



# NewsNetwork

PP12389/04/2013 (031984)

**MARCH 2021**



## Malls, REVIVE and SURVIVE!

## Inside this Issue



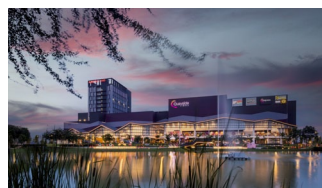
**Shop and  
Be Rewarded  
Campaign**

Page 8



**What's New**  
Setia City Mall's new  
extension opens

Page 4






**What's New**  
Quayside Mall

Page 5

Scan QR Code  
to download this  
newsletter



NLA (sf)	Real Estate Value	Employment
 185.8M	 RM145B	 50K - 60K

**PPK Malaysia  
Shopping Industry  
Survey 2020**

Page 6 & 7

# President's Message

Dear members,

**W**e are already at the end of Q1 this year, with the roller coaster year of 2020 behind us. While the past year until now has really been challenging for all of us, time has still flown by really fast.

We started the year with Movement Control Order (MCO) 2.0 imposed in most states from 13 January 2021 which was then extended until 3 March. This progressed to Conditional Movement Control Order (CMCO) from 4 March until 31 March.

Although the authorities have allowed more types of businesses to operate during MCO 2.0 in consideration of economic survival, there were many categories including the fashion trade which were only allowed to operate just a few days prior to the Chinese New Year festive season. This had put a damper on the usual pre-festive shopping and shoppers took time to return to our malls. Now with CMCO in place and Standard Operating Procedures (SOP) relaxation on many fronts, footfall is in the recovery process for most malls.

However, within this scenario, the authorities recently imposed exorbitant penalties for non-compliance of SOPs for both individuals and businesses, effectively negating public confidence and scaring off our shoppers. While the overall intent is good to ensure full compliance with SOPs so that we all can thwart the spread of the pandemic, we opine that such draconian action is overkill and unnecessarily excessive.

We also hope that the authorities can continue to present more positive news on the current situation like the status of vaccinations and the good progress of recovered cases so that these will boost public confidence and the economy in turn.

At the same time, as our industry struggles to preserve cashflow and strives valiantly to recover as soon as possible, we have been burdened with additional and new expenses from service tax on service charges to be imposed on retailers, expansion of economic sectors liable to contribute to the Human Resource Development Fund and other unjustified demands for new bank guarantees from Suruhanjaya Tenaga. We have written to and met the relevant authorities and hope to have some positive news in due course. On an affirmative note, kudos to the Selangor State Government for considering our appeals with their waiver and reduction of entertainment tax for theme parks (details inside this edition) – this will certainly help in the light of our financial situation of diminished income versus increased costs.



PPKM has recently completed our Shopping Industry Survey for Q1-Q3 2020 and we are grateful to all our respondents for sharing their information. Based on these respondents' statistics, the report indicates key benchmarks for shopping malls, including occupancy rates, trade mix, rental and sales, human resource and operational costs. Please do refer to the Executive Summary inside this issue.

Covid-19 is undoubtedly the single most damaging global game-changer impacting everyone and everything. All members will need to adapt and adopt as well as evolve and revolve in order to continue the business of shopping malls, possibly with an adaptive model. Moving forward, we need to focus on the positives, not the negatives, and be reminded that lives and livelihoods both matter.

This is a clarion call to all malls, we will revive and survive!

Warmest regards,

A handwritten signature in blue ink, appearing to read 'Teo Chiang Kok'. The signature is stylized and fluid, with a large initial 'T' and a long, sweeping underline.

TAN SRI DATO TEO CHIANG KOK  
*President*

## PPK MALAYSIA OFFICE BEARERS 2020 - 2022

### HONOURABLE MEMBERS OF ADVISORY BOARD

Tan Sri Datuk Eddy Chen  
YBhg Dato' Ngeow Voon Yean  
Mr Kumar Tharmalingam  
Mr Richard Chan  
YBhg Dato' Joyce Yap  
Mr HC Chan

### EXECUTIVE COUNCIL MEMBERS

#### President

YBhg Tan Sri Dato' Teo Chiang Kok

#### Vice President I

Ms Phang Sau Lian

#### Vice President II

Ir YL Lum

#### Honorary Secretary

Mr William Tang

#### Assistant Secretary

Mr KK Lim

#### Treasurer

Mr Tan Joon Kai

#### Assistant Treasurer

Mr Joseph Yeoh

### COMMITTEE MEMBERS

#### Training/Seminar

Mr Chris Chong

#### PR & Publicity

Ms Penny Yaw

#### Social

Mr Michael Poh

#### Research

En Khairul Ariffin b Ibrahim

#### Sports

Mr Darren Hee

#### Special Project

Ms Alicia Yuen

#### Technical

Mr Lawrence Teh

Ms Katy Teo

Mr Vincent Chong

#### Northern Region Representative

Mr Peter Chan

#### Southern Region Representative

Ms Farrer Tan

#### Sarawak Representative

Datin Christine Ling

#### Sabah Representative

Mr David Lau

#### Internal Auditors

Ms Agnes Tan

Mr CC Yeap



#### Publisher

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  
Email: secretariat@ppkm.org.my URL: ppkm.org.my

## HAPPENINGS

### Meeting with Selangor State Government, 7 January

A joint representation was made to the Selangor State Government with Malaysian Association of Amusement Theme Park & Family Attractions (MAATFA) on the waiver of entertainment tax, PPKM and MAATFA were subsequently accorded full exemption from 18 March 2020 - 31 December 2021. Meanwhile, the entertainment duty will be reduced from 25% to 5% effective 1 January 2022 - 31 December 2026 for theme parks.



- 4th from left: Tan Sri Richard Koh, MAATFA President
- 6th from left: En Zahrul Afendi b Zinil Abeden, Ketua Penolong Kewangan Negeri (Hasil), Selangor State Government
- 7th from left: Tan Sri Teo Chiang Kok, PPKM President

### Ministry of Tourism, Arts and Culture, 2 March



Tourism players were invited for an engagement session with the Minister Tourism, Arts and Culture and we presented the following proposals to revive the shopping industry:

- Incentivise shopping by sponsoring cash vouchers
- Provide tax rebate to individuals for shopping of goods and services
- Launch a nationwide PR campaign to regain public confidence
- Nationwide campaign for domestic tourist packages which include shop, stay, eat and tourist attractions
- Plan for impactful international promotional events once overseas travel recommences

### Tourism Malaysia Strategic Plan 2021-2025, 10 March

Tourism Malaysia informed that there was a drop in tourist arrivals to Malaysia by 83% (2020 vs 2019) due to the pandemic and resultant travel restrictions, and engaged with tourism players to develop a strategy for the next five years. The session was moderated by Datuk Musa Hj Yunus, Deputy Director-General, Promotion, Tourism Malaysia and discussed several proposals which included:

- Shopping tourism - to work with related industry players to develop a complete package for shop, stay, eat and tourist attractions
- Domestic travel bubble - to target public sector employees and other potential travellers
- Digitalisation of the industry - to provide free wifi on tourist buses and tourist areas as well as furnish updated data to drive strategies more efficiently

# Shah Alam's largest mall welcomes fast-growing Lulu brand from the Middle East

Setia City Mall will open its new wing progressively with Lulu Hypermarket and Department Store and a range of other retail offers on 31 March after completing the upgrading of the mall's expansion works.

Occupying 150,000 sq ft spread over three floors, Lulu Hypermarket offers 100% halal concept and premium quality imported products. They include its own Lulu brand for items such as coffee and coconut oil as well as house brands in electricals, fashion, footwear and ladies' handbags.

Lulu, a fast-growing retail brand, commands 32% market share in the Middle East and North African region. Ahead of Lulu Hypermarket's opening, Setia City Mall is teasing shoppers with a sweet treat by offering Lulu signature honey in its current wellness campaign, Healthy Me, Happy Me.

Shoppers with a minimum spend will receive a Free Wellness Gift Box comprising special honey from Lulu as well as hand sanitiser, face mask, vitamin C and strawberry body lotion from Watsons.

Setia City Mall's new wing, when fully open, will be bringing popular brands and new offerings to the Setia Alam township, home to more than 80,000 residents. They include Ahh-Yum by Kampong Kravers, Ichiban Ramen, K Fry Urban Korean, Santan, Sushi Jiro, Dubuyo, Sepiring, Vanilla Mille Crepe, Sup Haji Abu and Chun Yang Tea.

The mall's completion of its 400,000 sq ft new wing will also make it the largest shopping and leisure destination in Shah Alam with 1.18 million sq ft of retail space and over 4,000 parking bays. For shoppers' convenience, this expanded mid-market mall will be offering free Wifi.

Setia City Mall General Manager Vivien Phuah says, "Our continued focus is to deliver a great customer experience and foster strong community engagement so that we can continue to retain the loyalty of our existing shoppers while we widen



Setia City Mall's night facade



Event space at Setia City Mall

our market reach to the secondary and tertiary areas.

"With the current trend towards health, wellness and experiential shopping, our mall's positioning is to offer 'Great times, inside out'. It will resonate strongly with our shoppers who are looking to combine shopping, dining, leisure and entertainment offers with great times outdoors at our beautifully landscaped park, al fresco dining precinct, waterjet plaza and children's playground for family fun."

Developed by Greenhill Resources Sdn Bhd, a joint venture between S P

Setia Berhad and Lendlease managed Asian Retail Investment Fund, Setia City Mall has increased its investment in digital initiatives to support tenants in maintaining their market presence and to drive spend over the recent restricted operating environment.

"We work closely with them on joint campaigns and FB Live events in order to stay top-of-the mind and engage with our shoppers. We held events like Virtual Yoga and CNY Zumba with Fitness First, Habib Jewels Renovation Sale besides thematic collaborations with other tenants such as Oppo, DIY Bites, The Body Shop and Beauté Library, all on FB Live," adds Vivien.

# Quayside Mall, a curator of community spaces

Following Quayside Mall's successful launch in twentyfive.7, Kota Kemuning last December amid the Covid-19 pandemic, it currently enjoys 85% occupancy for its seamlessly connected indoor and outdoor retail outlets spread across four storeys.

With a net lettable area of 331,666 sq ft, the mall's tenant mix skews towards essentials with anchor tenants such as Jaya Grocer and Harvey Norman occupying 21,194 and 37,835 sq ft respectively alongside food and beverage (F&B) brands like Rong Cuisine, Ying Ker Lou, and Nutz and Boltz.

"Its strategic tenant mix targets essentials and F&B operators as these have been instrumental in driving retail demand post lockdown," says Herbie Tan, Gamuda Land Director of Leasing, Retail and Malls.

Besides D Swim Academy, which occupies 10,204 sq ft, the mall also features Quay Hall, a one-stop venue for banquet events, warehousing, seminar and workshop needs. This pillarless hall has over 12,960 sq ft of event space to accommodate gatherings from 50 to 1,000 participants. Its natural ambient lighting makes it a perfect venue for events of all kinds ranging from corporate to wedding banquets.

Since movement control order (MCO) 2.0 was announced, the mall's footfall and income have decreased. Looking long-term, Tan says the developer remains committed to serving twentyfive.7 community needs throughout this challenging time in solidarity with their struggles amid the lockdown.

"We are confident of Quayside Mall's prospects following the lockdown due to its conducive design, which facilitates compliance with health and safety guidelines as well as standard operating procedures. We look forward to accommodating the needs of twentyfive.7 residents and the surrounding communities after the recent announcement of Conditional MCO guidelines for Selangor."



The mall's ample outdoor elements and waterfront outlets cater for post-lockdown trends favouring open retail



Open spaces and unique attractions such as Farm By The Quay foster experiential engagement for visitors

Extolling Quayside Mall's unique selling points, Tan cites Farm By The Quay as Malaysia's first organic vertical farm facility housed within a mall which is located in its open Market Square area. It is operated by HAVVA Agrotech Sdn Bhd, which derives its name HAVVA from the use of hydroponic, aquaculture, vertical farming, vermiponic and aeroponic techniques.

"We received encouraging response towards Farm By The Quay as interest in home gardening rose due to recurring lockdowns. Favouring open spaces with connections to nature and enhanced air quality, Quayside Mall also features abundant natural lighting and ventilation, thus fostering positive social environments

in compliance with ongoing Covid-19 safety guidelines."

The mall's spacious, multi-storey central atrium with its two larger-than-life flamingo statues and their bright orange-pink plumage is not to be missed. Likewise, its pet-friendly central park with an Aurora Rhythms musical fountain display in the central lake that greets visitors at 8pm daily and the Alleyway, a covered community space with a Busker's Corner for street performances.

In terms of amenities, Quayside Mall has 25 outdoor parking bays and 204 podium parking bays as well as 1,009 basement car parking bays and 265 basement motorcycle parking bays.

# PPK Malaysia Shopping Industry Survey 2020

PPK Malaysia conducted a survey among its members to gather the latest industry figures including on mall operating expenses. This was the ninth industry survey that PPK had conducted since 2002. These surveys are important in assisting both asset owners and decision-makers to develop key benchmarks for optimal management of shopping malls.

The survey was conducted in collaboration with Stratos Pinnacle Sdn Bhd, a market research company, using self-administered email questionnaires<sup>1</sup>.

## 1.0 Definition of Shopping Mall (by PPK Malaysia)

A shopping mall is a cluster of shops served by common thoroughfare containing retail/wholesale shops, services, restaurants, entertainment outlets etc where people can congregate.

- These include premium outlets and retail podiums connected to and within mixed-use high-rise buildings like offices or residences and/or airports or transportation hubs.
- The mall may be anchored by departmental stores, supermarkets or hypermarkets or large specialty stores
- Accessible to and served by a designated car park, not off-street parking
- Size: Minimum 50,000 sf NLA

The following are not defined as shopping malls:

- Standalone hypermarket centre with no specialty shops nor F&B (e.g. TF Value Mart, NSK, or some Econsave in the smaller towns)
- Standalone supermarket and department store (e.g. The Store) or large furniture centre, with no specialty stores

Table 1: Components of a Typical Shopping Mall

Typically Includes Note: \*must have



- Department store
- Supermarket / hypermarket
- \*Retail / Specialty stores / general merchandise stores / hardware / sports / electronics\*
- \*F&B outlets, restaurants / cafes / kiosks / fast food\*
- Entertainment: cinema / pubs / bistro / karaoke
- Services: laundry / money changer / post office / hair salons / clinics

Optional Elements



- Gym / fitness
- Sporting facilities
- Community centre
- Health services
- Co-working spaces
- Theme parks / recreation
- Event spaces / exhibition halls
- Community markets

## 2.0 Size of the Shopping Industry in Malaysia

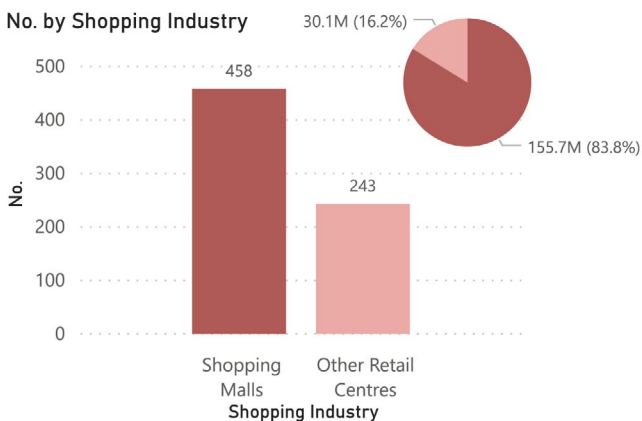
We have defined and categorized shopping malls/retail centres into the following categories.

Table 2: Shopping Industry Overview Malaysia 2020

Shopping Industry	No.	Net Lettable Area (NLA)
Shopping Malls	458	155,700,000
Other Retail Centres	243	30,100,000
<b>Total</b>	<b>701</b>	<b>185,800,000</b>

● Shopping Malls  
● Other Retail Centres

Source: Stratos Pinnacle Sdn Bhd



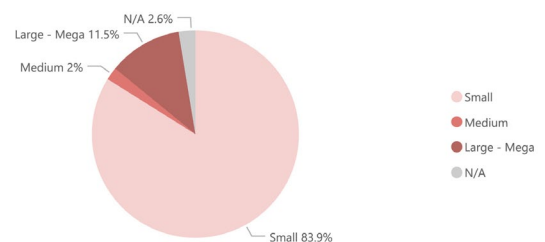
There were an estimated **458 shopping malls**, with **155.7 million sf** in Malaysia, as at end-2020. Including other retail centres such as stand-alone hypermarket/superstore/supermarket centres and market/bazaar centres, the number increases to **701 malls-cum-centres**, totalling **185.8 million sf**.

**Smaller malls/centres**, with less than 500,000 sf of NLA, form the **majority** or 83.9% of the total number of malls/retail centres in Malaysia. These smaller buildings also account for 56.4% of the total NLA in the industry.

Table 3: Shopping Malls/Retail Centres 2020 (By size)

Description	NLA (sf)	Total NLA (sf)	% of Total NLA	No. (% of Total Malls/Retail Centres)	Average NLA (sf)
Small	< 500,000	104,858,584	56.40%	588 83.90%	178,331
Medium	500,000 - 1,000,000	55,356,687	29.90%	81 2.00%	683,416
Large - Mega	> 1,000,000	25,598,606	13.80%	14 11.50%	1,828,472
N/A	0	0	0.00%	18 2.60%	0
<b>Total</b>		<b>185,813,877</b>	<b>100.00%</b>	<b>701 100.00%</b>	

Source: Stratos Pinnacle Sdn Bhd



<sup>1</sup> In addition to the data, Stratos Pinnacle also obtained information from its databases and official statistics such as from the National Property Information Centre (NAPIC) and corporate annual reports, to estimate aggregate figures and value for retail space in Malaysia.

### 3.0 Distribution of Shopping Malls/Retail centres in Malaysia

#### 3.1 Distribution by Number of Units

These percentages are representative of the total shopping malls and other retail centres (N=701) in the country.

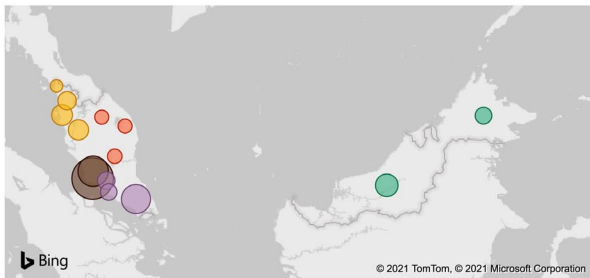
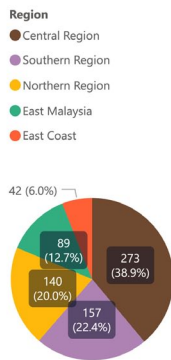
**Central Region** accounted for the largest number of shopping malls/ retail centres in Malaysia, accounting for 273 or **38.9%** of the total number of malls/centres in the country.

This was followed by the **Northern Region**, which had 140 malls or **20.0%** of the country's total; **Southern Region** with 157 malls or **22.4%** of the country's total; **East Malaysia** with 89 malls and **12.7%** of the country's total; and **East Coast** with 42 malls or **6.0%** of the country's total.

Table 4: Distribution of Shopping Malls/Retail Centres by Number of Units

Region	Location	No.	% of Total Mall
Central Region	Kuala Lumpur	105	38.90
	Selangor & Putrajaya	168	
East Coast	Kelantan	13	6.00
	Pahang	16	
	Terengganu	13	
East Malaysia	Sabah	28	12.70
	Sarawak	61	
Northern Region	Kedah	37	20.00
	Penang	51	
	Perak	48	
	Perlis	4	
Southern Region	Johor	98	22.40
	Melaka	27	
	Negeri Sembilan	32	
<b>Total</b>		<b>701</b>	<b>100.00</b>

Source: Stratos Pinnacle Sdn Bhd



#### 3.2 Distribution by Net Lettable Area (NLA)

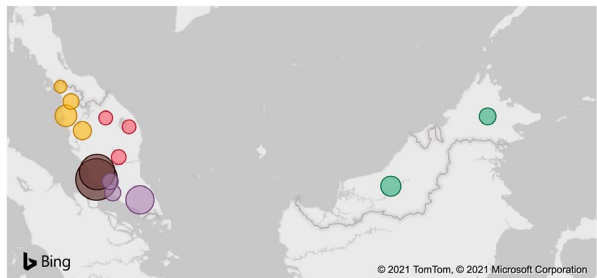
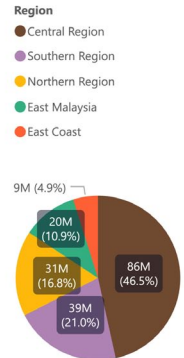
**Central Region** accounted for **46.5%** of the total net lettable area (NLA) of all shopping malls/ retail centres in Malaysia – making up almost half of the total retail space in the country. The **Southern Region** had the second largest distribution with **21.0%** of total NLA. This was followed by the **Northern Region**, with **16.8%** of total NLA; **East Malaysia** with **10.9%** of total NLA, and **East Coast**, **4.8%** of total NLA.

Table 5: Distribution of Shopping Malls/Retail Centres by Size\*\*

Region	Location	NLA (sf)	% of Total NLA
Central Region	Kuala Lumpur	38,228,010	46.50
	Selangor & Putrajaya	48,264,024	
East Coast	Kelantan	2,521,328	4.80
	Pahang	4,052,872	
	Terengganu	2,442,649	
East Malaysia	Sabah	7,290,198	10.90
	Sarawak	12,886,100	
Northern Region	Kedah	5,834,608	16.80
	Penang	15,420,683	
	Perak	9,563,449	
	Perlis	366,550	
Southern Region	Johor	26,323,709	21.00
	Melaka	6,441,082	
	Negeri Sembilan	6,178,615	
<b>Total</b>		<b>185,813,877</b>	<b>100.00</b>

Source: Stratos Pinnacle Sdn Bhd

\*\* As of December 2020



### 4.0 Survey results in Brief

The following survey findings are based on a survey of 50 participating shopping malls during Q1-Q3 2020, where the majority of respondents were established mall operators from various regions in Malaysia. The participating malls consisted of a mix of mall positionings with difference in quality of building finishes and services provided, and were of various mall sizes.

Below are the main findings from this survey among these participating malls:

Table 6: Main Findings from The PPK Malaysia Shopping Industry Survey 2020

Description	Malaysia
Average <sup>1</sup> occupancy rate (annual)	88%
Average monthly gross rental rate (per sf of NLA)	RM6.73
Average monthly mall expenses <sup>2</sup> (per sf of NLA)	RM2.50 <sup>3</sup>
Average monthly service charge + promotional charge (per sf of NLA)	RM2.17 <sup>4</sup>

Source: PPK Malaysia Shopping Industry Survey 2020

#### Important Notes:

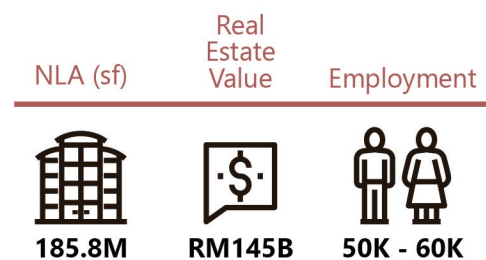
<sup>1</sup> The average figures here are based on the respondents' submission, regardless of the malls' positioning, size, quality of finishes and provision of services.

<sup>2</sup> Average monthly mall expenses include electricity, water, insurance, marketing, sewerage, quit rent, assessment, and property maintenance expenses.

<sup>3</sup> Range: RM 0.27 – RM 5.77

<sup>4</sup> Range: RM0.30 – RM6.54

### 5.0 Concluding Remarks



Based on the above trends, Malaysia' shopping industry offers approximately **185.8 million square feet of net lettable area** with an **estimated real estate value of RM145 billion**. The industry is also estimated to provide direct employment to an **approximate range of 50,000 and 60,000 people**, excluding employees of malls' tenants/shop.

**ONGOING EVENTS**

**Shop and Be Rewarded Campaign,  
26 - 28 March 2021 (Extended by popular demand to 4 April 2021)**

**SHOP & BE REWARDED CAMPAIGN**  
26 - 28 MARCH 2021

**GREAT NEWS!**  
WE ARE GIVING AWAY E-CASH VOUCHERS FOR YOUR SHOPPING SPREE THIS WEEKEND

**How To Redeem Free RM10 E-Cash Voucher**

- Step 1** Download the app from the app store
- Step 2** Scan the QR code to activate the app
- Step 3** Add items to your cart and checkout
- Step 4** Claim your RM10 e-cash voucher

Scan Here For Terms & Conditions

**Participating Malls:** (List of logos including Sunway Velocity, Sunway Pyramid, etc.)

03-77276202 | www.ppkm.org.my | www.malaysia.travel

Great news! We are finally able to run our shopping campaign for the end of March 2021 since the January postponement due to MCO 2.0 being imposed. This time around, the three-day national promotion campaign using e-cash vouchers to incentivise and encourage shopping garnered more interest from our member malls. We now have a total of 31 participating malls which will be giving out a minimum of RM900,000 shopping cash vouchers! This SHOP AND BE REWARDED campaign is a collaboration with Tourism Malaysia which provides a matching sponsorship for a much needed boost for the shopping mall and retail industry, which are still striving for survival in the Covid-19 repercussions.

Do refer here for details on the terms and conditions for this pioneer project:  
[http://shopberewarded.ppkm.org.my/Common/ShopBeRewarded\\_T&C.pdf](http://shopberewarded.ppkm.org.my/Common/ShopBeRewarded_T&C.pdf)

Our participating malls include the following:

**Central Region**



**East Coast**



**Northern Region**



**Southern Region**



Shop and Be Rewarded Campaign welcomes shoppers!



Join Ms Sophia's shopping spree

Yay, RM10 discount from my purchases!



We look forward to similar future projects with Tourism Malaysia as we journey together on the road to recovery of shopping tourism and more.



## INDUSTRY NEWS

### Music Copyright Royalties

Although numerous letters and reminders have since been forwarded and 2 meetings convened by Ministry of Domestic Trade and Consumer Affairs (MDTCA)/ Intellectual Property Corporation Malaysia (MyIPO) since last year, there is still no definitive decision or action from MDTCA to date on our appeal for a single collecting body as a successor to Music Rights Malaysia (MRM). However, together with the User Group\*, PPKM will still persevere and persist.

Nevertheless, to continue providing a conducive shopping ambiance, numerous key malls have already adopted royalty-inclusive music streaming as an alternative because this is a much more cost-efficient option.

PPKM attended a consultation meeting organised by MyIPO on National Intellectual Property Strategy (NIPS) 2021-2025 on 15 March 2021 wherein Tan Sri CK Teo again brought up the users' appeal for a single collecting body as the only rational, efficient and practical solution to the on-going impasse. He also called for the use of current technological advances to develop a system whereby a direct payment is made to the copyright holder at the point of usage.

In the meantime, MyIPO has organised a survey amongst users of intellectual property, including our member malls regarding a *One-Stop Shop Collective Management Organisation (CMO)*. Hopefully, the results of this survey will determine the best solution for the current situation and we hope members will respond accordingly.

\*Music User Group comprises the following associations:

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

PPKM has also collaborated with IU in their current SOP Awareness campaign to remind the public on SOP compliance as we are still in the process of combating the pandemic.

Do remember our safety is a mutual responsibility for and by everyone.

#kitajagakita#

### Service Tax on Service Charges

As members are aware, the Royal Malaysia Customs Department (RMCD) recently issued a revised guide on management services dated 15 January 2021 wherein service tax now has to be billed for service charges. It is our contention that service charges are not management charges but reimbursements to the landlords for expenditure incurred for maintaining the building. We have written in jointly with Malaysia Retailers Association and Malaysia Retail Chain Association to RMCD and had an online meeting with the Minister of Finance to appeal against the said imposition and for a temporary moratorium whilst we seek a dialogue.

### Bank Guarantee by Suruhanjaya Tenaga

Suruhanjaya Tenaga (ST) has recently requested for a Bank Guarantee (BG) from shopping malls upon expiry of their Electricity Distribution Licenses. PPKM contends that there is no basis for ST to require any additional BG as malls have already paid BGs to Tenaga Nasional Bhd (TNB) for the supply of electricity. We have since written to both ST and Ministry of Energy and Natural Resources (Kementerian Tenaga dan Sumber Asli - KeTSA) to waive the request for a BG.

### Industries Unite (IU) Press Conference, 17 March 2021

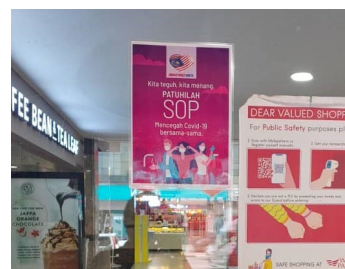


L to R:

Datuk Azlin Ahmad Sharahbi, President Perniagaawati; Dato David Gurupatham, Co-Founder of IU/Group Legal Advisor; Datuk Irwin Cheong, Co-Founder of IU/Lead Group Coordinator; Tan Sri Teo Chiang Kok, PPKM President; Ms Shirley Tay, President, Malaysia Retail Chain Association (MRCA)

PPKM is a component of IU, a coalition of more than 110 trade associations comprising 3.3 million business owners. In the face of current business challenges, IU recently held a press conference to highlight issues of high fines for non-compliance of SOPs as well as the lack of clarity from the authorities.

Tan Sri CK Teo voiced out that shopping malls and businesses are already all in ICU and struggling with serious cash flow issues. Introducing the exorbitant compounds has resulted in a negative impression on public confidence to come out, just as businesses are in the midst of the struggle to revive. We hope the authorities will take consideration and make judicious decisions that both LIVES AND LIVELIHOODS MATTER.



# Security and Safety Training

17-18 MARCH 2021

As was the case with our other seminars and events, our 2020 foundation security training had to be postponed a few times due to SOPs restrictions until we finally managed to hold it at Cititel, Mid Valley City earlier this month.

A very enthusiastic group of 32 security personnel belonging to various malls from Kedah in the north to Johor down south, attended the class, which was held with compliance to the required event's SOPs.

All attendees gave the course a thumbs-up and commented that the topics presented were *'useful and related to my job'* with *'delivery easy to understand'*. There were even a few who proposed that the two-day training be extended to another day. Look out for the Advanced session which may be planned for later this year.

Thank YOU to all our speakers for your generous sharing!



New way to go – contactless registration for attendance all done virtually



Mandatory temperature checks before we start



The SOPs saw classes looking like this ...



Class photo of our masked attendees

# Annual General Meeting

## 13 MARCH 2021



It was definitely not easy for our speakers to present their topics with their masks on, but the show must go on ...



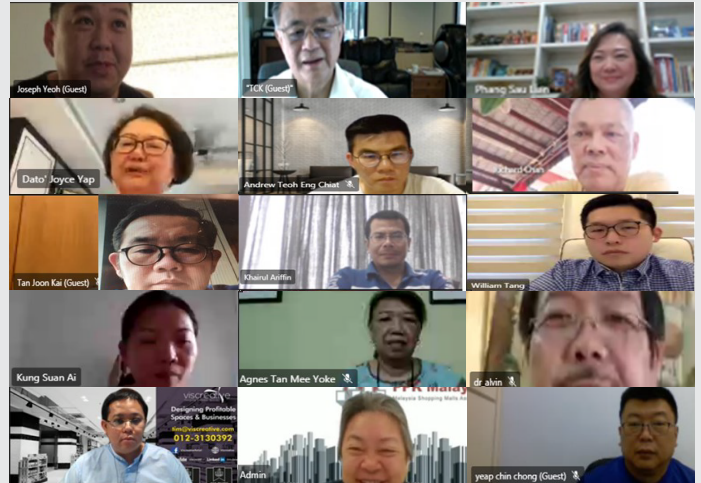
We even managed to carry out a demonstration of cardiopulmonary resuscitation (CPR) with social distancing in place. It is noted that emergency response personnel are now required to ensure victims have their masks on before commencing rescue procedures and mouth-to-mouth resuscitations have been discontinued.



A light-hearted moment for a mid-morning fitness check when attentions seemed to flag.



Attendees patiently queued up to enjoy their buffet lunch, with gloves and all.



The 36th AGM was held as the first ever virtual event, with a total of 84 members in attendance. President Tan Sri Teo Chiang Kok addressed members to apprise them of the whirl of meetings and consultations with the authorities over the past few months since MCO 2.0 was imposed from 13 January 2021. Malls' footfall and turnover had dropped drastically then as public confidence was again shaken with the rapid rise in Covid-19 infections and we had to work ceaselessly to mitigate the negative impact of movement and business restrictions.

Secretary, Mr William Tang, updated members on our other activities since the last physical AGM held in August 2020. Most activities had been converted to virtual events which had the advantage of attracting outstation participants and it is only recently that we could hold on-site seminars.

Mr Tan Joon Kai, Treasurer, presented the accounts which indicated a nominally positive bottom line and mentioned that this was possible due to the judicious control of operating expenditures although all income-generating events were cancelled or postponed in 2020. With the pandemic situation hopefully improving by later this year, we hope to get back on an even keel soon.

In line with our constitution, two new auditors were unanimously elected and we welcome Ms Agnes Tan and Mr CC Yeap on board for 2021/2022.



# Survival Kits for the New Normal

25 FEBRUARY 2021



Ms Julia Kong,  
Senior Manager,  
ONECARD Loyalty  
Programme and 1PAY  
E-Wallet



Mr Mike Lee,  
Chief Operating Officer of  
KipleLive



Mr Kenneth Kuan,  
Director of Sales,  
Kiplebiz

Our first webinar under the Education series 2021 got off to a great start with more than 170 participants in attendance. With the pandemic at our doorstep and the resulting MCO restrictions assailing us every day for many days now, shopping mall practitioners like ourselves have no choice but to reach out to technology for our daily operations - from running the building's daily operations as well as marketing and promotion strategies to growing stronger footfalls and turnover. Ir YL Lum, Vice President 2 moderated the webinar with our survival kits during the current challenges and our three speakers shared insights and information on diverse topics like loyalty cards which leverage on big data; e-wallets which bring businesses online and cashless parking for a seamless driving experience.

We will be planning more events in the coming months to continue our Education Series this year so do watch out for announcements soon.



Having a virtual webinar certainly attracted nationwide attendees

## Certification Courses in Shopping Mall Management, April 2021



We're back!

After the hiatus resulting from Covid-19 and its aftermath, we are recommencing our bi-annual education and training courses dedicated to shopping mall management which covers the following essential modules:

- Marketing and Leasing  
5-7 April 2021
- Administration  
8-10 April 2021
- Operations and Maintenance  
12-14 April 2021

There have not been any courses in tertiary education specifically on shopping mall management and all our pioneer managers have had to learn on-the-job from the time when malls were first built in the country in the 1970s. Therefore, since 2002, we have offered our courses to bring shopping mall employees quickly up to mark with our specifically crafted syllabi focused on the nuances of running malls. Our invaluable speakers are all practitioners and specialists in their own field, selflessly sharing their priceless experiences so that PPKM can contribute towards the growth of professionalism in our chosen careers.

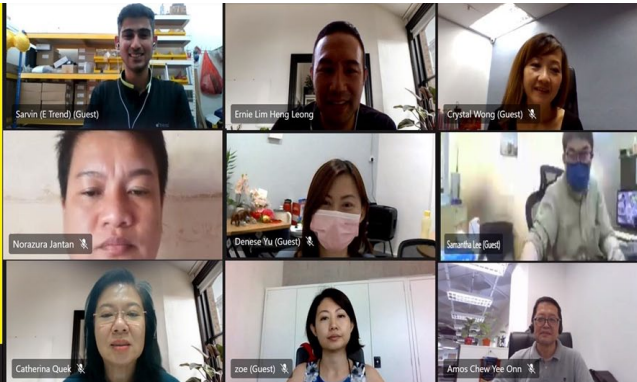
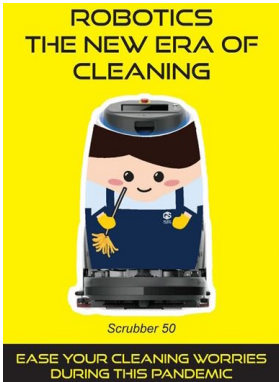
Coupled with this, Covid-19 has undoubtedly resulted in numerous unprecedented lessons globally over the past year, and our speakers will share how these have impacted our shopping malls.

Courses will be held at One World Hotel, Petaling Jaya.

More details available here:  
<http://ppkm.org.my/certification-course-shopping-mall-management-april-2021/>



# ROBOTICS – The New Era of Cleaning



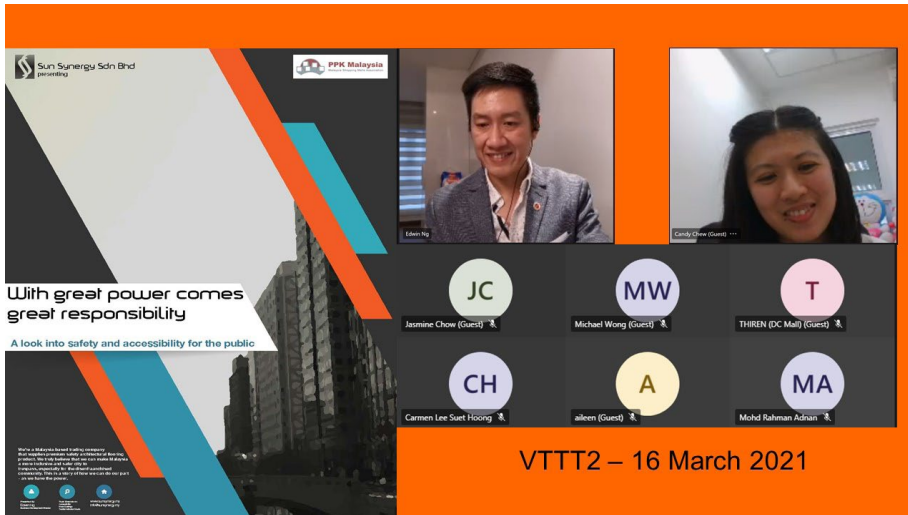
We started off 2021 looking at technology coming to the fore of shopping mall operations with robots doing the cleaning in malls and other buildings.

Ernie Lim and Sarvin of E Trend Marketing introduced our members to Malaysia's first ever autonomous cleaning robots for commercial spaces which are already being used in our neighbouring countries.

VTTT 1



# With Great Power Comes Great Responsibility



Edwin Ng of Sun Synergy took attendees for 'A Look into Safety and Accessibility for the Public' and presented various recommendations for building safety features like anti-slip stair nosings, safety gratings and tactile indicators.

As specialists in flooring, Sun Synergy genuinely believes that they are responsible to make our community a safer place to traverse.

VTTT 2

## 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 & Human Settlements (EAROPH), Malaysia  
 FIABCI Malaysia Chapter  
 Fire Prevention Council Malaysia (FIPCOM)  
 Hong Kong Trade Development Council  
 Institute of Shopping Center Management Ltd (ISCM), Hong Kong  
 International Council of Shopping Centers (ICSC)  
 Jabatan Bomba dan Penyelamat Malaysia

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

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

# MEMBERSHIP 2021

## CORPORATE MEMBERS

1 Utama Shopping Centre  
1MK Mall  
1Shamelin Shopping Mall  
1st Avenue, Penang  
3 Damansara  
Aeon Mall Taman Maluri  
Alam Sentral Plaza  
Alor Star Mall  
Aman Central  
Amcorp Mall  
Amerin Mall  
Atria Shopping Gallery  
avenue K  
Bangsar Shopping Centre  
Batu Pahat Mall  
BCCC  
Berjaya Megamall  
Berjaya Times Square Kuala Lumpur  
Berjaya Waterfront Complex  
Central i-City Shopping Centre  
Central Market  
Central Square Sungai Petani  
Centre Point Sabah  
Centro  
Cheras LeisureMall  
Citta Mall  
City Mall  
Cityone Megamall  
Damen Mall  
Dataran Pahlawan Melaka Megamall  
Datum Jelatik Mall  
Dayabumi  
DC Mall  
Design Village Outlet Mall  
Dpulze Shopping Centre  
e @ Curve  
East Coast Mall  
Eastern Mall  
Ekocheras Mall  
Empire Shopping Gallery  
Encorp Strand Mall  
Endah Parade  
fahrenheit 88  
First World Plaza  
Freeport A'Famosa Outlet  
Galleria@Kotaraya  
Gamuda Walk  
gateway@kia2  
Genting Highlands Premium Outlets  
Giant Hypermarket Bandar Kinrara  
Giant Hypermarket Banting  
Giant Hypermarket Batu Caves  
Giant Hypermarket Bayan Baru  
Giant Hypermarket Kemuning Utama  
Giant Hypermarket Klang  
Giant Hypermarket Klang Sentral  
Giant Hypermarket Kota Damansara  
Giant Hypermarket Kuala Terengganu  
Giant Hypermarket Klentangan  
Giant Hypermarket Plentong  
Giant Hypermarket Putra Heights  
Giant Hypermarket Senawang  
Giant Hypermarket Seri Kembangan  
Giant Hypermarket Shah Alam  
Giant Hypermarket Subang Jaya  
Giant Hypermarket Tampoi  
Giant Hypermarket Ulu Klang  
Giant Mall Kelana Jaya  
Giant Superstore Tunjung  
Giant Setapak  
Giant Superstore Jerteh  
Giant Superstore Kangar  
Giant Superstore Kuala Pilah  
Giant Superstore Prima Saujana (Kajang)  
Glo Damansara  
GM Klang Wholesale City  
Grand Merdeka Mall  
Great Eastern Mall  
Green Heights Mall  
Gurney Paragon  
Gurney Plaza  
Harbour Mall Sandakan  
Hartamas Shopping Centre  
Imago, KK Times Square  
Intermark Mall  
IOI City Mall  
IOI Mall Bandar Putra Kulai  
IOI Mall Puchong  
IPC Shopping Centre  
Ipoh Parade  
Island Plaza  
ITCC Mall  
Jaya Shopping Centre  
Jetty Point Duty Free Complex

Johor Bahru City Square  
Johor Bahru City Square Office Tower  
Johor Premium Outlets  
KB Mall  
KL East Mall  
KL Gateway Mall  
Klang Parade  
Kluang Mall  
Kompleks Bukit Jambul  
Kompleks Metro Point  
Kompleks Mutiara  
Kompleks Star Parade  
Kompleks Tun Abdul Razak (KOMTAR)  
Kota Raya Complex  
KSL Esplanade Mall  
KTCC Mall  
Kuantan Parade  
KWC Fashion Mall  
Kulim Central  
Lot 10  
M3 Mall  
Mahkota Parade, Melaka  
Maju Junction Mall  
Melawati Mall  
Mesamall  
Mid Point Shopping Complex  
Mid Valley Megamall  
Mid Valley Southkey  
Mitsui Outlet Park KLIA  
Mydin Mall  
MyTown Shopping Centre  
New World Park  
Nexus Bangsar South  
Nu Sentral  
Pandan Kapital  
Paradigm Mall  
Paradigm Mall Johor Bahru  
Paragon Market Place  
Paragon Point Shopping Centre  
Pasaraaya Komuniti @ Mart Kempas  
Pavilion Kuala Lumpur  
Paya Bunga Square (PB Square)  
Pearl Point Shopping Mall  
Pedas RSA  
Pelangi Leisure Mall  
Perling Mall  
Pernama Kompleks Mutiara Armada  
Pertama Complex  
Plaza Angsana  
Plaza Low Yat  
Plaza Merdeka  
Plaza Metro Kajang  
Plaza Pelangi  
Plaza Salak Park 'SPARK'  
Plaza Shah Alam  
Prangin Mall  
Publika Shopping Gallery  
Riverwalk Village  
Quayside Mall  
Queensbay Mall  
Quill City Mall  
RCMC Sdn Bhd  
SACC Mall  
Sarawak Plaza  
SB Mall  
Segamat Central Shopping Centre  
Sejati Walk  
Semua House  
Setapak Central  
Setia City Mall  
Shaw Parade KL  
Shaw Centrepoint  
South City Plaza  
Star Avenue Lifestyle Mall  
Starhill Gallery  
Straits Quay Retail Marina  
Subang Parade  
Sungei Wang Plaza  
Sunshine Tower  
Sunway Big Box  
Sunway Carnival Mall  
Sunway Citrine Hub  
Sunway Giza Mall  
Sunway Putra Mall  
Sunway Pyramid  
Sunway Velocity  
Suria KLCC  
Suria Sabah Shopping Mall  
Sutera Mall  
Taiping Mall  
Tasek Central  
Terminal Larkin Sentra  
Terminal One Shopping Centre  
The Curve  
The Exchange TRX  
The Linc  
The Gardens Mall  
The Main Place  
The Mines  
The Shore Shopping Gallery  
The Spring

tHe Spring Bintulu  
The Starling  
The Summit Subang USJ  
The Waterfront @ Parkcity  
The Weld  
Toppen Shopping Centre  
Tropicana Gardens Shopping Mall  
Utropolis  
Viva Home Shopping Mall  
Vivacity Megamall, Kuching  
Wangsa Walk Mall  
Wetex Parade Shopping Centre  
Zenith Lifestyle Centre

## AFFILIATE MEMBERS INDIVIDUAL

Faizal Rahim b Moidunny  
Gan Siew Chain  
Kevin Chiu Zhenwei, CMM  
Lee Chee Leong  
Lok Chin Lum  
M.Letchumanan  
Ng Choo Yew, Thomas  
Ng Chung Yau  
Phan May Ling  
Tay Seow Liang, Victor, CMOM  
Tee Kok Guan  
Timothy Liew Heng Kwun  
Timothy Sangawa  
Wong Paik Tho  
Woo May Foong  
Yasmin Mokhtar  
Yew Poh Ling  
YY Lau

## AFFILIATE MEMBERS CORPORATE

Awbros International Sdn Bhd  
Fair Star Shopping Sdn Bhd  
Festival City Sdn Bhd  
Golden Mayflower Sdn Bhd  
Kingsmen Sdn Bhd  
Mandrill Tech Sdn Bhd (ServeDeck)  
OCEK Telco Infra Sdn Bhd  
Selangor Dredging Sdn Bhd  
SL Group Design Sdn Bhd  
Stratos Pinnacle Sdn Bhd  
Sun Synergy Sdn Bhd  
The Hot Shoe Show & Company Sdn Bhd  
The Lot Associates Sdn Bhd  
Visata Creative Sdn Bhd

## HONORARY MEMBERS

Dato' Ngeow Voon Yean  
Dato' Joyce Yap, CMM  
HC Chan, CMM

## ASSOCIATE MEMBERS

Ng Hean Yin

## INDIVIDUAL MEMBERS

Abdul Aziz b Aman  
Abdul Razak Tuah b Othman, CMOM  
Agnes Tan Mee Yoke  
Aida Azimah Mohamad Abas, CMMLM  
Ainain Briyyah Binti Zek Khairuddin, CMAM  
Aminudin b Mohd Noah, CMOM  
Amos Chew Yee Onn, CMMLM  
Andrew Ashvin, CMM  
Andrew Jong Nyuk Nang  
Angel Wong Ern Qi, CMMLM  
Ang Khoon Looi, Carol  
Ang Kung San  
Anthony Dylan anak Frankie Jurem  
Aw Ik Qian, CMMLM  
Beh Soo Ming  
Beh Chin Sien, CMMLM  
Candice Foong May Yee  
Carmen Lee Suet Hoong, CMOM  
Carrie Chong Ka Loong, CMOM  
Chai Wai Kit, Steve, CMMLM  
Chan Chin Meim  
Chan Hong Kong, Peter  
Chan Jen Nee, Jenny, CMM  
Chan Lai Moi  
Chan Pui Li  
Chang Wai Kwan, CMMLM  
Chan Wai Yee  
Chan You Li  
Chang Loo Wei, CMMLM  
Chee Ken Fah, Daniel, CMM  
Chee Kok Leong, Danny, CMMLM  
Chen Lee Chun  
Cheng Yew Ong  
Cherci Chan Huey Chyn, CMMLM  
Chew Fei Sean, CMMLM  
Chew Siew Jing, Candy  
Chew Yien Yien, Doreena, CMMLM  
Chia Wen Jun, CMMLM  
Chin Wah Sheng, CMOM  
Chiu Jing Chun, Selwyn, CMOM  
Choo Wan Da, Desmond  
Chong Min Fui, Vincent, CMM  
Chong Yoon Fook  
Chow Heng Wah, CMM  
Christine Ling Mei Hui  
Christopher Stanley, CMMLM  
Chu Chia Siong, CMM  
Chua Qin Wei, CMMLM  
Chua E Fun, CMMLM  
Chua Eng Neo, CMMLM  
Chua Jenny  
Chuah Ying Huey, CMMLM  
Chuang Chew Loon, Alvin, CMOM,CMAM  
Darren Chear  
David Lau Hing Luong, CMM  
Dayal a/l MK Prabhakaran  
Dr. Alvin Lim Boon Yew  
Eddie Ng Hing Loi  
Edison Yeoh Wee Yih, CMMLM  
Ee Huey Fang, Jyne, CMMLM  
Elizabeth Chan Choo Im  
Emryza bt Mohamed  
Eric Tee Lai Keong  
Eugene Khoo  
Esmei Eng Shih Mei, CMMLM  
Eva Hew, CMMLM  
Evelyn Lo, CMM  
Fazrul Isham b Mohd, CMMLM  
Fern Tan Feng Ching  
Gan Lip Lin  
Goh Boon Ooi, CMOM  
Goh Chong Wooi  
Hau Chee Seng  
Hee Yaw Hoong, Darren, CMMLM  
Heng Chin Ing, CMMLM  
Herbie Tan Kim Whatt  
Hing Yi Xin  
Hirdawati Mohd Nasir, CMAM  
Ho Wai Hoong, CMMLM  
Hoe Chee Seng  
How Siew Choo  
Ishraqi Shah b Abu Bakar, CMMLM, CMOM  
James Chin Onn Soon, CMAM  
Jason Chin Teck Seng  
Javed Irshad Sani  
Jeffrey Soon Yun Yann, CMAM, CMMLM  
Joseph Teo Fang Yih, CMM  
Josephine Lim Kwee Yuen, CMAM  
Julia Chan  
Junairiah bt Afandi, CMAM  
Katherine Tan

Kenny Chin, CMOM  
Khairul Ariffin Ibrahim  
Khoo Kah Guan, CMOM  
Khor Siak Seng, Vincent  
Koay Poay Shin, CMMLM  
Kok Huei Yuen, CMMLM  
Kuan Chui Seong, CMOM  
Kuan Hoi Chean  
Kung Suan Ai, CMMLM  
L Izwani b Abdullah, CMMLM  
Larry Tan Teck Lai  
Lau Chore Yee, John  
Lawrence Teh Cheng Poh  
Lee Bee Tieng, CMMLM  
Lee Beng Beng, CMM  
Lee Chee Hoe  
Lee Mun Keong  
Lee Poh Chu, CMMLM  
Lee Siew Cheng, Karen, CMMLM  
Lee Sze Ying  
Lee Shyh Chnan, Peter  
Lee Wai Leng  
Leng Lay Peng, CMMLM  
Lew Wen Feng, CMMLM  
Liew Su Hiung, Michael, CMOM  
Lim Hooi Fung, CMOM  
Lim Fei Yuen  
Lim Kok Kheng  
Lim Koon Hooi, Cynthia, CMMLM  
Lim Lay Hoon, CMM  
Lim Rong Jiang, CMMLM  
Lim Shoo Wenn  
Lim Shing Nie, CMMLM  
Lim Su Yi  
Lim Tek Guan  
Lisbet Ling Kiang Hfoong, CMMLM  
Loo Hoey Theen  
Loong Jee Yung  
Lum Youk Lee  
Ma'amur Gadafy b Abdul Rashid  
Mabel Tan Mui Pow, CMMLM  
Maheeran bt Hamdani  
Marilyn Chuah Siu Ching, CMMLM  
Michael Poh Oon Howe  
Michelle Chin Mee Ching  
Mira Rahman, CMMLM  
Mohamad Khalid Bin Idross, CMOM  
Mohamad Nazri b Mohd Mokhtar, CMOM  
Mohamad Amirudin b Abu, CMAM  
Mohd Helmi Bin Mohd Affendi, CMOM  
Mohd Nizam b Abdul Rahman  
Mohd Rafiz Azwan bin Hashim  
Mohd Taufiq Hidayah b Ahmad Zawawi, CMOM  
Ng Bee Fong, Samantha, CMOM, CMMLM  
Ng Kuan Yee, Selina  
Noor Salehah bt Wahid, CMMLM  
Nor Hayati bt Nawawi Suri, CMM  
Norlian bt Md Tahir, CMAM  
Norbaayah bt Mohd Yusof  
Nurshaheera Binti Othman  
Nurul Atiqah Hisam, CMMLM  
Nurul Azuini Binti Adnan, CMMLM  
Ong Eng Hin, CMM  
Ong Hui Ling  
Ooi Boon Shya, CMMLM, CMOM  
Padma Priyan @ Padman s/o Maniam  
Patrick So Kee Whuay  
Pearly Lim Meng Li, CMMLM  
Penny Yaw  
Phang Sau Lian  
Phoon Kin Kheong, CMM  
Rajashgeran a/l Ramakrishnan, CMOM  
Rashidan b Ismail, CMOM  
Richard Chan Chee Keong, CMM  
Ronald Ling Ing Han, CMMLM  
Samantha Ooi Sui Liin  
San Wei Hwa, Vivien  
Saw Lee Chuan  
Set Hon Foong  
Shahrol Azman b Abd Kahar, CMOM  
Shaifulddin A. Majid, CMM  
Sharifah Fairuz Binti Syed Hashim, CMMLM  
Sharinah Binti Muhamad Sarep  
Sharon Lee Suit Fong, CMMLM  
Siegfried Shaun Dela Pena, CMMLM

Sit Chee Koon, CMMLM, CMAM  
Siti Absah Binti Kamarudin, CMAM  
Siti Habsah Binti Rahmat Rambali, CMAM  
Siti Zubaidah Binti Zakaria  
Steve Lim Boon Hoe  
Soh Shang Ching, Harry, CMMLM  
Soon Sheer Jin, CMOM  
Subramaniam Apparow, CMOM  
Tan Cheng Guan  
Tan Hui Swan, Farrer, CMM  
Tan Joon Kai  
Tan King Way  
Tan Sri Dato Teo Chiang Kok  
Tan Sri Datuk Eddy Chen Lok Loi  
Tan Ting Sin, CMOM  
Tan Yuen Yuen , Sylvia, CMMLM, CMOM  
Tang Chee Weng  
Tang Yoo Qing, Eugenie  
Tee Beng Soon, Alex  
Thee Wei Loong, Dexter, CMMLM  
Teh Siew Yan, CMAM  
Teo Chui Ping  
Teo Su Ching, Katy  
Teoh Eng Chiat, Andrew  
Teoh Song Loon, CMMLM  
Tian Cheng Swee, CMOM  
Tun Mohd Afandi b Yusof  
Veronica Centine Metcalfe, CMOM  
Vicknessaran Arumugam, CMMLM  
Wan Aion Binti Abd Aziz, CMAM  
Winnie Sam Min Wah, CMMLM  
Wong Chan Fai, Eric  
Wong Kong San  
Wong Sook Woon, CMMLM  
Wong Woei Ming, Michael, CMAM, CMOM  
Wong Yoke Ping  
Woo May Shee, CMMLM  
Yakob Haron, CMOM  
Yap Wee Kee, CMMLM  
Yap Yin Yee , CMMLM  
Yap Yoke Lan, Rachel  
Yeap Chin Chong, CMM  
Yeo Yee Yeann, CMMLM  
Yew Joo Heng, CMOM  
Yew Su San  
Yeoh Keong Shyan  
Yu Kim Khim  
Yuen Chew Yung  
Zainab bt Abd Kadir  
Zahayu Shima bt Ayub, CMMLM  
Zulkahar b Khamis, CMOM

## LEGEND

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