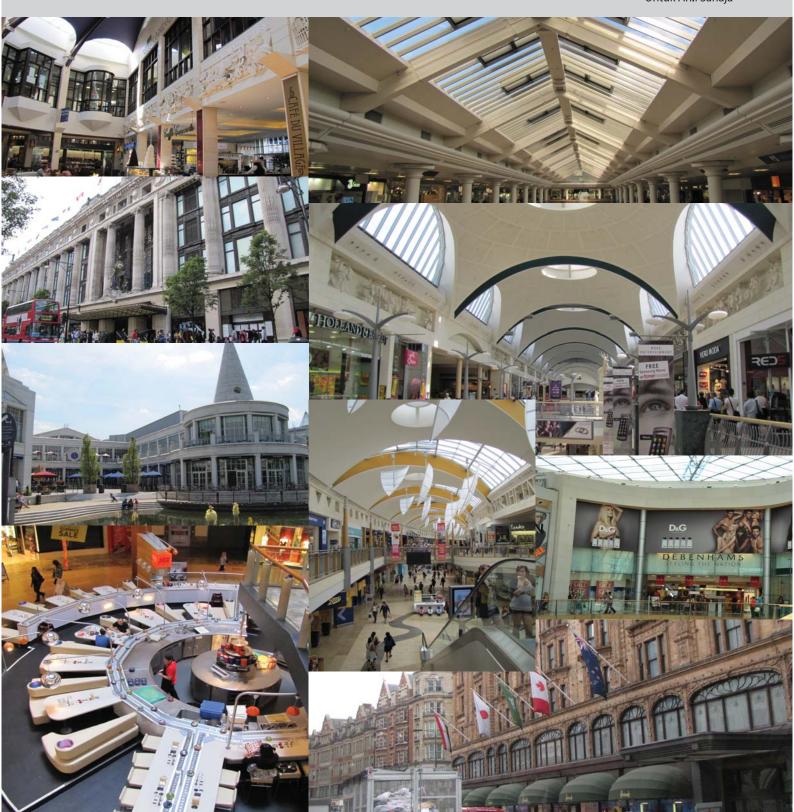




Established in 1984

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Newsletter of the Malaysian Association for Shopping and Highrise Complex Management ISSUE No. 24 03/10/10 PP12389/03/2011 (029187) Untuk Ahli Sahaja



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PRESIDENT'S MESSAGE



Warm Greetings to all PPK Malaysia members and friends!

I feel privileged and honored to be given the opportunity to serve as PPKM's President for the period 2010 - 2012, and to continue the excellent works of my predecessors who have contributed immensely to PPK Malaysia.

PPKM has certainly come a long way since 1984 and today has a nationwide membership of 300 shopping malls and personnel, with a combined real estate value of RM100 billion and directly employing 500,000.

Our shopping industry has not gone unscathed from the repercussions of the global economic crisis. There have been economic challenges over the past 24 months but there are vital signs of economic recovery and consumer spending, albeit hopefully there is no second global recession dip.

PPKM will continue to build on its foundational principles of industry representation, education, interaction and networking. Over the past 2 months, PPKM was represented in the National Key Economic Area (NKEA) Labs to brainstorm and formulate bold innovative strategies to drive the nation's economy. At the same time, a delegation of 25 PPKM members visited half a dozen shopping malls in the United Kingdom and had a fruitful dialogue with the British Council of Shopping Centres. We are pleased to note the 10 largest shopping malls in Malaysia are bigger in size by nett lettable area as compared to the 10 largest shopping malls in the UK.

PPKM will also be attending and presenting papers at the Council of Asian Shopping Centres Conference in Taipei, Taiwan in mid September 2010. PPKM has also been invited by ICSC to be a member of Asia Pacific Research Council which will be meeting in Beijing in November 2010 where ICSC Recon Asia will be held. A new ICSC Global Shopping Mall Directory is expected to be presented there and hopefully, some form of research collaboration with ICSC can materialize.

Education continues to remain the corner stone of PPKM's calendar of activities and 173 personnel have attended Certification Courses for 2010. A total of 1,476 personnel have attended since 2002 and 88 members have qualified with Certified Manager accreditation, and of that, only 19 have qualified for the full Certified Complex Manager accreditation.

Currently, PPKM together with Building Management Association of Malaysia (BMAM) is actively pursuing on a few important substantive issues affecting the shopping industry. First, is to lobby for the removal of legislative requirement under the Valuers, Appraisers and Estate Agents Act 1981 (VAEA) requiring property manager to be a registered valuer. Secondly, PPKM is to negotiate for a fair and reasonable renewal rate with MACP and PPM for the right of usage of music copyright intellectual properties. Thirdly, PPKM together with BMAM is lobbying the Ministry of Domestic Trade and Consumer Affairs to amend the proposed Copyright Act 1987 (2010); since there are serious liability issues, we need to protect and safeguard the interest of shopping mall owners and management respectively.

Last but not least, we humbly seek the support and cooperation of all PPKM members and friends to work closely on common industry's issues. Together we can heighten and elevate the Malaysian Shopping Industry to be globally competitive as a Shopping destination.

Thank you.

H C Chan President

CURRENT ISSUES Music Copyright and other issues

As the term for the current agreement with music copyright bodies will expire on 31 December 2010, negotiations are currently underway for the new term starting 1 January 2011.

Recently proposed amendments to the Copyright Act 1987 indicated that owners of premises (landlords) are to be held liable for any infringements carried out in their premises! Whilst PPKM supports copyright laws, this does not mean fair protection for building owners including shopping centres, so together with other like-minded organizations, we have submitted a Memorandum to the relevant authorities. To reinforce our position, a press conference on 29 June 2010 highlighted the consequences of such proposals (refer to the pullout section for further details).



■ L to R: Toh Peng Koon, Malaysia Retailers Association (MRA); HC Chan, PPK Malaysia; Dato CK Teo, Associated Chinese Chambers of Commerce and Industry Malaysia (ACCCIM); Datuk Eddy Chen, Real Estate and Housing Developers Association Malaysia (REHDA); Richard Chan; YY Lau, FIABCI Malaysia and S. Venkateswaran, Building Management Association of Malaysia (BMAM)

Park at Your Own Risk

The authorities also recently proposed to introduce amendments to the Consumer Protection Act whereby vehicle owners would be able to claim for compensation from car park operators for loss of vehicles and contents/belongings in the vehicles. In practice, this would open the floodgates for 'unreasonable' claims and/or result in extra costs to consumers so a Memorandum will be submitted by PPKM together with other affiliated organizations to protest against the said amendments.

Valuers, Appraisers and Estate Agents (VAEA) Act 1981

The specter rises again !? Amendments to the VAEE Act are recently in the offing once again to restrict property (including shopping centre) management to a select group of professionals. However, PPK continues to lobby the relevant authorities for the right of all qualified practitioners, regardless of professions or otherwise, to perform property/shopping centre management and to advocate an open market policy

HAPPENINGS

SEMINARS, CONFERENCES & EVENTS CASC Conference, 15 - 17 September 2010



Taiwan, the latest member of the Council of Asian Shopping Centres (CASC), will host the annual CASC Conference 2010. With this year's theme as *Asian Commercial Real Estate: Innovative, Intelligent and Green*, CASC conferences have been organized annually since 2004 in other member countries like Malaysia, Singapore, Indonesia, China and Hong Kong.

Our PPKM President, Mr HC Chan, will be presenting A Country Report on Malaysia as well as participating in the panel discussion on Marketing and Management. Other sessions cover Finance and Investment, Design and Technology, Leasing and Retailing, Green Technology Application, China Market and Pan-Asia Forum.

Looking forward to a great time for sharing knowledge and networking with fellow practitioners!

ICSC RECon Asia, 7 - 9 November 2010



The annual ICSC Asia Expo has now been re-branded as ICSC RECon Asia (the Retail Real Estate Convention of Asia) which will be held this year at Beijing International Hotel and Convention Centre, Beijing. As a Supporting Organisation, PPKM is pleased to be part of this event which brings together the retail real estate industry across North America, Latin America, Middle East and Asia. The conference programme is supported by international industry experts while the Exhibition showcases developers, investors, retailers and product and service providers. Find out more from www.icsc.org

FIABCI Asia Pacific Real Estate Conference 2010 (APREC), 13 - 15 October 2011



Looking far ahead to 2011, the International Real Estate Federation (FIABCI) Asia-Pacific will be organising APREC in Kuala Lumpur with the theme Asia Pacific: The Sky is the Limit? Setting Tempo for Growth. This premier real estate congress will integrate high powered professional and informative programmes with business networking opportunities amongst FIABCI members, the real estate fraternity and associates throughout the world. Look forward to exhibitions and technical tours, pre- and post-conference... PPKM is proud to be associated with APREC as an Official Supporting Organisation!

For more information, call FIABCI Malaysia secretariat at +603-62035090/1, email :fiabcimalaysia@fiabci.com.my or access www.fiabci.com.my

Certification Course in Shopping and Highrise Complex Management, April and August 2010

PPKM's continuing education and training programmes for 2010 were held at Sunway Spa and Resort for the following modules:

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

Since inception of the courses in 2002, more than 1,500 personnel have benefitted from our shopping centre 'gurus' who have willingly imparted valuable knowledge from their own hard-earned and hands-on experiences.

Continuous Professional Development (CPD) hours have been granted for all sessions to date so do keep an ear out for the 2011 training calendar to be announced in due course! For more info, do call our Secretariat at 03-77276202 or access our website: www.ppkm.org.my



▲ Serious lesson from Kung Suan Ai on Promotions



▲ You'll need these skills - Administration, Finance and Human Resource Part 1: April 2010, with Peter Puah



▲ Happy faces all around, Marketing & Leasing Part 1: April 2010 with HC Chan (centre)



▲ Paying rapt attention



▲ Vincent Chong (centre) leading the class for Operations and Maintenance Part 1: April 2010 – these issues involve lasses, too!



▲ HC Chan sharing his experience with the class



▲ Working out the case study is hard work! Marketing & Leasing Part 2: August 2010



▲ Getting more info from MK Foong







▲ Site visit at Sunway Pyramid



▲ An energetic Hj Ibrahim trying to inspire..

◀ A bit more of breathing room here with Joyce Yap, Marketing & Leasing Part 2: August 2010

Malaysia Mega Sale Carnival (MMSC) 24 July – 16 September 2010

Launched by YB Dato Sri Dr Ng Yen Yen, Minister of Tourism at Sungei Wang Plaza, MMSC traditionally offers the best discounts and bargains, so all shopperholics, be aware of where to get the best deals in town...

Once again, PPKM coordinated the Best Window Display Competition (essentially for retailers in 2 categories: department stores and specialty shops) and the MMSC Shopping Centre Awards 2010 with the theme Think Style, Think Sale!

With this theme in mind, panel of judges evaluated how retailers display their merchandise effectively, and how malls make use of visual displays and events to attract shoppers to buy during MMSC. Whilst the announcement of winners are not available as at now, we share with you a selection of the participants





■ L to R: YBhg Datuk Hj. Abdul Ghaffar A. Tambi, Deputy Secretary General (Tourism), Ministry of Tourism; YB Dato Sri Dr Ng Yen Yen, Minister of Tourism; YB Dato James Dawos Mamit, Deputy Tourism Minister; Yong Kei Seng, Chairman, Council of Sungei Wang Plaza Management Corporation; YBhg Dato Mirza Mohammad Taiyab, Director General, Tourism Malaysia.





▲ It's a FABULOUSALE at Sunway Pyramid



▲ The panel of judges and secretariat at Sungei Wang Plaza, trying to shop and win a car ?!



▲ Feeling great with 70% off at Tangs Pavilion



▲ Don't you wanna seize the (best) deal at Robinsons?



▲ Super Stylish Cops at Pavilion KL



▲ Fashion on sale



▲ 70% discount ? Bloombastic!

Megafam Programme

PPKM presented talks on The Shopping Scene in Malaysia in collaboration with Tourism Malaysia's Mega Familiarisation programme for foreign journalists. Both our Vice Presidents, Mr Stanley Kok and Ms Kung Suan Ai, presented papers during MMSC and Kuala Lumpur GP Sale respectively.

The foreign journalists also took time off for technical visits to Sunway Pyramid and 1 Utama Shopping Centre, and for a small shopping spree (of course!).



▲ Kung Suan Ai expounding on our world class shopping centres



▲ It was then HC Chan's turn to explain the role of Sunway Pyramid within the entirety of the Sunway township



Fashion glam makes site visits more interesting!

Making A Difference (M.A.D.) Seminar, 8 July 2010

Yes, we broke the mould to undertake a MAD Seminar and it was really way out! It was time to stop and take stock, time to break self-made boundaries, make changes and tap the full potential of all participants. The trainer, Mr Anas Zubedy, made all the participants look within themselves, to think outside the box so that they could make a difference with their lives and with their jobs in shopping centres ...



▲ HC Chan, PPKM President welcoming participants to the MAD class



▲ Haven't done this since we were kids!



■ Be your own 'dream-maker'



▲ Just me, getting to know you

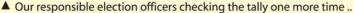


▲ Looks like this is fun (or funny) ?!

24th Annual General Meeting, 27 March 2010

Yes, it's been a good 24 years, and the AGM at Sunway Resort Hotel and Spa saw an excellent turnout of enthusiastic members from near and far, East Malaysia. Year 2009/2010 was again an extremely active year, involving more than 300 meetings, events, dialogues etc. and close interaction with government agencies, related bodies and member shopping centres. The immediate past President, Ms Joyce Yap stepped down after 2 terms and elections were conducted for the new term of 2010/2012.





▼ New hands on board - the incoming committee 2010/2012 looking all set and raring to go!

Front row L to R: Vincent Chong, MK Foong, Stanley Kok, HC Chan, Kung Suan Ai, KC Loh

Back row L to R: Nik Azlan Nik Aman, Eva Hew, KK Lim, Tan Joon Kai, Phang Sau Lian, Chow Heng Wah, Kenny Chin, Jenny Chan and Anderson Chong.







Extraordinary General Meeting, 12 June 2010

An EGM was convened at Level 7, Pavilion KL and consensus was obtained for the purchase of a new office premises for PPK Secretariat and at the same time, the existing premises would be sold. This is a long term measure in line with the increased expanding scope of works due to continuously increasing activities in recent years and space constraints at the present premises.

Northern Region Meeting, 14 August 2010

Reaching way up north, PPKM committee met with both members and non-members from Penang, Perak and Kedah at Sunway Hotel, Georgetown recently. Turnout was good and the meeting saw good interaction, covering matters like insufficient work force in retail and campaigns to increase tourist \$\$. The Guest of Honour, YB Danny Law, Penang State EXCO for Tourism Development & Culture shared government efforts to boost tourism attractions via food, culture and shopping.

► It was a fruitful meeting
Front row L to R: Chow Heng Wah;
YB Danny Law;
HC Chan
Back row L to R:
Vincent Chong;
Stanley Kok;
Phang Sau Lian;
Evelyn Lo; Jenny Chan;
KK Lim; Kenny Chin and
Cynthia Lim





▲ The monthly committee meeting about to commence ..



▲ Members share their queries



▲ Kudos to the Penang team



NORTHERN REGION
MEETING
14
0

▲ Guest of Honour, YBhg Danny Law addressing the meeting



▲ Different moods – pensive, serious and so cheerful!

SNIPPETS

National Key Economic Area (NKEA) Labs, June - July 2010

PPKM's representatives, Mr Stanley Kok and Ms Evelyn Lo attended the recent 2-month NKEA labs which covered 12 key economic sectors which were targeted to stimulate and enchance the Malaysian economy under the Economic Transformation Programme set to be undertaken over the next few years until 2020. Stanley reported that the Tourism Lab produced 12 projects while the Wholesale & Retail Lab (attended by Evelyn) generated more than 10 initiatives.

The 425 lab participants were invited from both the public and private agencies involved in the key economic sectors. Participants agreed that generating big, bold ideas was great and stimulating, it was intense and stressful to obtain credible statistics to support the projects. Congratulations to all who survived being lab rats!

Update: NKEA Lab reports have now been submitted to the Cabinet for their consideration and approval; for those interested, watch out for forthcoming NKEA Open Day announcements



■ The keypins of the Wholesale & Retail Lab



▲ L to R: HC Chan; VY Ngeow, PPK's Advisor and YB Dato Ameer Ali Mydin at the NKEA Lab numbers to produce viable projects



▲ Evelyn (2nd left) and team crunching



▲ Stanley (extreme left) in the midst of an intense tourism workshop session

Meeting with Orchard Road Business Association (ORBA), Singapore, 9 July 2010



◆ PPKM's representatives, Ms Joyce Yap, PPKM Advisor, Mr Stanley Kok and Ms Evelyn Lo met up with key personnel from ORBA and Singapore Tourism Board (STB) recently to share ideas and plans for closer collaboration between retailers government agencies to boost tourism.



■ Back row: Esther Tan, STB; Adine Loh, **ORBA Associate Director**

Front row L to R: Jenny Chan; Evelyn Lo; Elaine Lee, Boston Consulting Group; YBhg Dato Dr Victor Wee, Chairman, Malaysian Tourism Promotion Board; Mrs Wong Sioe Hong, ORBA Vice Chairman; Corinne Yap, ORBA Exco; Joyce Yap; Stanley Kok; Steven Goh, ORBA; Jean Ng, STB

Study Trip to United Kingdom, 17 - 25 June 2010

With 25 people in tow, PPKM embarked on its first ever study trip outside the Asia-Pacific region to look at numerous shopping centres and precincts in United Kingdom. The visits were spaced out from London to Newcastle-upon-Tyne, Birmingham, Kent and back, a wonderful adventure traversing the diverse English shopping scenes. Of course, participants took time off to visit the must-go London icons like Big Ben and Buckingham Palace + doing some shopping on the side – the summer sales helped tremendously, right ?!

The general conclusion was summed up in a few succinct words: hectic but worthwhile, good networking, good selection of malls and value for money!



▲ Incorrigible shoppers who need retail therapy





▲ Look who's in London taking in the sights! KK Lim & Jo Kok, Phang Sau Lian & Evelyn Lo



▲ Ben Leong with big brother overlooking his shoulder ..



▲ One for the album – we did wonder whether the Queen would appear!





■ We're one big happy family!



▲ The upmarket and couture wing at Westfield London



Newscastle's MetroCentre taking us for a fast-paced site visit



Concentrating on the brief by Ciara O'Reilly, Westfield London



▲ Everyone liked Blue Water, Kent for its serene surroundings and artistic interiors



▲ Posing in front of Westfield London



▲ Tim Walley, Bullring, Birmingham gave an insightful brief of the mall's history and its successful rebranding

There was a sincere and open exchange of ideas and opinions during the breakfast meeting with the British Council of Shopping Centres (BCSC) – our corporate video showcasing Malaysian shopping centres certainly impressed BCSC! Just goes to prove again that our malls are at par with international levels, if not, more ...



▲ L to R: Jenny Chan; Evelyn Lo; HC Chan; Michael Green, BCSC's Chief Executive; Phang Sau Lian and Tan Joon Kai



▲ Ken Francis (far right) of Blue Water was most informative and helpful!



▲ It was a fruitful meeting with the British Council of Shopping Centres (BCSC)

2010 GAMES

At PPKM, we work hard and we also play hard -

Futsal matches were held on 4 July at Padang, 1 Utama Shopping Centre who helped with the co-organisation and prizes. Despite rainy weather, players were enthusiastic and The Curve took home the Championship trophy with 1st and 2nd runners up going to Mid Valley Team A and Mid Valley Team B respectively.

The Badminton Tournament was held on 18 July and 8 August at Bangsar Sports Complex, Kuala Lumpur. Sunway Pyramid took the championships with 1st runner up, BB Plaza and 2nd runner up, The Strand Shopping Mall.

Mid Valley Megamall co-organised and sponsored prizes for pool on 7 August at Brewball, with the championship going to Plaza Low Yat after many intense games. 1st runner up was Mid Valley Megamall, and 2nd runner up, 1 Utama.

A BIG thank you to all co-organisers and sponsors!

Next on the calendar is BOWLING which will be held at Sunway Mega Lanes, Sunway Pyramid on 10 October—do sign up soon!



▲ Many styles, different players, one goal but there is only one winner, The Curve wins the Futsal Tournament!



▲ Easy does it ...a picture of close concentration



▲ Plaza Low Yat - we are the pool champions!



▲ The gentle touch sometimes does the trick!



▲ It's all about teamwork and fellowship. The lion roars -- winning team for badminton in blue is Sunway Pyramid!



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Membership List-Year 2010

KL Plaza
Klang Parade
Kluang Mall
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya
Kuantan Parade
Langkawi Fair Shopping Mall
Lot 10
Mahkota Parade, Melaka
Maju Junction Mall
Menara IIIC
Menara Landmark JB
Menara Mutiara Bangsar
Menara Mutiara Majestic
Merdeka Mall
Mid Point

Menara Mutiara Bangsar
Menara Mutiara Bangsar
Menara Mutiara Majestic
Merdeka Mall
Mid Point
Mid Valley Megamall
Midlands Park
New World Park
Oceanic Mall
Pandan Kapital
Paragon Point Shopping Centre
Pavilion Kuala Lumpur
Paya Bunga Square (PB Square)
Pearl Point Shopping Mall
Penang Times Square
Pelangi Leisure Mall
Penang Times Square
Perling Mall
Pernama Kompleks Mutiara Armada
Perama Complex
Plaza Angsana
Plaza Low Yat
Plaza Metro Kajang
Plaza Pelangi
Plaza Salak Park 'SPARK'
Plaza Tasek
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Setia City Mall
Shaw Centre Point Klang
Shaw Parade
Star Parade
South City Plaza
Star Parade

Starhill Gallery
Straits Quay
Subang Avenue Shopping Complex
Subang Parade
Sungei Wang Plaza
Sunway Carnival Mall
Sunway Giza
Sunway Pyramid
Suria KLCC
Suria Sabah Shopping Mall
Sutera Mall
Sutera Mall
Taman Nusantara. Bandar Nusaiava

Taman Nusantara, Bandar Nusajaya,

Taman Nusantara, Bandar Nusalskandar Iskandar Terminal One Shopping Centre The 19 USJ City Mall The Atria Shopping Centre The Curve The Gardens The Mall The Mines

The Spring
The Strand Encorp
The Summit Batu Pahat
The Summit Subang USJ
The Waterfront @ Parkcity

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Capsquare Centre
Central Market
Central Square Sungai Petani
Centre Point Sabah
Cheras Leisure Mall
Citta
City Mall
Dataran Pahlawan Melaka Megamall
Dayabumi
Digital Mall
e & Curve
East Coast Mall
Endah Parade
First World Plaza
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Batu Caves
Giant Hypermarket Kelombong
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Nuara
Giant Hypermarket Plentong
Giant Hypermarket Plentong
Giant Hypermarket Plentong
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Ouality Restroom Association of Malaysia (QRAM)

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Wong Kong San Wong Siaw Li

Pearly Lim Meng Li , CMM Phang Sau Lian

Philip Ho

Noor Salehah bt Wahid Norliza Omar

Ong Eng Hin , CCM Ong Hui Ling Ooi Kee Chuan