



# NewsNetwork

**DECEMBER 2023**



## NEW BEGINNINGS

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# President's Message



Dear members,

2024 is already upon us, and it has been almost four years since the pandemic hit us. For most businesses, including shopping malls, recovery has been achieved to a certain extent but the situation could certainly be better, especially with certain onerous regulations impacting on the retail industry.

On a bright note, the tourism industry has been given another kick-start with visa relaxations for certain countries and hopefully this will attract more tourists to initially at least match pre-covid-19 numbers. We are also happy that Tourism Malaysia is also planning to bring back the previous nation-wide sales promotions in mid-2024 to boost tourist arrivals as well as domestic consumption. Together, these should enhance shopping tourism and the retail sales performance in our malls.

The current situation on covid cases is worrisome but the update and advice from our Minister of Health is indeed comforting and timely. All of us are attuned and experienced to living with Covid and many are sufficiently conscientious to practise self-discipline, including wearing masks for the good of the wider community.

We are glad that most malls have continued to carry out best practices for health and hygiene.

The shopping industry, especially the high end retailers are justifiably anxious about the recent announcement on the high value goods tax (HVGT) to commence in May 2024. We opine that this will result in an outflow of sales to neighbouring countries that do not have HVGT and hope the authorities will take cognisance of the negative consequences and address them accordingly.

Our association will continue to enhance professionalism in shopping mall management with our biennial training seminars as well as provide training in security and safety matters. We will also be organising several webinars and seminars to update members on new developments for shopping malls as well as overseas study trips.

Thank you to all members for your continued support. We look forward to **New Beginnings** as we start 2024 and wish all members warm festive greetings and a happy and prosperous new year.

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 a long, sweeping underline.

TAN SRI DATO TEO CHIANG KOK  
*President*

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## WHAT'S NEXT

### SUSTAINABLE MALLS AND RETAIL - Pioneering the ESG Frontier

23 JANUARY 2024 | AVANTE HOTEL, PETALING JAYA

SUSTAINABILITY is a big word globally as we have come to realise that we need to focus on meeting the needs of the present without compromising the ability of future generations to meet their needs. With shopping malls functioning as both retail and community centres, they are beginning to step up to play their roles so that mankind and environment can co-exist over a long time.

Our first seminar for 2024 as above will be held in collaboration with Fuller Academy and it will bring together learned and experienced speakers to encourage sustainable practices in the shopping mall and retail industry. Topics will cover the five key themes as follows:

- Sustainable Mall Design
- Community Engagement
- Green Building Certifications
- Carbon Neutrality
- ESG Strategy Development

Interested participants may email [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my) for further details.



### SHOPPING MALL MANAGEMENT CONTINUOUS EDUCATION SERIES (SMMCES) PARTS 1 - 3, SESSION 1 - 2024

4 - 6 MARCH 2024 | OPERATIONS AND MAINTENANCE PARTS 1 & 2  
7 - 9 MARCH 2024 | ADMINISTRATION PARTS 1 & 2 (COMBINED)  
11-13 MARCH 2024 | MARKETING AND LEASING PARTS 1 & 2

We shall be continuing our courses in shopping mall management from early March 2024 as above mentioned.

In line with recent global trends, we shall be including a new item in the syllabus on **Sustainability for Malls**. We believe that shopping malls can become the catalyst to educate our community on the need to preserve our world for future generations and look forward to participants to support our cause.

Announcements for registrations will be out soon and we do look forward to your support to enhance professionalism in shopping mall management.

Please note we only offer the Administration module once a year, so do not miss the opportunity to join us.

Queries to: [secretariat@ppkm.org.my](mailto:secretariat@ppkm.org.my)



### 39<sup>th</sup> ANNUAL GENERAL MEETING

23 MARCH 2024

This is early notification for our upcoming AGM and time has flown because our association shall soon be celebrating four decades of activities for our shopping mall members! Do fix the date in your calendars as this will be a time of networking and catching up for all our members. This will also be time for the election of a new committee to hold the reigns for 2024-2026. So, do join us for this important meeting. Further details will be announced in due course.



## WHAT'S NEW

# The Exchange TRX trails a long list of firsts



Grand entrance of The Exchange TRX

**K**uala Lumpur's latest dynamic retail and lifestyle destination, The Exchange TRX, has set new benchmarks for innovation, sustainability, and community-centric design. Opening its doors for business on 29 November 2023 in the heart of the capital city, it unveiled the future of experiential retail, sustainable urban living, and vibrant cultural expression.

dedicated international financial district (IFC), The Exchange TRX is also the country's first retail asset to achieve LEED Gold Certification due to its sustainability commitment.

Touted as the city's new social heart, The Exchange TRX boasts a 10-acre public park on its rooftop which houses a unique ecosystem of over 150,000 plantings, with 95% comprising native

goal is to create world-class, sustainable, and community-focused destinations that not only meets but also exceeds the expectations of consumers, enriches the local culture and makes significant positive impact on the country's retail and economic landscape."

### Food and beverage offerings

The Exchange TRX also celebrates both local and international cuisine with unique dining outlets across five dining precincts. Food Exchange brings together the best of the traditional hawker scene featuring beloved local delicacies and snacks while Concourse Dining offers international fare.

Park Dining, on the other hand, comprises six unique dining experiences with garden-inspired interiors that provide a perfect backdrop for private and corporate events while Premium Dining combines gastronomy and aesthetics to present an exquisite, luxurious dining ambience.

Additionally, the alfresco Dining Terrace serves as an ideal place for socialising, with vendors such as American hotdog, hamburger and milkshake giant, Shake Shack's first-ever store in Malaysia.

The line-up also includes sophomore stores for the Moroccan coffee brand Bacha Coffee, Italian confectioner and gelateria Venchi, Japanese noodle restaurant Kanbe Ramen, which will debut a refreshed park dining concept and Malaysian cult favourite, Paolo Paolo Gelato.

Shoppers can look forward to statement stores such as Louis Vuitton, Chanel, and Gucci while essentials is the niche luxury fragrance destination for brands such as Penhaligon's, Santa Maria Novella, and Matiere Premiere.



Opening ceremony on November 29 2003

With over 400 stores spread across 1.3 million sq ft of nett lettable area, The Exchange TRX redefines the retail landscape with the introduction of a number of global firsts and new-to-the-market brands such as Seibu, Gentle Monster, Alo Yoga and Molton Brown to name a few.

Spanning four levels, Seibu, which occupies 250,000 sq ft, is its biggest anchor tenant. This Japanese department store, the first in Malaysia, carries over 400 luxury, international contemporary and Japanese fashion brands.

Gentle Monster's first flagship store in Malaysia is a Korean-based eyewear brand while Alo Yoga is a Californian athleisure brand that blends functionality with style.

Strategically sited in Malaysia's first

or naturalised species. The rooftop park can be used to host events ranging from festivals, concerts, movie premieres to international exhibitions and weddings.

The Exchange TRX is jointly developed by Lendlease, a global integrated real estate group based in Australia and TRX City Sdn Bhd, the master developer of the Tun Razak Exchange (TRX).

Mitch Wilson, Project Director of The Exchange TRX and Head of Retail of Lendlease Malaysia says, "Our ambition for The Exchange TRX is really to create a truly exceptional and transformative space that not only sets new standards in the retail industry but also a landmark that represents the heart of Kuala Lumpur's vibrant community and Malaysians' exemplary service and hospitality.

"As with all Lendlease developments, our

## WHAT'S NEW

<< continued from page 4



Hoop Ripples interior

For Italian fragrance, Acqua di Parma's first standalone boutique and flagship store in Malaysia is not to be missed. Likewise, Korean skincare brand Drunk Elephant's standalone boutique and HOKA's largest footwear store in Kuala Lumpur at The Exchange TRX.

The integration of ecommerce platforms with brick-and-mortar stores that provide customers with options such as click-and-collect, same-day delivery and in-store digital experiences are offered by some retailers.

Meanwhile, The Exchange TRX has partnered with retail data insights platform Podium Property Insights (PPI), revolutionising among other things, how the mall tracks and drives performance in terms of sales, marketing, operations, and sustainability targets.

Access wise, The Exchange TRX is adjoined to Tun Razak Exchange MRT Station. It is also connected to a network of highways such as MEX and SPE as well as through the SMART Tunnel. In terms of parking facilities, there are 2,582 carpark bays and 402 motorcycle parking bays.

## VIRTUAL TEH TARIK TALKS (VTTT)



### VTTT5-2023: FROM DATA TO MONEY

24 OCTOBER 2023



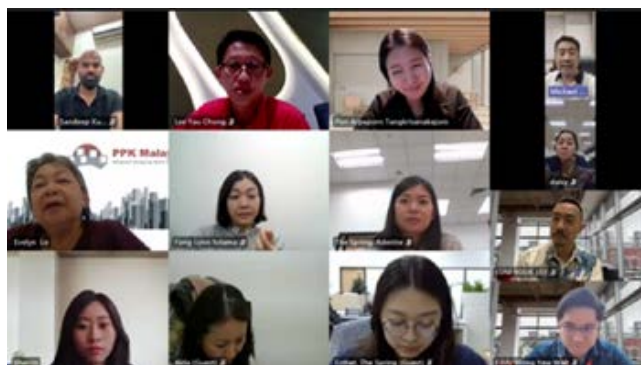
As AI is reshaping the future of our shopping malls, we had Tapway to share on how to use it to maximise revenue and simplify mall operations. 125 participants learnt about *People Track and Vehicle Track* from Mr Lee Chee How, who leads Tapway's technical roadmap planning and execution. Highlights of the talk were on maximising rental income and optimising tenant mix, measuring marketing effectiveness as well as streamlining mall operations and improving the shopping experience.

## EDUCATION SERIES 2023



### Webinar: NEW KIDS ON THE BLOCK (4)

18 DECEMBER 2023



Noting the keen interest from participants for new retailers to enhance tenant mix, we continued with the fourth series to conclude our webinars for 2023 with **NEW KIDS ON THE BLOCK (4)**. The seminar highlighted the following new retailers who are keen to expand into shopping malls:

**Mr Sandeep Lumar, Co-founder & Head of New Initiatives Scale Global Ventures (Uniso)** shared on how *Beauty Needs Care*. Uniso is a next generation premium omni-channel beauty and wellness platform for Asia and the Middle East and will come into the Malaysian market from early 2024.

Potato Corner is a young global brand set to grow big having opened their initial outlets here. Webinar participants were happy to learn about their expansion plans in Malaysia from **Ms Araporn Tangkrisanakajorn (Pon), Managing Director, Rocks PC (Thailand)/Rocks Foods Sdn Bhd (Malaysia)**.

Cotti Coffee, the fourth largest coffee brand globally has recently opened their first outlets in Malaysia with further expansion plans. **Ms Sharon Mah, Marketing Director, Cotti Malaysia** announced that they were focused on positioning their brand for the young and fashionable professionals as you can *Drink Cotti, Feel Younger*.

Shoppers will certainly look forward to these fresh brands in our malls soon!



# Not letting waste all go to waste



THERE is a country renowned for its impressive facilities, yet it adopts a rather outdated approach to cleanliness and maintenance. Yes, that country is our beloved Malaysia. For a considerable period, both our government and environmental advocates have been striving to instil a sense of community responsibility in Malaysians. You may recall the attempt to impose fines on individuals for neglecting their role in recycling. But here's the conundrum: Why does our commitment to environmental preservation appear to be progressing at a glacial pace?

Our current waste management system is the issue at hand. We have multiple bins at home for segregating our waste but do you know where it all ultimately ends up? Yes, you guessed it – in the same old outdoor bin. And those ubiquitous plastic bags? We use them as if they possess some magical, one-size-fits-all quality for our trash. Purchasing specialised garbage bags? Well, that seems like an excessive effort and cost, considering we'll eventually dispose of them. Once our waste departs our homes, it mysteriously becomes someone else's problem. A sense of duty? Not quite. Convenience takes precedence. Sorting garbage is perceived as the responsibility of building waste management contractors and the destination of our waste, whether legal or illegal landfills, doesn't appear to concern us.

## A Taiwan lesson

Around 20 years ago, a restaurant in Taiwan taught me a remarkable



## Mall perspectives

**YL LUM**  
Honorary Secretary



**Our current waste management system is the issue at hand. We have multiple bins at home for segregating our waste but do you know where it all ultimately ends up?**

lesson about environmental consciousness. They said: "Please don't leave your toothpick in the food. It's not considerate towards our farm animals." It may seem a bit unconventional, right? I have never encountered a similar approach here, neither from my family and friends nor any restaurants in Malaysia. I understand that the concept of repurposing leftovers for farm animals may sound like something out of a heist movie, but the Taiwanese successfully put it into practice. So, why can't we?

In Taiwan, when the garbage truck plays its catchy tunes, families rush to tie up their trash bags and bring them outside. Yes, you read that correctly; they have specific schedules for their trash dance. In certain regions of France, there are no fancy trash rooms in apartment buildings. Instead, you embark on a quest to find the common shared trash area, often located a few blocks away. In many places, disposing of trash is a communal activity—a chance to engage with neighbours and perhaps indulge in a bit of gossip.

Now, in Florence, Italy, they have instituted a five-colour trash system. Depending on your building type and the bins available, you must match your trash with the corresponding colour code. Ignoring these guidelines could cost you up to 500 euros – a sum that's one-tenth the price of a high-end Rolex Datejust (if you can even acquire one).

## Everyone must play a role

You see, developed countries and more sophisticated areas grasp the

significance of waste management. It's not viewed as a form of entertainment. Instead, it is considered a serious matter with specific regulations and responsibilities. You can't simply dispose of your problems without adhering to the proper procedures. This isn't solely the responsibility of building owners just because they have paid rent or purchased a unit in the building.

Now, let's return to Malaysia. Enhancing maintenance costs and improving waste management is not the sole duty of building owners, management bodies or the council. We must instil the notion that maintaining our environment clean and sustainable is the responsibility of each one of us, and we shouldn't let all our efforts go to waste. We anticipate the authorities to continue promoting their previous recycling programs to remind the community about the importance of waste management for a sustainable future. Without a well-established waste culture, we will eventually face shortages of foreign workers, trucks or recycling centres to effectively address the issue.

How much longer will we tolerate the ongoing ordeal of foul-smelling dump trucks with underpaid foreign workers clinging on for dear life? When will Malaysia finally attain developed country status? It won't be solely determined by financial indicators or impressive statistics. Instead, it will be when our grandchildren witness a proud Malaysian stepping out of a waste truck, operating a robotic arm like a sci-fi superhero and handling trash with finesse. Now, that's a scene worth eagerly anticipating!



PAST EVENTS

# SECURITY AND SAFETY SEMINAR (FOUNDATION)

17 - 18 OCTOBER 2023 | CITITEL HOTEL, MID VALLEY CITY, KUALA LUMPUR

The continuation of our security training programme for the Foundation series saw 41 participants in attendance wherein our veteran security practitioners focused on shopping mall operations and the importance of effectively trained security personnel as they are the frontliners in our malls.



Class in session with Mr Tan Jin King's '*Kisah Benar*'. Mr Tan is the Sr Operations Manager, Ekocheras Mall



Com. (R) Khoo Kah Hooi, Head of Auxiliary Police, Bandar Utama Corporation Centre shared his experience on *Basic Fire & Safety Procedures*



Participants were apprised of the *Current Security Status* by En Aiyob Shaharuddin, Head of Security, Mid Valley City



Participants found the course good sharing of invaluable experiences

## PAST EVENTS

# PPKM Bowling Competition 2023

The competition was once again co-organised and sponsored by MesaMall, Nilai. There were 22 teams from 12 malls with the championship going to Great Eastern Mall followed by 1st runner-up 1 Utama Shopping Centre and 2nd runner-up Mydin Mall. Congratulations to all!



Champion: Great Eastern Mall



First runner-up: 1 Utama Shopping Centre



Second runner-up: Mydin Mall

# TOILET OF THE YEAR AWARDS 2023

## OCTOBER 2023



Toilet of the Year 2023

The Department of Local Government or Jabatan Kerajaan Tempatan (JKT) under the (then) Ministry of Local Government Development or Kementerian Pembangunan Kerajaan Tempatan (KPKT) organised the above in October 2023. **CONGRATULATIONS** to **TOPPEN SHOPPING CENTRE** who won the **TOP Award** in the **Shopping Centre Category**.

The purposes of this competition are to increase community awareness of the importance of keeping toilets clean as well as to recognise private public toilet owners in their continuous efforts to provide BMW toilets - Bersih (clean), Menawan (attractive) and Wangi (pleasant smelling).



# ENGINEERING SHOPPING MALLS V

7 NOVEMBER 2023 | AVANTE HOTEL, PETALING JAYA



Panel session on *What's New in Building Operations*

Shopping mall practitioners had a great day out with our engineering partners recently in the latest edition of our joint collaboration with the Institution of Engineers Malaysia (IEM). We have been jointly organising this seminar since 2012 and the recent seminar attracted a total of 77 participants who gathered to learn from the following eminent speakers:

- Ir YL Lum, PPK Malaysia's Secretary, apprised the audience with the latest scenario of malls.
- The second speaker, Dr Mohd Azraai Mohd Razman, from Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) spoke on *The Mall of Tomorrow: AI Powered Engineering Solutions*.
- He was followed by Ir Loo Chee Kin from Global Risk Consultants with *Updates and Changes in Building Code and Regulations*.
- Ir Ng Yong Kong from NYKK Engineering Group introduced participants to *New High Efficiency Axial Fans*.
- Ms Jessica Jong from Sunway Malls shared the *Case Study on Sustainability in Shopping Malls*.
- The next topic was by Ir Tony Cheng of IEM who expounded on the *Sustainable Facility maintenance for Commercial Properties*.
- Last but not least, participants learnt more about the *Fire Safety View of Electrical Vehicle (EV) and Charging Infrastructure in Malaysia* from Ir Alan Chan, Fire Engineer.

As the engineers would say, science is about knowing; engineering is about doing. Altogether it was a most fruitful seminar and as a few participants put it, there was a 'good coverage of topics', 'speakers were highly informative' and it was 'an insightful session'.



President Tan Sri Teo Chiang Kok was in full support of the seminar with his presence



Q&A session on *Sustainability in Practice*



Ms Jessica Jong explaining about Sunway's strong support for sustainability



## PAST EVENTS

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L to R: Dr Mohd Azraai Mohd Razman, Universiti Malaysia Pahang Al-Sultan Abdullah; Ir Dr Aidil Chee Tahir, Organising Chairman, IEM; Ir Ng Yong Kong, NYKK Engineering Group; Mr Vincent Chong, Technical Committee, PPKM; Ir Loo Chee Kin, Global Risk Consultants



L to R: Ir Ricky Liew, IEM; Ms Jessica Jong, Sunway Malls; Ir Alan Chan, Fire Consultant; Ir Tony Cheng, METD, IEM; Ir Tan Chew Peng, IEM

## OSH COORDINATOR WORKSHOPS CITITEL HOTEL, MID VALLEY CITY. KUALA LUMPUR



Participants from the first workshop in high spirits

- Workshop 1: 30 October – 1 November 2023
- Workshop 2: 20 – 22 November 2023

In continuing with skills enhancement for personnel working in shopping malls, two three-day workshops were co-organised with Malaysia Retailers Association (MRA) in collaboration with ITS Management Sdn Bhd, an authorised training institute by Department of Occupational Safety & Health (DOSH) for Occupational Safety & Health Officer and OSH Coordinator Programmes. OSH-C is a position specifically assigned to assist employers in ensuring the OSH Compliance with legal requirements, communicating with DOSH, administrating OSH documents and taking appropriate action in promoting OSH culture in the workplace.

Response was very encouraging as the initial plan was to only organise one workshop, but with many applicants on the waiting list, we decided to arrange for a second class to accommodate all interested participants. Needless to say, everyone gained very useful knowledge from our DOSH accredited trainer, En Abdul Malek Omar from ITS Management.



Workshop is in session



The second batch of participants also found their class rewarding



## SOUTHERN REGION MEETING

17 NOVEMBER 2023 | HOLIDAY VILLA JOHOR BAHRU CITY CENTRE



More than 25 members from Johor Malls met up for the annual meet-up and the PPK team was headed by Ms Phang Sau Lian. This was probably the only occasion mall personnel from various malls could network and it was obvious everyone enjoyed the interaction.

## STUDY TRIP TO JAKARTA

22 - 25 NOVEMBER 2023

Twenty five participants from our member malls joined in a four-day trip to shopping malls in Jakarta to study back-of-house operations. There were six malls which hosted our group and some malls showed their backend operations which had similar operations to ours in Malaysia but nevertheless, the trip was certainly very interesting.

Our grateful thanks to our ever hospitable and friendly Indonesian hosts who took care of everything from goody bags and lunches to formal briefings of their mall operations. Beribuan Terima Kasih!



Grand Indonesia team with Evelyn Lo and Vincent Chong from PPK



## PAST EVENTS

<< continued from page 11



Our affable and hospitable host from Kota Kasablanka, Agung Gunarwan (front row, third from left)



Back-of-house visit to the operations room



The pump room at Pantai Indah Kapuk (PIK) Mall



Participants with Pondok Indah Mall's Eka Dewanto, General Manager (seventh from left)



Feeling very safe with security personnel from Gandaria City



Another group photo at Gandaria City



# Council of Asian Shopping Centres (CASC) CONFERENCE 2023

30 NOVEMBER - 1 DECEMBER 2023 | TAIPEI, TAIWAN



More than 200 participants attended the Taipei conference

The 2023 conference was organised in Taipei by Taiwan Council of Shopping Centres and Commercial Real Estate (TCSCRE) in conjunction with their 30th Anniversary. Themed *Post-Pandemic Challenges and Opportunities, Technology Empowering Shopping Center and Commercial Real Estate Industry*, the conference saw Taiwan renowned experts providing new insights into the development of shopping centres and commercial real estate and shared new business models for them empowered by technology.

PPK President Tan Sri Teo Chiang Kok represented Malaysia and shared insights into our shopping tourism scenario together with fellow mall practitioners from Hong Kong, Indonesia, India and Malaysia.

CASC Conference 2024 will be organised by China.



L to R: Happy Chen, TCSCRE; Evelyn Lo; President, Tan Sri Teo Chiang Kok; Eunice Lim and Anderson Sua from Sunway Malls



Panel discussion on Shopping Tourism by representatives from Hong Kong, Indonesia, India and Malaysia



Mall visit to Far Eastern Department Store, ChuBei



The annual CASC Board Meeting was hosted by TCSCRE at Grand Hyatt Taipei and welcomed Shopping Centre Association of India into the council.

# SEMINAR: BUILDING MANAGEMENT – *The Only Constant is Change*

15 DECEMBER 2023 | CITITEL HOTEL MID VALLEY CITY, KUALA LUMPUR



PPJB Ts Dr Mohd Zaid sharing tips on Fire Safety for Electric Vehicles

There have been numerous developments in recent times impacting on building management from going green to supporting sustainability for our environment. Within this ever-changing scenario, our well-experienced speakers imparted their expertise and knowledge on the following topics:

- **Ir YL Lum**, PPKM's Secretary shared on various aspects in *Building Management - the Good, the Bad and the Ugly* covering the general overview.
- *Green Buildings for Tomorrow* was the focus of the talk by **Ms Nur Fateha Jamaluddin**, Sr Manager from Green RE.
- With more than 40 years in building management, **Mr Richard Chan**, Advisor, PPK Malaysia/Director Consultant, RCMC delved into *Managing Strata Properties - Problems and Solutions*.
- **Ms Lee Kim Noor**, Principal, KN Lee Associates focused on the *Strata Management Act 2013 – Public Perspectives*.
- The topic *Sustainable Cities - A Mall at the Heart of Sustainability?* examined the crucial role of malls in stimulating sustainable urban revitalisation as expounded by **Dr Stephen Homer**, Sr Lecturer, Sunway University Business School
- In shopping mall operations, safety is of paramount importance for mall management and was the emphasis of the talk by **Ir Chandrasegaran Menon**
- *Life Safety in Modern Shopping Malls - An Ever-changing Challenge* was shared by **Mr Russell Kilmartin**, Director, Scientific Fire Services (Malaysia) Pty Ltd
- With the need to adopt sustainable energy resources, electric vehicles (EVs) are now on the road and residential and office buildings, including shopping malls have installed EV Charging Bays (EVCBs). **PPJB Ts Dr Mohd Zaid b Ab Ghani**, Assistant Fire Commissioner, Fire Safety Division Head Office, Fire and Rescue Department Malaysia, spoke on invaluable aspects on fire hazards of EVs, fire safety strategies for EVs and fire safety for EVCBs

More than 60 participants attended this seminar and found it a 'good experience with knowledge gained', commenting that it has a 'good range of topics' and 'very informative'.



Presentation by Dr Homer on *Sustainable Cities*



Q&A by moderator, Ir YL Lum



L to R: Ir YL Lum; Mr Richard Chan, Organising Chairman; Ms Nur Fateha Jamaluddin; Ms Lee Kim Noor



L to R: Mr Richard Chan; Dr Mohd Zaid; Mr Russell Kilmartin; Ir Chandrasegaran Menon; Dr Stephen Homer



# MEMBERSHIP 2023

## CORPORATE MEMBERS

118 Mall  
163 Retail Park  
1 Utama Shopping Centre  
1Shamelin Shopping Mall  
1st Avenue, Penang  
3 Damansara  
AEON Mall Bukit Tinggi  
AEON Mall Kota Bharu  
AEON Mall Shah Alam  
AEON Mall Taman Maluri  
AEON Mall Tebrau City  
Alamanda Shopping Centre  
Alor Star Mall  
Aman Central  
Ampcorp 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  
Bloomsdale Shopping Gallery  
Central i-City Shopping Centre  
Central Market  
Central Square Sungai Petani  
Centrepoin 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 AFamosa 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  
KLEC 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  
Lot 10  
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  
Naza Tower, Platinum Park  
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 Galleria  
Straits Quay Retail Marina  
Strand Mall  
Subang Parade

## AFFILIATE MEMBERS INDIVIDUAL

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Chia Kin Wai  
Chong Yau Ching, Michelle  
Faizal Rahim b Moidunny  
Foo Tuck Min  
Gan Siew Chain  
Jack Paul Backen  
Jeffrey Sia  
Kevin Chiu Zhenwei, CMM  
Lee Chee Leong  
Lok Chin Lum  
M.Letchumanan  
Muhammad Al Ezzat Bin Marzuki, CMMLM  
Muhammad Azizi b Kamarudin  
Ng Choo Yiew, Thomas  
Nga Mee Liong  
Norzaidi Bin Ahmad Fuad  
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Tan Sri Dato' Richard Koh  
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Tee Kok Guan  
Timothy Liew Heng Kwun  
Timothy Sangawa  
Wong Paik Tho  
Woo May Foong  
Yasmin Mokhtar  
Yeap Kim Hoe, CMMLM  
Yuen May Chee  
Yew Poh Ling

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Festival City Sdn Bhd  
Giftify  
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

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Dato' Joyce Yap, CMM  
HC Chan, CMM

## ASSOCIATE MEMBERS

Ng Hean Yin

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Ainain Birriyah Binti Zek Khairuddin, CMAM  
Alan Poh Tze Miang  
Ahmad Hakim bin Abdul Rahman, CMOM  
Amir Saifuddin Bin Abd Razak  
Amos Chew Yee Onn, CMMLM  
A. Navamani A/L Arumugam (Mani), CMOM  
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Andrew Jong Nyuk Nang  
Angel Wong Ern Qi, CMMLM  
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Ang Kung San  
Jonathan Dylan anak Frankie Jurem  
Aw Ik Qian, CMMLM  
Beh Chin Sien, Joanne  
Beh Soo Ming  
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Carriek Cheong Ka Loong, CMOM  
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Chan Hong Kong, Peter  
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Chan Wai Yee  
Chan Wei Jen, CMMLM  
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Gan Lip Lin  
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Mohd Rafiz Azwan bin Hashim  
Mohd Taufiq Hidayah b Ahmad Zawawi, CMOM  
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Ng Kuan Yee, Selina  
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Nor Hayati bt Nawawi Suri, CMM  
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Yap Yee Leng, CMMLM  
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Yeo Yee Year, CMMLM  
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Yew Joo Heng, CMOM  
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Yeoh Keong Shyan  
Yu Kim Khim  
Yuen Chew Yung  
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