



# NewsNetwork

**JUNE 2023**



## INSIGHTS FROM OUR NEIGHBOURS

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# President's Message



Dear members,

The first half of 2023 is already past with our many happy festive celebrations and we are now looking straight into the beginning of the second half, which may yet prove to be more challenging. Although Retail Group Malaysia has revised its annual growth rate in retail sales for 2023 to 4.0% (an upward adjustment of 0.5% point from its projection made in November last year), the overall recovery of our economy is not as expected. Our currency has become weaker in comparison with others in the region, but this may yet work for the better, and attract more inbound tourism and shoppers. Nevertheless, shopping malls will have to be on their toes to brace for more challenges coming our way, for example, amongst others, the increased cost of doing business and shoppers' lower purchasing power.

Shopping malls are facing a continuous increase in operational costs and whilst we are grateful for the recent announcement of a nominal drop in Imbalance Cost Pass-Through (ICPT) surcharges until end-2023, malls have to be extra vigilant through prudent controls on electricity usage, not to lose even this marginal savings. With this scenario, it will definitely be critical and more timely than ever to undertake energy saving and efficiency measures and source for alternative energy solutions. Therefore, to create better awareness, our recent events have looked at sustainability through the digitalisation of mall maintenance procedures, energy management, renewable solar energy and green certification.

On the shopping front, we have resumed our study trips to recce malls overseas and the first foray was to our neighbour, Bangkok. Tourists with shopping on their agenda have traditionally been enamoured with their street markets but Bangkok malls have so much character and much more to offer, especially in leisure and entertainment, luxury fashion and international cuisine, inspiring indoor gardens and landscapes and even washrooms with imaginative decors. Needless to say, participants of our trips all returned with fresh insights and creative ideas. So, hopefully we can look forward to new and exciting concepts at our malls in due course.

As announced, submissions for the PPKM Awards for Best Experiential Marketing 2023 have been launched and all member malls are invited to participate and showcase their best marketing efforts as these Awards are due recognition for the outstanding marketing projects from our member malls.

We are also planning our forthcoming conference for *the third quarter 2023, themed REINVENTING SHOPPING MALLS - The Paradigm Shift*. The past few challenging years have certainly reshaped retail and malls so we are looking at new paradigms in our industry. We look forward to share industry insights from our learned speakers, especially from malls on the cutting edge who will make their entrance soon. So, do look out for our announcements and to meet up with you at the event soon.

Warmest regards,

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

TAN SRI DATO TEO CHIANG KOK  
*President*



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We are pleased to announce that  
Sunway Velocity Mall won  
two GOLD Awards at the ICSC Global MAXI Awards held in Las  
Vegas on 21 May 2023.

We also congratulate Sunway Pyramid who emerged a  
Finalist for the Experiential Category – Squid Game  
during the same occasion.

**CONGRATULATIONS, SUNWAY**  
for taking Malaysia's malls to the  
global arena!

**SUNWAY®  
VELOCITY MALL**

# 2023 ICSC GLOBAL MAXI AWARDS

*The most distinguished international awards programme for professional  
excellence in the marketplace industry that recognises innovative events  
and technologies that add value and enhance customer experience.*

**The ONLY Malaysian mall  
to win this global award!**

**GOLD AWARD**

**MARKETING EXCELLENCE  
Community Category**

**Chinese New Year 2022  
100 Blessings**

**GOLD AWARD**

**MARKETING EXCELLENCE  
Experiential Category**

**Countdown Concert  
celebrating 2023 with food,  
games & shopping spree!**





### VTTT3-2023

#### Sustainable Facilities for Sustainable Shopping: How CMMS can help

4 APRIL 2023



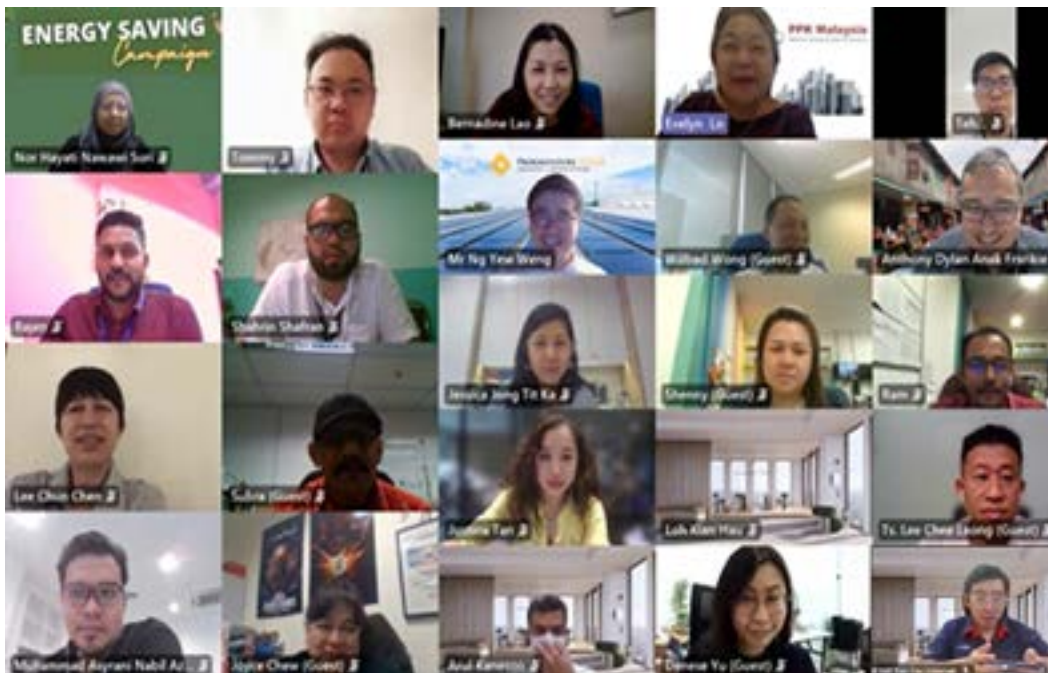
155 participants joined to find out from Mr Eilan Uthama, Head of Customer Success from **ServeDeck** on how to digitalise mall maintenance to increase efficiency and efficacy.



### VTTT4-2023

#### Powering Shopping Malls with Renewable Energy and Energy Efficiency

27 JUNE 2023



In the light of increasing operational costs from electricity, Mr Ng Yew Weng from **Progressture Solar** shared with 53 participants that owning a solar photovoltaic system or an energy efficiency system can be an affordable and accessible experience without any upfront costs.



# Wondering why there is a Boeing 747 at the mall?

Just get ready to fly and SHOP with COACH AIRWAYS!



Shopping takes on a new meaning where the sky is the limit. COACH AIRWAYS, the new pop-up store lands at **Freeport A'Famosa Outlet**, Malacca with YAB Datuk Seri Ab Rauf Yusuf, Chief Minister of Melaka launching it on 18 June 2023. It offers an immersive experience housed inside an actual Boeing 747 and shopping will definitely never be the same again. The plane was built during the 1970's golden era of air travel, and offers a unique immersive pop-up experience which charms your senses and encourages spontaneous interaction by shoppers and visitors alike.

Amongst other brands at **Freeport A'Famosa Outlet**, this is a completely

<< continued from page 4



new and very innovative shopping experience where you can explore and shop for an exclusively curated collection from COACH. Spanning more than 4,000 square feet, COACH AIRWAYS' retail space features the cockpit, first class seating area as well as passenger and lounge cabins in retro colours and prints.

Shoppers will find all-gender ready-to-wear fashion, bags and travel accessories as well as Coach Café, where customers can enjoy beverages as part of the shopping experience.

WHAT'S NEXT

**STRATA MANAGEMENT SEMINAR: Digitalising Property Management**

11 JULY 2023 | AVANTE HOTEL, PETALING JAYA



After a hiatus of the past few years, PPKM and FIABCI Malaysia will again be co-organising this popular seminar to update participants on the latest happenings in strata management. Amongst others, topics to be presented include Big Data and AI Transformation, Data Analytics, Green Buildings and ESG Reporting.

Interested participants are requested to send your enquiries to [eventexec2@fiabci.com.my](mailto:eventexec2@fiabci.com.my) or call FIABCI Malaysia secretariat at Tel: 03-6203 5090/91.

**SHOPPING MALL MANAGEMENT CONTINUOUS EDUCATION SEMINARS**

31 JULY - 5 AUGUST 2023 | JW MARRIOTT, KUALA LUMPUR

We shall be continuing with our courses in shopping mall management which are HRD Corp approved for Part 1 in the following modules:

- 31 July – 2 August: Marketing & Leasing
- 3 – 5 August: Operations & Maintenance

For those interested in enhancing and/or fine-tuning your skills with our hands-on practitioners, please do contact PPKM at [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my) or call 03-77276232 for registration details. **Deadline: 14 July 2023** (after which a late surcharge may be applicable).



**PPK MALAYSIA BEST EXPERIENTIAL MARKETING AWARDS 2023**

Malaysia shopping malls have garnered a reputation of offering “experiential shopping” as compared to online shopping where going to the mall is an experience by itself. With the multitude experiences a shopper can enjoy, malls have curated a whole host of marketing activities and promotions as they compete to attract footfall with their own unique selling points. Therefore, we have organised the above Awards since 2016 to recognise these commendable efforts.

For members who may have missed our earlier announcement, we’re now calling for registrations for the above for your events and/or projects held between 1 August 2022 and 31 July 2023. Further registration details are available at <https://ppkmawards.com/>

The Award Winners will be announced and presented during our forthcoming PPKM Awards Gala Dinner scheduled on Wednesday, 6 September 2023. More details in due course.



## Study Trips to Bangkok

16 - 20 MAY 2023 | 20 - 23 JUNE 2023



Our first group lands at Central Festival Eastville on 16 May, eager and raring to hit Bangkok's malls

### Sawadee kha!

We successfully organised not one, but two study trips over the past month due to overwhelming response from members to visit the exciting shopping scene at Bangkok's shopping malls. The two groups of 40 participants each were excited to see what's new as Thailand was the first country in the region to re-open their borders to tourists after the pandemic.

Participants on both trips gained invaluable insights from the unique characteristics of each of the lively malls we visited, with participants enjoying the eye-catching interior designs, unique mall layouts as well as the vibrant shops run by local Thai retailers. As some participants shared, it was an 'overall good learning experience' and 'all the malls had different characteristics and were fascinating'.

Travelling outside your home country will definitely open up our minds and our senses, especially when we are there to recce shopping malls and the retail scenario. Do continue reading for quick thumbnails of the Bangkok malls we visited - revel in their inimitable characteristics from pet-friendly amenities to quirky washroom décor to fashionable, luxury living and even a floating market inside a luxury mall.



Traipsing up the longest escalator in Bangkok at Terminal 21 Asok



Briefing of the ideology behind Terminal 21 Asok



The 2nd group of cheerful participants after their briefing





All eagerly waiting to visit the beautiful and quirky washrooms at Terminal 21 Rama 3



Group 1 with our hospitable Emquartier hosts in their iconic beige outfits (front row)



Thank you Siam Paragon for the informative briefing



Central World's elephant as door gifts makes the day



Participants gleaning information from our hosts at Central World



Once again, khupkhunkha to IconSiam for being wonderful hosts



**Central Festival Eastville (CFE)** was designed with the concept of The New Nature Experience of Bangkok. Indeed, nature was both indoors and outdoors, as part of the beautifully landscaped mall was open-air with natural ventilation, which at times, proved to be very warm thereby cleverly driving shoppers into the air-conditioned retail spaces. Open since 2015, CFE is very pet-friendly with a specific area offering a 'Dog & Cat Cart Service' for shoppers to stroll with their pets all over the mall, as well as discreet facilities for pet waste disposal. Above it all, the Sky Run, an open air running track is located on the top floor together with FarmLab - altogether the most unique amenities found in a typical shopping mall.





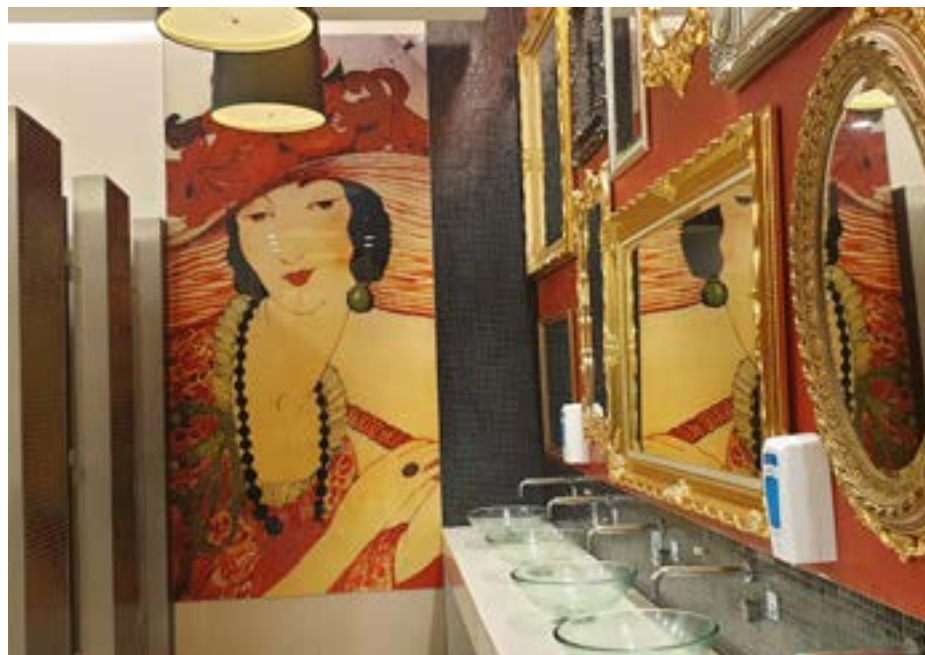


**Asiatique The Riverfront** opened in 2012 as a shopping and leisure space, having been converted from the docks and warehouses built during the late 1890's. This clever re-use of the defunct port successfully combines two of the most popular shopping experiences in Bangkok, a night bazaar and a mall and also offers entertainment and the international dining choices.





At both **Terminal 21 Asok** and **Terminal 21 Rama 3** malls in Bangkok, each retail floor represents different touristic cities from around the world with London, Paris, Tokyo, Istanbul, San Francisco and Rome at Asok whilst Rama 3 features Caribbean Street, Paris, London, Istanbul, Tokyo, San Francisco and Hollywood. These malls' one-of-a-kind experience involves our basic necessities at the washrooms a.k.a. toilets, with the décor leading to and inside the mall toilets being uniquely themed after the various locations. Participants reckoned that the cleaning and maintenance must be meticulous and indeed, the toilets had high standards of hygiene and cleanliness. Both malls offered specialty stores and fashion shops plus a value-for-money food court and hundreds of instagrammable spots over all the floors.







At yet another mall, **Emquartier**, the unique feature here is the impressive spiral walkway with food and beverage outlets lined along both sides. Opened since 2015 and directly linked to the BTS Sky Train station which was also landscaped by the mall developers, Emquartier also has a suspended landscaped centrepiece décor with an open-air garden on the fifth floor and a five-storey waterfall. It is one of the three malls in the 'EM District', including the existing Emporium and EmSphere currently under construction.





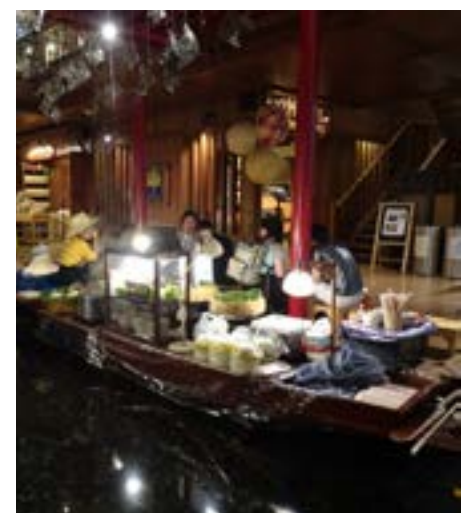
The well-known **Siam Paragon** is one of the most popular shopping malls in Bangkok, housing, amongst others, multiple international high-end fashion brands, luxury car showrooms, an aquarium and a comprehensive selection of world cuisine. The focus at Siam Paragon is fashionable, luxury living.

Within close walking distance are its sister malls, Siam Centre and Siam Discovery which have been extensively renovated and relaunched respectively as **Siam Centre – The Ideaopolis**, focusing on imagination and creativity and **Siam Discovery – The Exploratorium**. The interior décor of Siam Discovery is unusual and somewhat ‘arty’ and styles itself as the first and biggest specialty lifestyle store.





**IconSiam** opened in 2018 and is known as the 'Mother of All Malls' offering high-end brands, an indoor floating market, Sook Siam, an art gallery and an exhibition space. The eye-catching dining zone 'Paradise of Eatery' on the sixth floor is designed by leading Thai artists and also houses the mall's iconic 15-meter waterfall. With its beautiful riverside location, it also features a fountain show every evening.







**Central World** is one of Bangkok's largest malls with the largest Apple Store in South East Asia. It originally opened in 1990 as the World Trade Centre but has since gone through several extensive renovations and in 2005, relaunched with its current name. Adjacent to Central World is the Bangkok Convention Centre and a five-star hotel. It is also probably one of very few malls with its supermarket located on the top floor.



PAST EVENTS

**Security and Safety Training Seminar (Advanced)**

12 - 13 JUNE 2023 | CITITEL MID VALLEY CITY

We continued with the Advanced session of Security and Safety Training with 55 participants from numerous malls nationwide. Participants all had a fruitful time under the tutelage of our veteran speakers which included Mr Lew Chieh Horin, St John's Ambulance, Malaysia; Cdr (R) Khoo Kah Hooi, Bandar Utama City Corporation and Hj Ibrahim Hj Md Yusoff, Bandaraya Development Bhd.

While participants found the seminar very informative and useful to their current job scopes, there were suggestions for an enhanced syllabus and to even develop the training into a certification level.

PPKM will start internal discussions as suggested and revert in due course.



Environmental designs can impact on the level of security and safety in a building



Medical emergencies can happen anytime in a mall



We cannot underestimate terrorism elements which can become a real threat



We're all good!



## Webinar: The Shopping Mall Synergy

6 APRIL 2023

With the shopping malls of today being largely situated in mixed developments, 121 participants joined our three speakers to explore the shopping synergy between various 'diverse' components like medical facilities and convention centres as well as in the context of a planned township.

Participants benefitted from **Mr Francis Teo, President, Malaysian Association of**

**Convention & Exhibition and Suppliers (MACEOS)** as he looked at *The MICE Nexus*. When convention centres are located in the vicinity of malls, it creates a win-win situation for both. Malls benefit from increased foot traffic and exposure to the large numbers of visitors that frequent conventions and tradeshow, whereas convention centres benefit from easy access to goods and services that they may

require while hosting events.

**Mr Darren Chear, Director, Branding and Communications, Sunway Malls** shared about Sunway's smart city model which showcased *Partnership for Positive Vibes*. Over the past 30 years, Sunway had transformed the tin mining wasteland into a wonderland with sustainable activities like shopping, entertainment, education and community engagement. Sunway's seamless connectivity includes Malaysia's first fully-independent public transport system, Bus Rapid Transit (BRT) and the elevated canopy walk across the township, built with lower carbon footprint, solar panel rooftop and surveillance.

**En Khairul Ariffin Ibrahim, COO Hektar Property Services**, explored the 'greenfield' *Linking Shopping x Medical Tourism* where malls can collaborate with medical facilities in the vicinity to provide services for medical travellers and their families.



## Webinar: New Kids on the Block (3)

11 MAY 2023

Continuing the popular webinar series with the same genre, Series 3 featured retailers like **Mr Ben Lee, General Manager, MINISO** who shared how *Miniso Rebrands Itself* with the reinvigoration of

the business globally in more than 100 countries, under its brand slogan of Life is for Fun.

**Mr KH Seow, Executive Director of obJet** highlighted the value for money principle

behind their home décor and accessories, with priority on home and lifestyle. Looking ahead, *The obJet of Home Décor* plans for the expansion of more outlets and their new loyalty programme.

Within the scenario of mushrooming coffee outlets, **Mr Venon Tian, Chief Operating Officer, Zus Coffee** promises to be the #1 tech-enabled coffee delivery brand. *The Heart of A Barista* redefines that daily coffee is a necessity, not a luxury and the Zus Coffee app has propelled its business success.

The webinar drew attention from 89 participants who found it informative as well as fruitful to the shopping mall business.

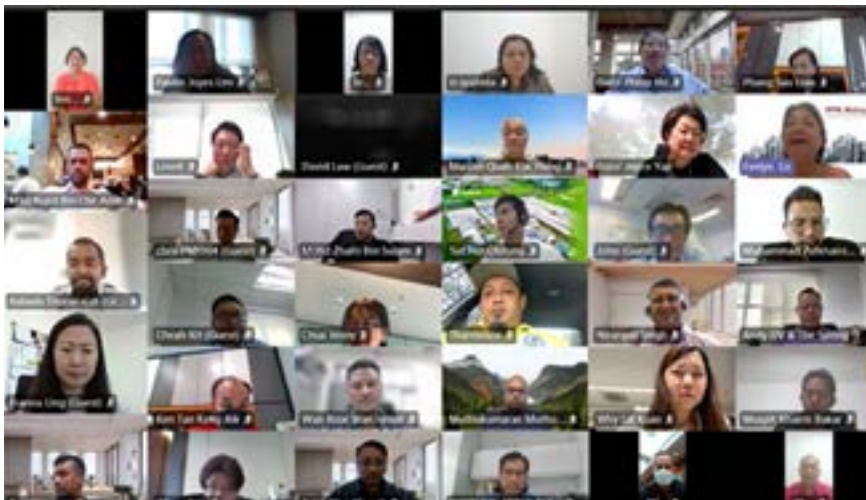






# Webinar: (Re)NEW Energy Management

15 JUNE 2023



The three speakers, each specialised in their own field, shared with 124 participants on renewable energy in today's rapidly changing climate environment. **Ir Ashwin Thurairajah, Executive Director, GreenRE** spoke on how green certification can lead to energy efficiency and contribute towards sustainable energy for commercial buildings including shopping malls.

**Muhammad Zulkhairee Md Zabani, Assistant Director, SEDA Malaysia** pointed out to participants that *Energy Audit Conditional Grant Program (EACG) Under RMK-12* was still available to interested members and how to apply for the audit funds.

*Defining Energy Solutions* **Mr Niranpal Singh, Managing Director, BayWa r.e Malaysia** explored renewable energy procurement solutions from on-site and off-site solar systems and he shared the savings from case studies featuring our member malls.

## REMINDER

The Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP) has revised its **Guidelines on Continuing Professional Development (CPD)** regarding requirements for the submission of CPD credit hours for renewal for 2024 as follows:

*Authority to Practise for Valuers, Appraisers, Estate Agents and Property Managers*

- A total of 10 CPD credit hours per annum, with a minimum of 5 CPD credit hours to be attended physically for registrants who are 55 years and below.
- A total of 5 CPD credit hours per annum, with a minimum of 3 CPD credit hours to be attended physically for registrants who are above 55 years old.

For further details, you may refer to this [link](#).

All registered property managers are strongly urged to regularly check in for updates at BOVAEP's [website](#).

## WHAT'S NEXT

### REINVENTING SHOPPING MALLS - The Paradigm Shift

6 - 7 SEPTEMBER 2023 | ONE WORLD HOTEL, PETALING JAYA

Yes, we miss our biennial conferences and are planning for the above two-day conference for shopping malls as above and are in the process of confirming our programme. So, members should hear from us soon.

As we reinvent malls after the previous years' challenges, some of the topics will include today's buzzwords - ESG and SDG, insights from malls on the cutting edge and perspectives on the changing face of retail today.

Our luminary speakers will be key players from the shopping mall industry. So, do watch out for our announcements soon.

*We will be applying for HRD Corp approval and CPD points from the Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP) for this two-day on-site event.*

# Strata Management Seminar: Do It Right The First Time Kuching

24 MAY 2023 | THE WATERFRONT HOTEL, KUCHING



Tuan Hj Abu Bakar Hj Sepawi explaining the COB's role

With the recently implemented Strata Management Ordinance (SMO) 2019 in Kuching, the seminar was organised to create greater awareness and educate practitioners in the pertinent aspects of managing commercial premises in mixed developments. Officers from the relevant authorities, experienced speakers, hands-on practitioners and a legal expert shared their perspectives on the local scenario in Sarawak.

The first speaker, **Tuan Hj Abu Bakar Hj Sepawi**, Division Head, Local Government Division, Ministry of Public Health, Housing and Local Government, Sarawak looked at the *Role of the Commissioner of Buildings (COB), Sarawak*. This was followed by **Datu Sr Sudarsono Osman**, Managing Director, ACE Geomatics who delved into *Strata Development in Sarawak*.

The afternoon session continued with **Ms Lee Kim Noor**, Principal, KN Lee Associates who shared *The Wish List of Strata Management Ordinance 2019, Sarawak* whilst **Mr Richard Chan**, Advisor, PPK Malaysia/Director Consultant, RCMC took a practical look at the problems and solutions of *Managing Mixed Strata Properties*.

There was a lively discussion during the panel sessions with the 27 participants seeking useful opinions from the speakers. Participants also sought further training programmes on the SMO.



PPKM's Sarawak representative, Datin Christine Ling welcoming delegates to the seminar



L to R: Q&A during the afternoon session with Ir YL Lum (moderator), Ir Abukhori Kasim, Ms Lee Kim Noor, Mr Richard Chan and Tuan Hj Abu Bakar Hj Sepawi



L to R: Morning panel session with Ms Lee Kim Noor, Mr Richard Chan (moderator), Tuan Hj Abu Bakar Hj Sepawi and Datu Sr Sudarsono Osman



Thank you to all speakers, we are definitely clearer about the SMO!



## Workshops: Introduction to Operations & Maintenance of Shopping Malls, Kuching and Kota Kinabalu

In line with our continuous process of the training and education of personnel in shopping malls, we have resumed workshops for shopping malls in East Malaysia, which were first organised in 2016. Therefore, the workshops on *Introduction to Operations and Maintenance of Shopping Malls* were held in Kuching (19 persons) and Kota Kinabalu (10 persons) on 25 May and 27 May respectively.

Participants found the contents of the workshops useful as our hands-on speakers shared their experience and expertise on topics covering security, car park management, housekeeping, business models and shopping mall operations from owners' perspectives. However, most requested for more time to be allocated for the individual topics where were essentially designed to be only introductory in nature.

### KUCHING



Yes, we finished the programme in record time



Participants listening intently to Ir YL Lum explaining the complications in strata managed buildings

### KOTA KINABALU



Mr Vincent Chong speaking on security and car park management to participants from Kota Kinabalu



Our class is small and cosy, but it's effective



## INSPEN's Training Programme: E-Commerce Boom

For the training programme organised by Institut Penilaian Negara (INSPEN) under the Ministry of Finance, Ms Teo Chui Ping, Group Managing Director of Centro Properties Group (seated on the extreme right) represented PPKM as a panelist on the session E-Commerce Boom: Pros and Cons on Real Estate Industry held on 13 June 2023.

## PAST EVENTS

# Futsal Competition 2023

Our Futsal event attracted keen participation of 27 teams from 15 malls with strong competition amongst all the teams. IOI City Mall emerged as the champion team, followed by first runner-up Mid Valley Megamall and second runner-up, MyTown Shopping Centre. CONGRATULATIONS to all and a pat on the back for all teams for your fighting spirit!!



IOI City Malls is the Champion team



First runner-up: Mid Valley Megamall



Second runner-up: MyTown Shopping Centre



Trophies for the winners



The penalty kick which clinched the championship

## REGIONAL MEETINGS

# Regional Meetings at Kuching and Kota Kinabalu

We have also resumed our annual regional meetings on-site with member shopping malls in East Malaysia this year. Shopping mall personnel met up at The Waterfront Hotel, Kuching and Sutera Harbour Resort, Kota Kinabalu on 25 and 27 May respectively. Besides being briefed on PPKM event updates and countrywide shopping mall industry scenario, it was a rare occasion for fellow practitioners to meet up and network.



Kuching: We have overcome the challenges of the past few years



Kota Kinabalu: Malls on the journey to recovery



# MEMBERSHIP 2023

## CORPORATE MEMBERS

118 Mall  
163 Retail Park  
1 Utama Shopping Centre  
1Shamelin Shopping Mall  
1st Avenue, Penang  
3 Damansara  
Aeon Mall Taman Maluri  
Alamanda Shopping Centre  
Alor Star Mall  
Aman Central  
Amcorp Mall  
Amerin Mall  
Ampang Point  
Angsana JB Mall  
Atria Shopping Gallery  
Awana SkyCentral  
avenue K  
Bangsar Shopping Centre  
Batu Pahat Mall  
Berjaya Megamall  
Berjaya Times Square Kuala Lumpur  
Berjaya Waterfront Complex  
Central i-City Shopping Centre  
Central Market  
Central Square Sungai Petani  
Centrepont Bandar Utama  
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  
East Coast Mall  
Eastern Mall  
Ekocheras Mall  
Endah Parade  
Evo Mall, Bangi  
fahrenheit 88  
Financial Park Complex Labuan  
First World Plaza  
Freeport A'Famosa Outlet  
Galleria@Kotaraya  
Gamuda Walk  
gateway@klia2  
Genting Highlands Premium Outlets  
Giant Hypermarket Bandar Kinrara  
Giant Hypermarket Batu Caves  
Giant Hypermarket Bayan Baru  
Giant Hypermarket Kemuning Utama  
Giant Hypermarket Klang  
Giant Hypermarket Kota Damansara  
Giant Hypermarket Kuala Terengganu  
Giant Hypermarket Kuantan  
Giant Hypermarket Plentong  
Giant Hypermarket Putra Heights  
Giant Hypermarket Senawang  
Giant Hypermarket Seri Kembangan  
Giant Hypermarket Shah Alam  
Giant Hypermarket 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  
Ikano Centres  
Imago, KK Times Square  
Intermark Mall  
IOI City Mall  
IOI Mall Bandar Putra Kulai  
IOI Mall Puchong  
IPC Shopping Centre  
Ipoh Parade  
Island Plaza

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  
Kluang Mall  
KLECC Mall  
Kompleks Bukit Jambul  
Kompleks Metro Point  
Kompleks Mutiara  
Kompleks Star Parade  
KOMTAR, JB  
KOMTAR, Penang  
Kota Raya Complex  
KSL City @ Johor Bahru  
KSL Esplanade Mall  
KTCC Mall  
Kuantan Parade  
KWC Fashion Mall  
Kulim Central  
Larkin Junction  
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M3 Mall  
Mahkota Parade, Melaka  
Maju Junction Mall  
Malaysia Grand Bazaar @ BBCC  
Megah Rise  
Megamall Pinang Shopping Complex  
Melawati Mall  
Mesamall  
Mesra Mall  
Mid Point Shopping Complex  
Mid Valley Megamall  
Mid Valley Southkey  
Mitsui Outlet Park KLIA  
Mitsui Shopping Park LaLaport  
BBCC  
Mydin Mall  
MyTown Shopping Centre  
New World Park  
Nexus Bangsar South  
Nu Sentral  
Ole Ole Shopping Centre  
Pandan Kapital  
Paradigm Mall  
Paradigm Mall Johor Bahru  
Pasaraya Komuniti @ Mart Kempas  
Pavilion Bukit Jalil  
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  
Pier8 Retail Mall  
Plaza Alam Sentral  
Plaza Low Yat  
Plaza Merdeka  
Plaza Metro Kajang  
Plaza Pelangi  
Plaza Salak Park 'SPARK'  
Plaza Shah Alam  
Prangin Mall  
Publika Shopping Gallery  
Rivercity  
Quayside Mall  
Queensbay Mall  
Quill City Mall  
RCMC Sdn Bhd  
R & F Mall  
SACC Mall  
Sarawak Plaza  
SB Mall  
Seremban Prima  
Segamat Central Shopping Centre  
Sejati Walk  
Semua House  
Setapak Central  
Setia City Mall  
Seventeen Mall  
Shaw Parade KL  
Shaw Centrepoint  
SkyAvenue  
South City Plaza  
Star Avenue Lifestyle Mall  
Starhill Gallery  
Straits Quay Retail Marina  
Strand Mall  
Subang Parade  
Sungei Wang Plaza

## AFFILIATE MEMBERS INDIVIDUAL

Chang Mei Wen  
Chen Siew Loong  
Chia Kin Wai  
Faizal Rahim b Moidunny  
Foo Tuck Min  
Gan Siew Chain  
Kevin Chiu Zhenwei, CMM  
Lee Chee Leong  
Lok Chin Lum  
M.Letchumanan  
Muhammad Azizi b Kamarudin  
Ng Choo Yiew, Thomas  
Nga Mee Liong  
Norzaiddi Bin Ahmad Fuad  
Phan May Ling  
Tan Sri Dato' Richard Koh  
Tay Seow Liang, Victor, CMOM  
Tee Kok Guan  
Timothy Liew Heng Kwun  
Timothy Sangawa  
Wong Paik Tho  
Woo May Foong  
Yasmin Mokhtar  
Yuen May Chee  
Yew Poh Ling

## AFFILIATE MEMBERS CORPORATE

Awbros International Sdn Bhd  
Festival City Sdn Bhd  
Golden Mayflower Sdn Bhd  
ServeDeck Innovation Sdn Bhd  
OCK Telco Infra Sdn Bhd  
Selangor Dredging Sdn Bhd  
Sinar Global Academy Sdn Bhd  
SL Group Design Sdn Bhd  
Stratos Pinnacle Sdn Bhd  
Sun Synergy 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, CMOM  
Abdul Razak Tuah b Othman, CMOM  
Adeline Lo Hui Ying, CMMLM  
Agnes Tan Mee Yoke  
Aida Azimah Mohamad Abas, CMMLM  
Ainain Birriyah Binti Zek  
Khairuddin, CMAM  
Alan Poh Tze Miang  
Amir Saifuddin Bin Abd Razak  
Amos Chew Yee Onn, CMMLM  
A Navamani A/L Arumugam (Mani)  
Andrew Ashvin, CMM  
Andrew Jong Nyuk Nang  
Angel Wong Ern Qi, CMMLM  
Ang Khooon Looi, Carol  
Ang Kung San  
Anthony Dylan anak Frankie Jurem  
Aw Ik Qian, CMMLM  
Beh Chin Sien, Joanne  
Beh Soo Ming  
Carmen Lee Suet Hoong, CMOM  
Carriek 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 Wai Yee  
Chan Wei Jun  
Chan You Li  
Chang Loo Wei, CMMLM  
Chee Ken Fah, Daniel, CMM  
Chee Kok Leong, Danny, CMMLM, CMOM  
Chen Lee Chun  
Chen Tzy Zhing  
Cheng Yew Ong  
Chew Fei Sean, CMMLM  
Chew Siew King, Candy  
Chew Yien Yien, Doreena, CMMLM  
Chia Wen Jun, CMMLM  
Chin Wah Sheng, CMOM  
Chiu Jing Chun, Selwyn, CMOM  
Chong Min Fui, Vincent, CMM  
Chong Voon Fook  
Choo Chyau Moy  
Christine Ling Mei Hui  
Christopher Stanley, CMMLM  
Chu Chia Siong, CMM  
Chua Qin Wei, CMMLM  
Chua E Fun, CMMLM  
Chua Jenny  
Chuah Ying Huey, CMMLM  
Darren Chear  
Dato' Eddie Ng Hing Loi  
David Lau Hing Luong, CMM  
Dayal a/ MK Prabhakaran  
Dr. Alvin Lim Boon Yew  
Edmund Lee Kuan Jun  
Ee Huey Fang, Jyne, CMMLM  
Emryza bt Mohamed  
Eric Tee Lai Keong  
Eugene Khoo, CMOM  
Esmei Eng Shih Mei, CMMLM  
Eva Hew, CMMLM  
Evelyn Lo, CMM  
Fazrul Isham b Mohd, CMMLM  
Foong Khar Mun  
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Gan Lip Lin  
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Goh Boon Ooi, CMOM  
Goh Chong Wooi  
Hee Yaw Hoong, Darren, CMMLM  
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Hirdawati Mohd Nasir, CMAM  
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How Siew Choo  
Ishraqi Shah b Abu Bakar, CMMLM, CMOM, CMAM  
Jacqueline Quah Saw Yan, CMMLM  
Jason Chin Teck Seng  
Javed Irshad Sani  
Jeffrey Soon Jun Yann, CMAM, CMMLM  
Joseph Teo Fang Yih, CMM  
Josephine Lim Kwee Yuen, CMAM  
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Kam Chun Tung, Alex, CMOM, CMAM  
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Katherine Tan  
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Khor Siak Seng, Vincent  
Koay Poay Shin, CMMLM  
Koh Wei Sheen  
Kok Huei Yuen, CMMLM  
Koo Siew Man, CMMLM  
Kuan Chuin Seong, CMOM  
Kuan Hoi Chean  
Kung Suan Ai, CMMLM  
L Izwan b Abdullah, CMMLM  
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Lawrence Teh Cheng Poh  
Lee Beng Beng, CMM  
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Lee Sue Ling  
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Lee Shyh Chnan, Peter  
Lee Wai Leng  
Leng Lay Peng, CMMLM  
Lew Wen Feng, CMMLM  
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Lim Shoo Wenn  
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Lim Si Yuan, CMMLM  
Lim Su Yi  
Lim Tek Guan  
Lisbet Ling Kiang Hfoong, CMMLM  
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Lok Fong Lynn  
Loo Hoey Theen  
Loong Jee Yung  
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Ma'amur Gadafy b Abdul Rashid  
Mabel Tan Mui Pow, CMMLM  
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Marilyn Chuah Siu Ching, CMMLM  
Michael Poh Oon Howe  
Michelle Chin Mee Ching  
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 Hui Ching, Cindy  
Ng Kuan Yee, Selina  
Noor Salehah bt Wahid, CMMLM  
Nor Hayati bt Nawawi Suri, CMM  
Norlian bt Md Tahir, CMAM  
Nurul Atiqah Hisam, CMMLM  
Nurul Azuini Binti Adnan, CMMLM  
Ong Hui Ling  
Ooi Boon Shya, CMMLM, CMOM  
Ooi Su Li  
Ooi Wern Earn  
Oon Kok Leong, Jeffrey  
Patrick So Kee Whuay  
Pearly Lim Meng Li, CMMLM  
Penny Yaw  
Phang Sau Lian  
Phang Sze Sze, CMMLM  
Pon Ching Li, CMMLM  
Rajashegaran a/l Ramakrishnan, CMOM  
Rashidan b Ismail, CMOM

## LEGEND

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

