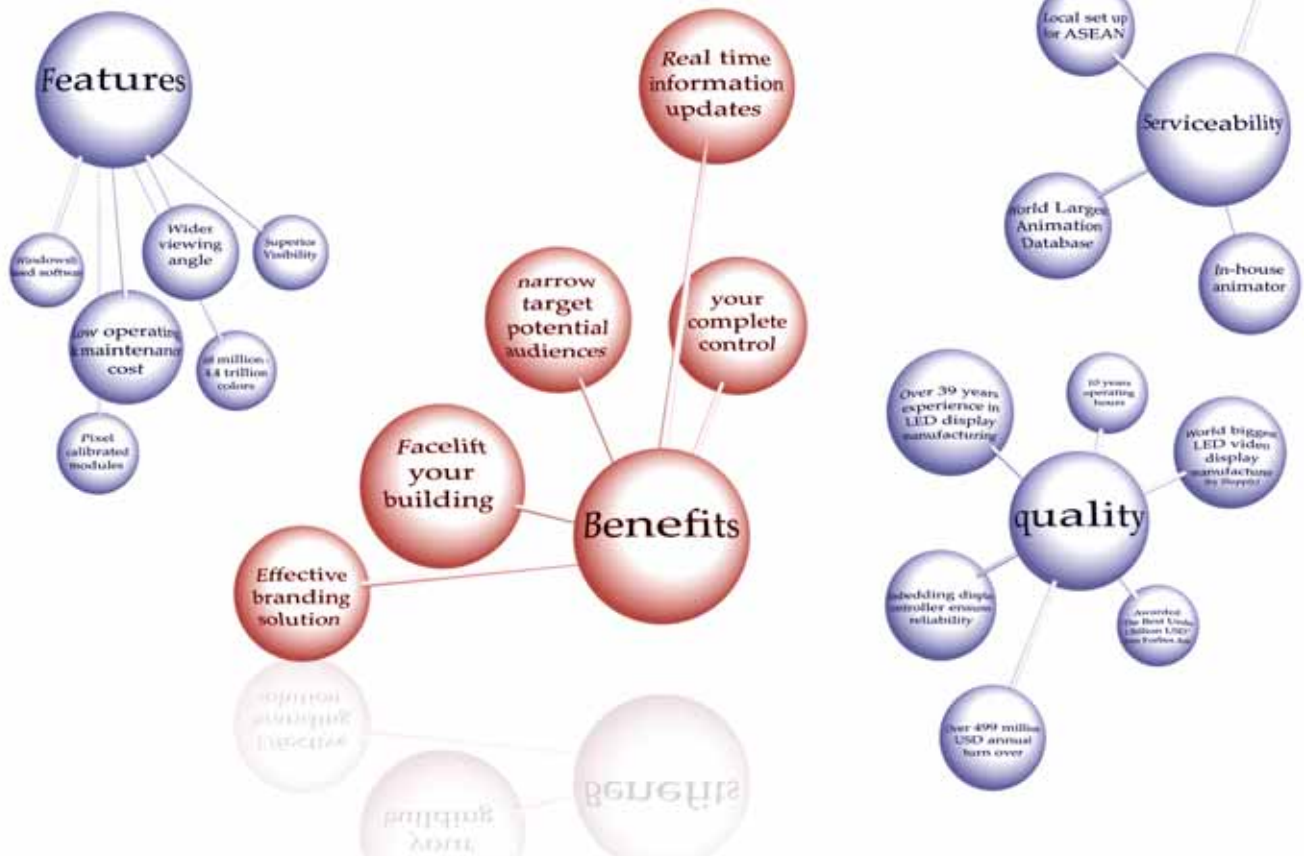


▲ Parts 1 & 2 Operations & Maintenance participants



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 www.daktronics.com

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Asia City
Bangsar Shopping Complex
Batu Pahat Mall
BB Plaza
Bentong Vega Mall
Berjaya Times Square, Kuala Lumpur
Campbell Complex
Cap Square
Central Square Sungai Petani
Cheras Leisure Mall
Cineleisure Damansara
Dataran Pahlawan Melaka Megamall
Dayabumi Complex
Digital Mall
Duty Free Zone
East Coast Mall
Endah Parade
First World Plaza
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Batu Caves
Giant Hypermarket Bayan Baru
Giant Hypermarket Kelombong
Giant Hypermarket Klang
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuantan
Giant Hypermarket Melaka
Giant Hypermarket Muar
Giant Hypermarket Plentong
Giant Hypermarket Prima Prai
Giant Hypermarket Senawang
Giant Hypermarket Seri Manjung
Giant Hypermarket Shah Alam
Giant Hypermarket Sungai Petani
Giant Hypermarket Taiping
Giant Hypermarket Tampoi
Giant Hypermarket Ulu Klang
Giant Mall Kelana Jaya
Giant Superstore Bandar Puteri
Giant Superstore Nilai
Giant Superstore Prima Saujana (Kajang)
Giant Superstore Sandakan
Giant Superstore Sunway City
Great Eastern Mall
Green Heights Mall
Gurney Paragon
Hock Lee Centre
Imbi Plaza
IOI Mall Bandar Putra Kulai
IOI Mall Puchong
IOI Mart
Island Plaza
Ipoh Parade
Jetty Point Duty Free Complex
Johor Bahru City Square
KB Mall
KL Plaza
Klang Parade
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Prangin Mall
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya Complex
Kuantan Parade
Langkawi Fair Shopping Fair

Lot 10
Mahkota Parade
Maju Junction Mall
Merdeka Mall
Megamall Pinang
Menara Citibank
Menara IMC
Menara Landmark
Menara Mutiara Bangsar
Menara Mutiara Majestic
Mid Point Shopping Centre
Mid Valley Megamall
Midlands Park
Mines Shopping Fair
New World Park
Oceanic Mall
Pandan Kapital
Pandan Safari Lagoon
Paragon Point Shopping Complex
Pavilion Kuala Lumpur
Pearl Point Shopping Mall
Pelangi Leisure Mall
Penang Time Square
Perling Mall
Pertama Complex
Plaza Angsana
Plaza Gurney
Plaza Low Yat
Plaza Metro Kajang
Plaza Pelangi
Plaza Tasek
Pudu Plaza
Queensbay Mall
RCMC Sdn Bhd
S & M Shopping Arcade
Semua House
Seremban Parade
Shaw Centre Point Klang
Shaw Parade
Skudai Parade
South City Plaza
Starhill Gallery
Star Parade
Subang Parade
Sungei Wang Plaza
Sunway Carnival Mall
Sunway Pyramid
Suria KLCC
Suria Sabah Shopping Mall
Sutera Mall
Terminal One Shopping Mall
The Atria Shopping Centre
The Curve
The Gardens
The Mall
The Spring
The Summit Batu Pahat
The Summit Bukit Mertajam Plaza
The Summit USJ
The Waterfront
The Weld
The Zon
Tropicana Mall
Tun Jugah
USJ Nineteen
Wangsa Walk
Wetex Parade

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Published by:
PPK Malaysia
A113, Block A, No. 1, Jalan SS20/27, Damansara Intan,
47400 Petaling Jaya, Selangor, Malaysia.
Printed by:
Printech Marketing
No. 23A, Jalan Tembaga SD 5/2H, Bandar Sri Damansara,
52200 Kuala Lumpur.

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