

PPK Malaysia

Malaysia Shopping Malls Association

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NewsNetwork

WHAT'S TRENDING?

Differentiation, Retailtainment and Continuous Upgrading

What's New

Melawati Mall, Mesa Mall, Grand Merdeka Mall

Seminar 2017

Breathing New Life Into Malls

PPKM Awards 2017

Best Experiential Marketing

PRESIDENT'S MESSAGE

Dear members,

The global business scenario is fast changing under the new "Sharing Economy" model, including the local scene where our shopping malls are braving fresh challenges on a daily basis. Wikipedia defines Sharing Economy as "an umbrella term with a range of meanings, often used to describe economic and social activity involving online transactions". That said, there's simply so much developing in the digital and social world at a breakneck pace and the conventional roles of shopping malls will need to evolve to keep abreast with the times. This means that malls need to be constantly on their toes to see what is brewing out there and around us and adapt their marketing strategies to meet all these revolutionary and "disruptive" changes in the market place.

Locally, the Sharing Economy includes the growing development of online shopping in Malaysia where the current hype is all about going digital and social, that is, tapping on social networks, mobile apps and other platforms as new tools to attract shoppers, especially those from the younger age groups who are tech savvy and more adept with their smartphones. Even though online shopping is usually seen as a threat to traditional shopping, malls should be perceptive enough to proactively embrace online platforms in order to further enhance their shopping facilities and directly connect with shoppers. There are already numerous retailers and a few malls among us who have made this astute move. Sharing Economy is here to stay as the new way of doing business and if malls do not adapt and adopt, they will surely be left behind by those who evolve themselves to remain at the top of the game.

Shopping today is also all about going "experiential" where malls strive to provide the conducive ambience for shoppers to have fun, enjoy themselves, stay longer and shop. Experiential marketing in malls strives to engage all the five senses (or more) so that shoppers will have an immersive and enjoyable experience. PPKM thoroughly encourages this tack and continues to organise the Awards for Best Experiential Marketing 2017 to inspire malls to think outside the box and raise standards in mall marketing, creativity and innovation.

In line with our call to innovate, we have taken the proactive step to organise our seminar entitled BREATHING NEW LIFE INTO MALLS. We will bring in regional experts and specialists to share their shopping mall experience and how to take the best advantage of the sharing economic models so that our malls remain relevant.



Having said all that, there is still room for growth in the industry. As reported by the Ministry of Finance, the Malaysian economy registered a strong growth of 5.6% during the first quarter (Q1) 2017 mainly supported by higher domestic demand. This was aided by the retail trade segment increase of 7.8% (Q1 2016: 5.5%), contributed by higher sales of food and beverages and tobacco. There are still numerous malls being opened before the end of this year and although this will result in tough inter-mall competition, there are already steps taken by existing malls to enhance themselves via extended premises offering an improved merchandise mix and exciting renovations for a fresh facelift and outlook.

Just remember, there are only changes in **CHA(lle)NGES**, innovate so you are not left behind.

Warmest regards,
TAN SRI DATUK EDDY CHEN
President

PPK MALAYSIA OFFICE BEARERS 2016 - 2018

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PPK MALAYSIA (Malaysia Shopping Malls Association)
A608, 6th Floor, Block A (Lobby No. 2), No. 1, Jalan
SS20/27, Damansara Intan, 47400 Petaling Jaya, Malaysia
Tel: 603 - 7727 6202/6232 Fax: 603 - 7727 6203
Email: secretariat@ppkm.org.my URL: ppkm.org.my

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PPK Malaysia
Malaysia Shopping Malls Association

DIFFERENTIATION, RETAILTAINMENT AND CONTINUOUS UPGRADING

Certain major players in the retail industry have elevated themselves above their peers through brand positioning and by coming up with more targeted and personalised products and services. They also see the importance of providing unique in-store experiences.

Brick and mortar will not go anywhere with the massive duplication of having many of the same brands in the market, according to Dennis Tay, founder of Singapore leading omnichannel design and lifestyle retailer Naiise who speaks often on the future of retail as well as trends, challenges and opportunities affecting online and offline retail.

He feels that retailers need to engage with their customers. "If the shoppers don't interact with your products, they won't buy," quips Tay, who launched his first overseas online venture in Malaysia in June focusing on made-in-Malaysia designs and products. By merging the brick and mortar with online shopping, retailers do not only enjoy the economies of scale but also provide a seamless choice for their customers.

Differentiation is also something that retailers and mall operators need to look at in order to rise above the other players in the industry. They can come in the form of having mind-blowing new bookstore concepts like that of Think Space in Bangkok or creating lifestyle retail space that promotes creativity through arts and crafts such as Commune at Sunway Velocity in Cheras, Kuala Lumpur (KL). Also trending is "Retailtainment", a fusion of retail and entertainment that provides customers with fun and unique activities which has been adopted by many malls. It all depends on how well it is executed.

Pavilion KL's newly launched privilege member programme, the Pavilion Silver Soci t , targeting at local shoppers aged 55 years and above or the baby boomers, who not only have the time but also reportedly have the most disposable income to spend and they account



for almost half of the retail sales. Malaysia's latest statistics show senior citizens aged 60 years and above make up 9% of Malaysia's 31 mil population with the number expected to rise in the next 14 years.

Capturing this silver-haired market, Pavilion KL is engaging with them via leisure experiences, special celebrations, workshops during festive occasions besides offering pampering services, birthday discounts and invitations to private events. This 1.3 mil sq ft premier mall also recently invested in building an underpath linking it to the Fahrenheit 88 mall across Jalan Bukit Bintang besides extending its retail space with another 250,000 sq ft of net lettable area.

Kuala Lumpur Pavilion Sdn Bhd CEO-Retail Dato' Joyce Yap says its new extension, Pavilion Elite, not only houses many branded flagship stores such as Coach, Huawei, Lego and Muji but also embraces the latest innovation - a large 1,309 sq m LED screen with live feeds and augmented reality capabilities - as retail and technology becomes inseparable.



Apart from extending new lifestyle offerings, existing mall operators deem it necessary to continuously reinvest and come up with new services to compete with the newcomers. At Lot 10 KL, which announced its new positioning and branding plans in January, the mall aims to transform its retail experience into a "social destination that engages, entertains and excite younger generation and new millennials".

YTL Land and Development Bhd vice president Joseph Yeoh Keong Shyan says, "We are rejuvenating the hardware to be complemented with refreshing and exciting software programming when we relaunch the new Lot 10 in the fourth quarter." Instead of the typical concierge, the mall will have a new cheerleader squad, comprising young and hip brand ambassadors who will walk around with their mobile devices, engaging with shoppers and shaping their memorable experiences.



"We also relaunched Hutong, Malaysia's first local heritage street food village, early this year with new stalls and expanded seating as part of our efforts to provide a holistic experience to our loyal shoppers."

Yeoh adds that Lot 10 expects to complete its new entry point in the last quarter of the year with escalators leading from the street level to its Level 1 shops to capture the increased traffic coming from the opening of a new MRT station here.

For malls to remain relevant, they certainly need to reinvigorate themselves and constantly work at reinforcing its stature.

WHAT'S NEW

MESA MALL, NEGERI SEMBILAN



Soft opened on 28 May 2017, Mesa Mall, which offers a gross lettable area of 500,000 sq ft, marks the first lifestyle mall in Nilai, Negeri Sembilan. Besides having over 200 retail outlets, it boasts of a number of firsts.

Its anchor tenant Jaya Grocer, a gourmet supermarket, which takes up 23,000 sq ft of retail space, is a first for Nilai. Likewise, its nine-hall MM2 Cineplexes and Bangkok Street, which offers food and beverage (F&B) as well as fashion outlets featuring Thai concept, Green Target Group Managing Director Datuk Tan Hong Lai, who is preparing for the mall's grand launch in

September, says, "More F&B outlets can be found at The Boulevard, which features an al fresco dining area, manicured garden and water features."

Mesa Mall also has a 32-lane championship bowling centre with karaoke and pool facilities, and a family entertainment centre. Developed by Hari Lumayan Sdn Bhd, a member of the Green Target Group, it is part of the Mesa Hill integrated development comprising hotel and residences, which are directly linked to the mall.



<http://mesamall.com.my>

GRAND MERDEKA MALL, SABAH

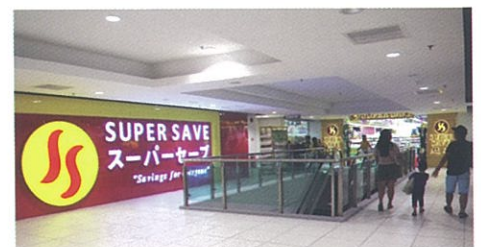


When this three-storey suburban mall in the northern corridor of Kota Kinabalu opened its doors for business on 2 June 2017, Grand Merdeka Mall offered about 300,000 sq ft of net lettable area of retail space with its theme based on Sabah's four districts and adopting their pre-Merdeka names: Jesselton Tawao, Kutad and Elopura, now known as Sandakan.

Its anchor tenants include Fun Scape Amusement Centre (12,000 sq ft), SS Supersave (10,000 sq ft) and Food Craze (5,000 sq ft). The mall offers 450 car parks. Its Operation Manager Wallace Tan Boon Chun says, "The place projects a great sense of space with its high

ceilings, open spacious interior and unique air cooler system that creates a comfortable and well ventilated environment."

Developed by Grand Merdeka Development Sdn Bhd, formerly known as Payung Niaga Sdn Bhd, the mall is connected to GM Corporation, which offers office space.



<http://www.grandmerdeka.com>

MELAWATI MALL, KUALA LUMPUR



The 13-storey Melawati Mall, which also opened in June 2017, represents an iconic lifestyle hub for Taman Melawati and its surrounding neighbourhoods. It has about 620,000 sq ft of net lettable area and over 250 retail shops spread over eight retail floors, which are sited between two levels of basement car park and three levels of upper floor car park.

Its centre manager Kow Shih li says the mall offers a total of 1,900 parking bays, including ladies only and green vehicles priority bays, which are both located near to the car park lift lobbies. Besides eight passenger lifts, it also has three to four sets of escalators depending on the floor.

Among the well-known brands, anchor and key tenants here are Toys “R” Us, Village Grocer, Golden Screen Cinemas, Fitness First, MPH, Padini Concept, Brands Outlets, SenQ, Daiso, Kidz Zone, Food Empire Foodcourt, Yubiso, Kaison, Sports Direct, Coco, Chatoys, Mothercare, Al-Ikhsan and Mr DIY. The mall is a joint venture between award-winning developer Sime Darby Property Bhd and CapitaLand Mall Asia.



<http://www.melawatimall.com>

 **RECON**
ASIA-PACIFIC

23 – 25 October 2017 | Bangkok, Thailand
Centara Grand & Bangkok Convention Centre

Register for Early Bird Rate
Visit www.icsc.org/2017APC

The International Council of Shopping Centers (ICSC) will be organising ICSC RECon Asia-Pacific 2017, a premier event for retail real estate leaders and carries the theme, “Determine Your Destiny”.

Expecting more than 500 senior executives from the region to participate, the programme will feature a keynote presentation from The Disney Institute. It will also include sessions on Retail Innovations, Food is the Future, Corporate Citizenship, The Hyperconnected Consumer, Tourism & Shopping, New Leasing Models and Generation Z.

There will also be a presentation of the 2017 ICSC Asia-Pacific Shopping Centre Awards and tours of Bangkok’s leading shopping centres.

BREATHING NEW LIFE INTO MALLS

KEYNOTE PAPER:

And the Tough Gets Going
Tan Sri Datuk Eddy Chen, President,
PPK Malaysia

Shopping malls in Malaysia are still booming and mushrooming!

Does this mean too many malls? Answered simply, it's a resounding NO.

It would all depend on many factors like where the malls are located, what type of markets do the malls cater for and whether developers have done their homework thoroughly through a comprehensive market research before building a mall etc.

Whilst more malls coming on stream into the market will mean more intense competition for malls and retailers, it does also mean better and wider choices in terms of malls and retail outlets for shoppers to visit. Inter-mall competition will mean that malls themselves should be bold to think out of the box and go the extra mile to be just that little bit more attractive in terms of ambience and décor, merchandise mix, the mall's amenities and facilities and perhaps even incorporate in-house online shopping for businesses within the mall.

Several malls have already taken proactive steps of enhancing themselves whilst yet others are in the final stages of planning and should be executing their moves very soon. Mall owners and management have to innovate, adapt and adopt new ways of running their businesses so they are not overtaken or overwhelmed by newer malls who will inevitably offer fresh innovations and new retailers.

Online shopping is here to stay where shopping and businesses are done over the internet and this will grow exponentially. Malls should not view online shopping as a threat but to incorporate and embrace 'online' into their traditional methods of

mall management – especially so for marketing strategies to engage the younger and even older shoppers. It is a matter of innovating or getting left behind.

The current fast pace in digital infrastructure development has influenced the way of how we live, work and consume. Wifi has easily become an essential requirement in shopping malls and the current young generations' dependence and addiction to their smartphones is



one distinctive lifestyle which malls can leverage on. For instance, to make use of mobile apps, social networks like facebook, Instagram and Twitter to promote what malls can offer in terms of amenities and retail offerings. These social networks have proven their strong influence on where, what, when and even how the younger generation shop. So, it is up to malls to make use of them.

Next on the scene will be cashless shopping via a 'virtual or e-wallet', which is already being practised in other countries. Malls and retailers need to work as partners to make maximum use of technology to reduce costs and enhance productivity. For example, Amazon's convenience store, AmazonGo plans to have their shoppers pay for merchandise with their smartphones which would differentiate themselves in a traditional brick-and mortar establishment. By doing so, this would improve their market

penetration and reduce costs whilst achieving superior cost efficiency.

The World Bank has reported that consumer confidence and spending in the United States will recover this year (as it bottomed out in 2016) and the Malaysia economy even grew during the first quarter of 2017. The current soft retail scenario will stimulate the proactive malls among us to evolve themselves and change for the better – this is where the tough will get going past

the challenging times because if there is no change, we may fade away

Shopping malls are here to stay, to grow and to glow!

SEMINAR 2017

**BREATHING NEW LIFE
INTO MALLS**

Thursday, 24 August 2017
Sunway Resort Hotel and Spa,
Petaling Jaya

Mushrooming outlet malls

Do they cannibalise or complement typical shopping mall?



**Guest
writer**

**BY ANTHONY
DYLAN**

SHOPPING malls have become a hotbed of various retail formats. In the Klang Valley alone, you would have noticed that the shopping mall industry does not just relate to typical shopping malls but would now include hypermarket players like Giant, Aeon Big and Tesco with their own localised tenant mix.

We have also seen a "power centre" with Ikano Power Centre (now known as IPC). These are large shopping centres that almost exclusively feature big-box retailers as their anchors. As with IPC, its big-box retailer is Swedish furniture and home appliances giant IKEA.

There has also been a boom of neighbourhood shopping malls to complement the ones in the city centres and suburban regional shopping malls. Added to that has been a strong entry of outlet shopping malls in the past five years.

Flurry of openings

We have to first understand the difference between a factory outlet centre and an outlet centre. A factory outlet centre would normally be attached to or near an existing factory producing the goods. We do not have that format in Malaysia.

We have had in the past no fewer than two local projects attempting the idea of an outlet centre but did not last long.

However, in December 2011, America's first venture in Malaysia opened the first premium outlet in Johor. It broke the barriers not only in offerings but also in design and location: Johor Premium Outlets or JPO is in a location surrounded by oil palm plantations, offering premium and brand name outlets as its tenants.

The mall is designed on a single level



Johor Premium Outlets, which is surrounded by oil palm plantations, offer premium and brand name outlets as its tenants

with an outdoor ambiance. It also promises discounts of up to 65% for premium and brand name goods. It made waves and is still very well-patronised by locals and tourists. Today, it houses 130 tenants.

In May 2015, another version of an outlet centre was opened by a Japanese venture. The Mitsui Outlet Park (MOP) is located near the KLIA airport and unlike JPO, it is enclosed and air-conditioned.

Good patronage

It promised more than affordable luxury as its tenant mix. Goods are priced with attractive discounts for off-season upper-middle to high-end off-season brands. It currently has about 130 stores but plans are afoot to increase that to 190 stores via an expansion exercise next year.

By 2021, according to reports, MOP would be the largest outlet shopping centre in Southeast Asia with about 250 shops. As with JPO, it opened well and is still drawing good patronage from locals and tourists.

In November 2015, a British venture opened Freeport A'Famosa Outlet (FAO) in A'Famosa Resort, Melaka. It offers a themed outdoor ambiance over a single level. It promises up to 80% discounts off normal prices and provides for brands to quickly turn around off-season stocks.

It is the first venture in Southeast Asia. Today it houses more than 70 shops of various brands. It is also doing well with domestic tourists forming the bulk of the customers.

Malaysia's first strong local venture - Penang Design Village (PDV) - opened in Penang last November and is located on the mainland very near the second Penang Bridge.

The outlet shopping centre in Penang is also the first in the northern region. It had a strong opening and has about 100 shops offering premium brands with up to 70% discount. It also promises a family-centric outdoor ambiance over a single level.

The outlet shopping centres are truly a format which has not failed as seen from the opening of the last four outlet shopping centres. We have now seen an American, Japanese, British and now a Malaysian version of how outlet shopping centres are conceived and managed.

There are two more outlet shopping centres under construction. One would be the Genting Premium Outlets (GPO) which is expected to open by next year and Horizon Village Outlets (HVO) is reported to open by the middle of next year.

Outlet centres here to stay

GPO would be the second premium outlets shopping centre under the same group who brought us JPO. GPO is located in Genting Highlands whilst HVO is located in Bandar Serenia, Selangor, very near to Xiamen University of Malaysia. It is also not very far away from KLIA and MOP.

Many have wondered if the outlet shopping centres would complement or add competition to the shopping mall industry.

In fact, any shopping mall format would surely complement the industry but the hint of competition would still be there. There is no such thing as any format or new shopping mall opening not having a complementing or a competitive effect on the consumers.

Outlet shopping centres are created primarily out of the need for steep discounts to clear off-season stocks. With the advent of speed and technology, the speedy change in fashion for example creates a sense of obsolescence.

This also creates stock issues. Hence, there was a gap for having a decent and well-designed facility to cater to the required pipeline.

Traditional enclosed shopping malls, whether or not in city centres or neighbourhoods, would cater to the needs of trends and up-to-date lifestyles and basic necessities.

These would also have hubs for social interaction via the creation of distinct restaurant and cafe zones along with entertainment zones. Typical shopping malls are normally very complex as they aim to create an experience or more to differentiate.

An outlet centre is more straightforward. Throughout the world, many of these are located far from the city centre.

Connectivity

They are normally located up to 50km from the city centre or central business district along a major highway or attraction. In Malaysia, you see the same with JPO, MOP, FOA and PDV. The upcoming GPO and HVO would not be any different.

Outlet shopping centres are also very sales and discount-centric as you can easily see from their tenant mix. They also have limited restaurants and cafes but do a lot more for connectivity and convenience.

Looking at all the existing outlet shopping centres, you would find that shuttle buses, for instance, are a norm and come free with convenient timings and pick-up points.

Shoppers and patrons who go to an outlet centre tend to be focused on a good bargain especially when fashion moves so fast that an off-season item is not necessarily out of fashion. In most cases, these are still sought after.

We will see a few more forays by developers to create outlet centres as these are built normally now as part of a new township. It forms a catalyst for growth along with community shopping malls.

Outlet centres are created to provide a new format and outlet for both the retail industry and consumers. However, they would not replace a traditional shopping mall but would both complement and compete at the level of value. **FOCUSM**

Anthony Dylan is the member of Malaysia Shopping Malls Association (PPK Malaysia)



Mitsui Outlet Park, located near KLIA, is unlike JPO being both enclosed and air-conditioned

DO HSE/FocusM

This article is re-printed with permission from Focus Malaysia.

STUDY TRIP 2017

PPKM organised its first Study Tour for 2017 from 8-11 March to Bangkok, Thailand which attracted 40 participants from 14 of our local shopping malls. The four-day tour saw us visiting 11 malls, including three suburban malls.

STUDY TOURS TO BANGKOK A HUGE SUCCESS!

The malls in the central business district visited were Terminal 21, Central Embassy, Central World, Emporium, Emquartier, Siam Paragon, Siam Center and Siam Discovery while the suburban malls comprised Asiatique, Central Festival Eastville and Gateway Ekamai.

It was a very successful trip with the participants gaining valuable insights from the comprehensive briefings and walk-about tours conducted by the malls' marketing and customer services personnel. This led PPKM to organise another similar study tour with 35 participants to Bangkok from 14-17 June but this time, the malls include the newly opened Show DC Mall.

Our basis of selecting the malls to visit are based on their concepts, designs and unique attractions, the very attributes to their success and popularity.

Participants shared that "overall study trip is beneficial and relevant to our Malaysia market" and they "learnt more than expected".



Briefing by Central Embassy Bangkok Managing Director Barom Bhicharnchitr.



The ultra-luxury Cineplex at Central Embassy Bangkok.



Khun Phanchalee briefing on Central World's upcoming refurbishment



The Bangkok Grand Sales promotion at Central World.



Our advisor H C Chan presenting a souvenir to Central World Vice President Khun Isareit.



Friendly smiles from the concierge girls at Terminal 21 Bangkok.



The Dog Park at Central Festival Eastville Bangkok is popular with dog owners



Food Hall offers food and groceries from all over Thailand and also international fare.



Bangkok's longest escalator brings you up three levels from the ground floor.



Lush landscaping with water features are welcoming at Central Festival.



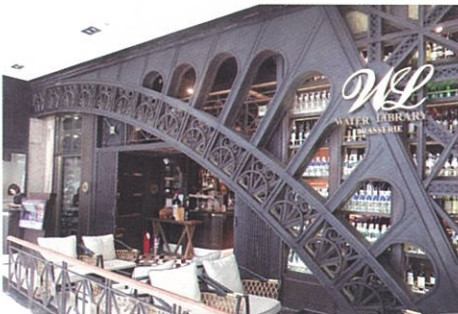
The upside down landscaping at Siam Paragon.



SHOW DC Mall's Khun Sira leads the tour of Lotte Duty Free store.



Think Space B2S brings book stores concept to a next level!



Unique restaurant front façade design of Water Library, Central Embassy.



The group for the tour of Emporium and EmQuartier Bangkok.

8-DAY/6-NIGHT STUDY TRIP TO CHINA, 15-22 OCTOBER 2017



China is well known as a shopping paradise and over the past years, its malls have been proliferating, with more mall space under construction in a single Chinese city than compared to those in Europe. The country now has nearly 4,000 shopping malls.

PPKM's two-city study trip to Beijing and Shenyang will look at the malls' unique selling points. For example, the malls' design and layout, merchandise mix, visual merchandising and marketing techniques.

Our study trips have been always popular as a means of learning from overseas practices and for our local participants to touch base with the foreign malls' management personnel and bring home fresh new ideas.

For more details, please contact secretariat@ppkm.org.my.

AWARDS

PPKM'S BEST EXPERIENTIAL MARKETING AWARDS RETURN THIS YEAR

Riding on the success of our members' positive response towards PPKM's inaugural Best Experiential Marketing Awards 2016, we continue to recognise their malls' marketing efforts to enable shoppers to enjoy many wonderful and memorable experiential moments.

Category	Awards	Net Lettable Area (NLA)
A	★ ★	500,000 sq ft and below
B	★ ★	500,001 to 999,999 sq ft
C	★ ★	1 mil sq ft and above

- Gold and Silver Award for each category.
- Finalists will be announced by 11 August 2017
- Award presentation will be held during the luncheon on the 24 August 2017 seminar.

The entries are for programmes organised between 1 July 2016 and 30 June 2017. We accept several entries per mall but each entry must be on a separate form. Cost per entry is RM530, inclusive of GST and is non-refundable.

Online entry registrations
<http://www.ppkmawards2017.com.my/index.php>

Submission Period
 1 July 2017 - 17 July 2017.

Technical support
support@neudimension.com or call
 +6014 208 0188.

WINNERS OF 3RD KUALA LUMPUR MAYOR'S TOURISM AWARDS 2017 IN SHOPPING MALL CATEGORY

Pavilion Kuala Lumpur has retained its status as the Best Shopping Mall in Kuala Lumpur for the third consecutive time when it bagged the **Platinum Award** at the Kuala Lumpur Mayor's Tourism Awards 2017. Attracting over 30 million visitors yearly, the mall demonstrated excellence in retail management, facilities management, marketing and shopping tourism.



Pavilion KL CEO-Retail Dato' Joyce Yap (second from right) and Director-Marketing Kung Suan Ai receiving the award from Minister of Tourism and Culture Datuk Seri Nazri Abdul Aziz. Also present were Kuala Lumpur City Hall's Department of Culture, Arts, Tourism and Sports Director Anwar Mohd Zain (far left) and its Socio-Economic Development Executive Director Datuk Ibrahim Yusoff (far right).

The **Gold Award** went to the refurbished two-year old Sunway Putra Mall, which made its first attempt for the Awards this year. General Manager Phang Sau Lian, who celebrated the win with her team, attributed it to Sunway's high service standard and visionary leadership under its top management.



Phang, holding the trophy and certificate, is flanked by Sunway Shopping Malls CEO HC Chan (on her right) and its Chief Operating Officer Kevin Tan (on her left).

PPKM'S ACTIVITIES

PPKM'S VISITS TO EAST MALAYSIA

To build closer bonds with its members in East Malaysia, PPKM led separate visits to Sarawak and Sabah on 5 and 6 May respectively.



A great turnout from our Sabah members with Tan King Hong (third from right seated) of Suria Sabah.



Our Kuching members with Sarawak representative Ronald Ling (second from right seated) from The Spring Shopping Mall.

KISAH BENAR

PPKM's joint seminar on 23 May 2017 with Pertubuhan Akitek Malaysia's subsidiary Architect Centre entitled Kisah Benar Series: Rethinking Building Safety for Malls, based on true stories and actual events, highlighted the importance of adopting a sustainable maintenance culture.



Speakers of Kisah Benar Series from left: Ir YL Lum, Ar Anthony Lee, Ir Kok Yen Kwan, Ir Thin CC, Raghieb Azmi, Mr Othniel Lim and Ir Jack Chan.



The 32 participants in full concentration at the seminar.

SPORTS CALENDAR 2017: POOL COMPETITION

A total of nine teams from five malls - Avenue K, 1 Utama, Encorp Strand, Pavilion KL and MidValley Megamall in the Pool Competition held on 13th May 2017 at Black Bull, MidValley Megamall.



The jubilant winners were from Encorp Strand Mall. Congratulations and well done to the rest!



Stephanie Tan from MidValley Megamall giving a long shot.

Join our Futsal Competition to be held on the 23 July. Watch out for our dates for badminton and bowling to be announced in due course.

COMING SOON!

- Going Social with Facebook and Instagram, 7 and 14 July with Miss Vanda Chan, Proud Lab
- Property Management Time Bomb Seminar: Strata Management - Have

- We Solved Our Problems Yet? 3 August - jointly organised with FIABCI Malaysia
- Practical Solutions to Legal Problems, 27 September with Dato' Joshua Kevin, Kevin & Co

PPKM'S 32ND AGM

Held on 25 March 2017 at VE Hotel & Residence Kuala Lumpur, this was attended by our advisors, Tan Sri Datuk C K Teo and Kumar Tharmalingam as well as Joseph Yeoh, Chairman of BBKLCC Tourism Association from among our corporate and individual members.

One resolution and an amendment to the Constitution were passed unanimously. It was an active 2016/17 year of interesting events and new projects. Overall, we ended with a healthy set of accounts. Looking forward to another year of new projects, especially seminars and conferences both locally and overseas and our ever popular study trips abroad for 2017/18.



President Tan Sri Datuk Eddy Chen (second from right) delivers his welcome address. From left: MK Foong, Kung Suan Ai and Tan Joon Kai (far right).



MEMBERSHIP 2017

CORPORATE MEMBERS

1 Segamat Shopping Complex
1 Utama Shopping Centre
1MK Mall
1Shamelin Shopping Mall
1st Avenue Mall
Alam Sentral Plaza
Alor Star Mall
Aman Central
Amcorp Mall
Amerin Mall
Ampang Park
Atria Shopping Gallery
avenue K
Bangsar Shopping Centre
Batu Pahat Mall
BB Plaza
Bentong Vega Mall
Berjaya Megamall
Berjaya Times Square Kuala Lumpur
Berjaya Waterfront Complex
Central Market
Central Square Sungai Petani
Centre Point Sabah
Centro
Cheras Leisure Mall
Citta Mall
City Mall
Cityone Megamall
Damen Mall
Dataran Pahlawan Melaka Megamall
Dayabumi
DC Mall
Design Village
Digital Mall
Dpulze Shopping Centre
e @ Curve
East Coast Mall
Eastern Mall
EkoCheras Mall
Empire Shopping Gallery
Encorp Strand Mall
Endah Parade
Evolve Concept Mall
fahrenheit 88
First World Plaza
Gamuda Walk
gateway@klia2
Genting Highlands Premium Outlets
Giant Hypermarket Jalan Kebun
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Banting
Giant Hypermarket Batu Caves
Giant Hypermarket Bayan Baru
Giant Hypermarket Cheras
Giant Hypermarket Kelombong
Giant Hypermarket Kemuning Utama
Giant Hypermarket Klang
Giant Hypermarket Klang Sentral
Giant Hypermarket Kota Damansara
Giant Hypermarket Kota Padawan
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuantan
Giant Hypermarket Mal Sibu
Giant Hypermarket Melaka
Giant Hypermarket Muar
Giant Hypermarket Nusa Bestari
Giant Hypermarket Petra Jaya
Giant Hypermarket Plentong
Giant Hypermarket Prima Prai
Giant Hypermarket Putra Heights
Giant Hypermarket Senawang
Giant Hypermarket Seri Kembangan
Giant Hypermarket Seri Manjung
Giant Hypermarket Shah Alam
Giant Hypermarket Subang Jaya
Giant Hypermarket Sungai Petani
Giant Hypermarket Tabuan Jaya
Giant Hypermarket Taiping
Giant Hypermarket Tampoi
Giant Hypermarket Tawau
Giant Hypermarket Ulu Klang
Giant Mall Kelana Jaya
Giant Setapak
Giant Superstore Bandar Puteri
Giant Superstore Gong Badak
Giant Superstore Jerreh
Giant Superstore Kampar
Giant Superstore Kangar
Giant Superstore Keningau
Giant Superstore Kuala Pilah
Giant Superstore Kuala Selangor
Giant Superstore Lukut
Giant Superstore Nilai
Giant Superstore Prima Saujana (Kajang)
Giant Superstore Sandakan
Giant Superstore Sunway City
Glo Damansara
GM Klang
Grand Merdeka
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
Iph 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 Gateway Mall
Klang Parade
Kluang Mall
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Star Parade
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya Complex
KSL City Mall JB
KSL City Mall Klang
Kuantan Parade
KWC Fashion Mall
Landmark Central Shopping Centre
Langkawi Fair Shopping Mall
Lot 10
M3 Residency Mall
Mahkota Parade, Melaka
Maju Junction Mall
Medan MARA
Melawati Mall
Merdeka Mall
Mesamall
Mid Point Shopping Complex
Mid Valley Megamall
Mitsui Outlet Park KLIA
MyTown Shopping Centre
New World Park
Nexus Bangsar South
Nu Sentral
Oceanus Waterfront Mall
One City
Pacificity
Pandan Kapital
Paradigm Mall
Paradigm Mall Johor Bahru
Paragon Point Shopping Centre
Pavilion Kuala Lumpur
Paya Bunga Square (PB Square)
Pearl Point Shopping Mall
Pelangi Leisure Mall
Penang Plaza
Penang Times Square
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
Plaza Tasek
Prangin Mall
Queens Shopping Gallery
Queensbay Mall
Quill City Mall
RCMC Sdn Bhd
Sarawak Plaza
SB Mall
Sejati Walk
Selayang Star City
Semua House
Seremban Prima
Setapak Central
Setia City Mall
Shaw Parade KL
Skudai Parade
South City Plaza
Star Avenue Lifestyle Mall
Starhill Gallery
Straits Quay
Subang Parade
Sungei Wang Plaza
Sunshine Tower
Sunway Carnival Mall
Sunway Giza Mall
Sunway Putra Mall
Sunway Pyramid
Sunway Velocity
Suria KLCC
Suria Sabah Shopping Mall
Sutera Mall
Taiping Mall
Terminal One Shopping Centre
The Curve
The Gardens Mall
The Main Place
The Mines
The Spring
The Starling
The Summit Subang USJ
The Waterfront @ Parkcity
The Weld
Tropicana City Mall
Tropicana Gardens Shopping Mall
Tun Razak Exchange
U Mall Pulau Utama
Utropolis
Viva Home Shopping Mall
Vivacity Megamall, Kuching
Wangsa Walk Mall
Wetex Parade Shopping Centre

INDIVIDUAL MEMBERS

Abdul Razak Tuah b Othman, CMOM
Abukhori b Kasim, CMOM
Agnes Tan Mee Yoke
Aida Azimah Mohamad Abas, CMMLM
Aishah Kon bt Abdullah
Ally Choo Kwee Yeng, CMMLM
Aminudin b Mohd Noah, CMOM
Amos Chew Yee Onn, CMMLM
Andrew Ashvin, CMM
Ang Khooon Looi, Carol
Ang Kung San
Anthony Dylan anak Frankie Jurem
Aw Ik Qian, CMMLM
Aziah bt Ahmad, CMMLM
Beh Chin Sien
Beh Soo Ming
Capt (R) Kon Si Chong, CMOM
Carmen Lee Suet Hoong, CMOM
Carriek Chong Ka Loong, CMOM
Chan Chin Meim
Chan Hong Kong, Peter
Chan Jen Nee, Jenny, CMM
Chan Pui Li
Chan Wai Lip, CMOM
Chan Wei Ling, CMMLM
Chang Farn Siang, Andrew
Chang Yar Leng, CMMLM
Chee Ken Fah, Danny, CMM
Chee Kok Leong, Daniel
Cheng Yew Ong
Cheong Chui Cheh, Eileen, CMMLM
Cherchi Chan Huey Chyn, CMMLM
Chee Fei Sean, CMMLM
Chew Siew King, Candy
Chew Yien Yien, Doreena, CMMLM
Chia Nyuk Yin
Chia Wen Jun, CMMLM
Chin Wah Sheng, CMOM
Chin Yoke Peng
Chiu Jing Chun, Selwyn, CMOM
Chong Min Fui, Vincent, CMM
Chow Heng Wah, CMM
Chu Chia Siong, CMOM
Chua E Fun, CMMLM
Chuah Chong Koh, CMMLM
Chuah Ying Huey
Chuang Chew Loon, Alvin, CMOM
Dato Sri Dr. Vincent Tiew Soon Thung
David Lau Hing Luong, CMM
Dr. Alvin Lim Boon Yew
Elizabeth Chan Choo Im
Emryza bt Mohamed
Eric Tee Lai Keong
Erwin Chung Liang Zhen, CMMLM
Eva Hwe, CMMLM
Evelyn Lo, CMM
Fazrul Isham b Mohd, CMMLM
Fern Tan Feng Ching
Foong Meng Khum, CMM
Ghafizah Hanim Amir
Goh Chong Wooi
Hamish Chartres
Hee Yaw Hoong, Darren, CMMLM
Herbie Tan Kim Whatt
Hiew Boon Kee, CMMLM
Hirdawati Mohd Nasir, CMAM
Ho Ka Khong
Ho Wai Hoong, CMMLM
How Siew Choo
Hok Wai Khuin, CMMLM
Ishraqi Shah b Abu Bakar, CMMLM, CMOM
Jason Chin Teck Seng
Javed Irshad Sani
Jeffrey Sia
Jeffrey Soon Jun Yann, CMAM
Joseph Teo Fang Yih, CMMLM
Josephine Lim Kwee Yuen, CMAM
Junairiah bt Afandi, CMAM
Kamarul Ariffin b Abdul Latiff, CMOM
Katherine Tan
Kenny Chin Chong Huat, CMM
Kho Chung Hong, Charlie, CMM
Khoo Yi Ping
Khor Siak Seng, Vincent
Koay Poay Shin, CMMLM
Kok Huel Yuen
Koong Choy Yoke
Kung Suan Ai, CMMLM
L Izwan b Abdullah, CMMLM
Lai Yung Ming, Marco
Larry Tan Teck Lai
Lau Chore Yee, John
Lawrence Teh Cheng Poh
Lee Beng Beng, CMM
Lee Chee Hoe
Lee Chin Mun
Lee Mun Keong
Lee Yih Eng
Leong Pik Yi
Lew Wen Feng, CMMLM
Lim Hooi Fung, CMOM
Lim Fei Yoon
Lim Kee Han
Lim Kok Kheng
Lim Koon Hooi, Cynthia, CMMLM
Lim Rong Jiang, CMMLM
Lim Su Yi
Lim Wen Li
Lisbet Ling Kiang Hfoong, CMMLM
Loh Kok Chai, CMM
Loo Ai Leen, CMMLM
Loo Hoey Theen
Loong Jee Yung
Lum Youk Lee
Ma'amur Gadafy b Abdul Rashid
Mabel Tan Mui Pow, CMMLM
Mah Liyun, CMMLM
Marilyn Chuah Siu Ching, CMMLM
Michael Poh Oon Howe
Michelle Chin Mee Ching
Mohamad Nazri b Mohd Mokhtar, CMOM
Mohd Izaham Syah b Hamdan, CMAM
Mohd Nizam b Abdul Rahman
Mohd Saukat Ali bin Mohd Ghazaly
Mohd Taufiq bin Shamsuddin
Mok Choo Yum
Muhammad Raffiy bin Azizan, CMAM, CMMLM
Nadimie b Jamsani
Ng Bee Fong, Samantha, CMOM, CMMLM
Ng Kuan Yee, Selina
Nik Azlan Nik Aman
Noor Salehah bt Wahid, CMMLM
Nor Hayati bt Nawawi Suri
Norbaiah bt Mohd Yusof
Ong Eng Hin, CMM
Ong Hui Ling
Ooi Boon Shya, Jean
Ooi Kee Chuan
Padma Prian @ Padman s/o Maniam
Pang Seong Wah
Patrick So Kee Whuay
Pearly Hue Pei Ni
Pearly Lim Meng Li, CMMLM
Phang Sau Lian
Phoon Kin Kheong, CMM
Ramesh a/l Arumugam
Rashidan b Ismail, CMOM
Richard Chan Chee Keong, CMOM
Ronald Ling Ing Han, CMMLM
Royston Ling Ing Ding
Samantha Ooi Sui Lin
San Wei Hwa, Wivien
Saw Lee Chuan
See Lung Yih
Shaahrol Azman b Abd Kahar, CMOM
Shaifuddin A. Majid, CMM
Sharon Lee Suit Fong, CMMLM
Siegfried Shaun Dela Pena Tan
Sin Tiew Cheo, CMM
Sit Chee Koon, CMMLM, CMAM
Soon Guok Jie
Stanley Kok Yin Cheong, CMMLM
Stevie Lim Boon Hoe
Subramaniam Apparao, CMOM
Suhadi B Mohd Sukor, CMOM
Tan Boon Chun, CMMLM
Tan Cheng Guan
Tan Chuan Kang
Tan Gar Peng, Kevin
Tan Hui Swan, Farrer, CMMLM
Tan Joon Kai
Tan King Way
Tan Ping Yi
Tan Sri Datuk Eddy Chen Lok Loi
Tan Ting Sin, CMOM
Tang Chee Weng
Tang You Qing, Eugenie
Teh Joe Ann
Teh Siew Yan, CMAM
Teoh Ee Ling, CMMLM
Teoh Eng Chiat, Andrew
Teoh Song Loon, CMMLM
Tian Keng Swei, CMOM
V Mayantharan a/l Valayutham
Winnie Sam Min Wah, CMMLM
Wong Chun Khean, Kent
Wong Jia Jin
Wong Kong San
Wong Sook Voon, CMMLM
Wong Woei Ming, Michael, CMOM
Wong Yik Kae
Yakob Haron, CMOM
Yap Wee Kee
Yeap Chin Chong, CMM
Yeo Yee Yean
Yong Lee Yung, CMAM
Yong Yuet Lan, CMMLM
Yuen Chew Yung
Zahayu Shima bt Ayub, CMMLM
Zulkahar b Khamis, CMOM

HONORARY MEMBERS

Dato' Ngeow Voon Yean
Tan Sri Dato' Teo Chiang Kok
Dato' Joyce Yap, CMM
HC Chan, CMM

ASSOCIATE MEMBERS

Ng Hean Yin

AFFILIATE MEMBERS – INDIVIDUAL

Azmel Reza Abu Mansor
Chai Yit Nyeong
Elise Lee
Gan Siew Chain
Hoi Kong Fei
Kevin Chiu Zhenwei, CMMLM, CMAM
Lee Pei Ling
Ng Choo Yiew, Thomas
Ong Shi Yee, Eunice
Phan May Ling
Sharon Tan Pet Szu
Tan Chwan Tee, Robin
Tay Seow Liang, Victor
Tee Kok Guan
Timothy Sangawa
Voon Yen Lee
Wong Paik Tho
Woo May Foong
Yasmin Mokhtar
Yew Poh Ling

AFFILIATE MEMBERS – CORPORATE

BBCC Development Sdn Bhd
Code Entertainment Sdn Bhd
Fair Star Shopping Sdn Bhd
Festival City Sdn Bhd
Focus Marketing Technologies Sdn Bhd
IFCA MSC Bhd
Nearbuy South East Asia Sdn Bhd
R & F Development Sdn Bhd
Selangor Dredging Bhd
Stratos Consulting Group Sdn Bhd
The Hot Shoe Show & Company Sdn Bhd
Visata Creative Sdn Bhd

NETWORKING PARTNERS

Asosiasi Pengelola Pusat Belanja Indonesia (APPBI)
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 & Housing (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 (MAECESOS)
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 Akitik 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 Institute of Engineers, Malaysia (IEM)
Tourism Malaysia



608, 6th Floor, Block A (Lobby No. 2),
No. 1, Jalan SS20/27, Damansara Intan, 47400 Petaling Jaya, Malaysia
Tel: 603 – 7727 6202/6232 Fax: 603 – 7727 6203
Email: sekretariat@ppkm.org.my URL: ppkm.org.my

LEGEND

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