



# NewsNetwork

**MARCH 2024**



## TURNING A NEW PAGE



**AGM**  
39th Annual General Meeting

Page 9



**FIABCI MALAYSIA**  
MALAYSIA PROPERTY AWARD™ 2023

Page 12

## Inside this Issue



**Features**  
TURNING A NEW PAGE  
In Shopping Malls

Page 4



**Past Events**  
Sustainable Malls And Retail

Page 5



**Past Events**  
Shopping Mall Management  
Continous Education Series  
(SMMCES)

Page 6

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# President's Message



Dear members,

**A**s we move into a new milestone with the recent election of a new committee for 2024-2026 term, PPK Malaysia (PPKM) remains steadfast in journeying and advancing the shopping mall industry together, which we have all come to love and be passionate about.

As your newly elected President, together with the committee, I am both honoured and grateful to helm and lead our association for the next two years. Just like the title for this quarter's edition, **Turning a New Page**, we hope to continue to write a stronger and better future for Malaysia's mall industry.

I am humbled and thankful for both your support and confidence in us. We will certainly try our best and seek your strong backing and close collaboration for the benefit of shopping malls in the next era. I would also express our deepest gratitude and appreciation to Tan Sri Teo Chiang Kok, the immediate Past President and now Advisor who has not only left a strong foundation to build on but a remarkable industry leadership to sail ahead with.

We are indeed beholden to Tan Sri Teo for his extreme hard work and super passion (especially during the pandemic years) and his intuition and astute perception of industry matters. We will certainly try our utmost to carry on in his footsteps.

It is also with great pride that I see the increasing representation of women in our committee, reflecting the diversity and dynamism of our industry. With a great number of young, vibrant minds joining our ranks, we are poised to embark on a journey of innovation and progress like never before.

This year, we will reaffirm our ongoing dedication to advance learning and collaboration among our members. Building upon our established practices, we will remain steadfast in our commitment to innovate our learning platforms and expand our networking sessions. By doing so, we ensure that our members continue to be empowered in navigating the ever-evolving landscape of our industry.

As we strive to uplift the standards of the mall industry, it is imperative that we remain competitive on a regional scale. We will continue to forge strong partnerships with the Ministry of Tourism, Arts and Culture to promote shopping tourism and attract more foreign spending to our mall industry. By showcasing the unique offerings of Malaysian retail, we aim to make Malaysian malls a destination of choice for both local and international visitors. Besides, we will continue to work closely with other related business associations, particularly retailers' associations, and to engage with the government and authorities in addressing key issues affecting our industry and resolving challenges.

Tan Sri Teo has mentioned innumerable times, the only constant is change and malls must evolve to meet the current and future needs of shoppers in order to remain attractive and competitive.

Continuing with PPKM after Tan Sri Teo's unprecedented era, I look forward to work together with all of our committee members to bring our association to a higher level. Embarking on this exciting journey together, let us harness the collective strength of our association to drive positive change and prosperity for all. Together, we will shape the future of the Malaysian shopping mall industry and ensure its continued success for generations to come. Let us strive to make the retail industry one of the top contributors to our nation's economy. Thank you.

Warmest regards,

A handwritten signature in black ink, appearing to read 'Phang Sau Lian'. The signature is fluid and cursive, with a small flourish at the end.

PHANG SAU LIAN  
*President*

**PPK MALAYSIA OFFICE BEARERS 2024 - 2026**

**HONOURABLE MEMBERS OF ADVISORY BOARD**

- Tan Sri Dato Teo Chiang Kok
- Tan Sri Datuk Eddy Chen
- Dato' Ngeow Voon Year
- Dato' Joyce Yap
- Mr Richard Chan
- Mr HC Chan

**EXECUTIVE COUNCIL MEMBERS**

- President**  
Ms Phang Sau Lian
- Vice President I**  
Mr William Tang
- Vice President II**  
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Mr Tan Joon Kai
- Assistant Secretary**  
Ms Alicia Yuen
- Treasurer**  
Mr Joseph Yeoh
- Assistant Treasurer**  
Mr Michael Poh

**COMMITTEE MEMBERS**

- Training/Seminar**  
Mr Vincent Chong
- PR & Publicity**  
Mr KK Lim
- Research**  
Ms Chai Ai Ping
- Technical**  
Mr Andrew Teoh
- Special Project**  
Mr Lee Beng Beng
- Social**  
Mr Darren Hee
- Sports**  
Ms Katy Teo
- Committee Members**  
Ms Nikki Lee  
Ms Aw Ik Qian
- 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 Teo Chui Ping  
Mr Joseph Teo



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**WHAT'S NEXT**

**STUDY TRIP TO GUANGZHOU AND SHENZHEN, CHINA**

6 - 11 MAY 2024

It is visa free now for China visits and PPKM will be visiting malls in the above two cities soon. For this trip, we are working with our counterparts from Mall China association to arrange for the shopping mall visits in both cities and participants will be kept apprised soon of the itinerary in due course.

There was overwhelming response for this trip but this time only a maximum of 40 persons is available due to coach capacity limitations but don't worry, we are planning for a second study trip to another destination (to be confirmed) during the later part of this year. Keep up your travelling vibes!



**TTT1-2024 - REVITALISING SHOPPING MALLS**

23 APRIL 2024 | 11.30AM - 4.30PM | NIPPON PAINT R&D CENTRE, SHAH ALAM

We are graduating from virtual to on-site talks. The first talk for members in 2024 will be hosted by NIPPON PAINT at their Shah Alam R&D centre with a TALK and EXPO TOUR where attendees will learn about much more than just paints. Topics include cost effective maintenance materials for waterproofing, flooring materials and other innovative refurbishment solutions, thus creating an ideal environment for *Elevating Aesthetics, Durability and Safety* for shopping malls.

Attendance is complimentary and subject to availability of a maximum of 100 persons, on a first-come-first-served basis. Please do register at this link:

<https://forms.gle/nyKHsUBHkqYVbX9k7> or scan the QR code below.



**Revitalising Shopping Malls: Elevating Aesthetics, Durability and Safety**

23<sup>rd</sup> April 2024, Tuesday | 11.30am to 4.30pm

**PROGRAMME:**  
In this talk and expo tour, you will walk away with innovative refurbishment solutions designed to simplify maintenance processes, gain valuable insights and practical solutions for elevating aesthetics, durability and safety, while achieving long-term cost effective maintenance. Creating an environment that mitigates the risk of operational shutdowns, and improve operational efficiency.

**EVENT ITINERARY:**  
11.30am Registration  
12.00pm Lunch  
01.00pm Welcome Speech by Mr. Tay See Teck, General Manager of Nippon Paint Malaysia  
01.40pm Revitalising Shopping Malls: Elevating Aesthetics, Durability and Safety Presentation by Ester Goh, Vincent Pang, Moo Chun Shyan and Ken Foo  
02.30pm Q&A Session  
03.00pm Light Refreshment  
03.20pm Expo Tour  
4.30pm End

**SPEAKER PROFILE:**  
Ms. Ester Goh, Senior Manager, Marketing Division, Nippon Paint (M) Sdn. Bhd.  
Mr. Vincent Pang, Deputy Director, Marketing Division, Nippon Paint (M) Sdn. Bhd.  
Mr. Moo Chun Shyan, Deputy Director, Marketing Division, Nippon Paint (M) Sdn. Bhd.  
Mr. Ken Foo, Deputy Director, Marketing Division, Nippon Paint (M) Sdn. Bhd.

**REGISTER**

**NATIONAL SALES CAMPAIGNS 2024, TOURISM MALAYSIA**

Men go shopping to buy what they need...

Women go shopping to find out what they want...

On behalf of Tourism Malaysia, we are pleased to announce that there will be two National Sales Campaigns this year as follows: Members are strongly encouraged to urge their retailers to prepare for sales, discounts etc during the abovesaid periods and to organise mall promotional events to support the campaigns.

Please do obtain further details from our members' circular of 29 March 2024 ref. 009/03/24. Happy Shopping!

**15 June to 31 July**  
Malaysia Mega Sale Carnival

**15 November to 31 December**  
Malaysia Year End Sale



## FEATURES

# TURNING A NEW PAGE In Shopping Malls



In life, Turning a New Page often means changes in lifestyle, home, friends, environment etc., and we encounter this very often, true to the adage that *The Only Constant is Change*.

For shopping malls, this means evolution - sometimes revolution (!) - of many aspects in mall management, involving the adaptation to changing consumer trends as well as adoption of innovative strategies and directions.

We take a quick look at the key essential areas for Turning a New Page in shopping malls.

### Experiential Shopping

This essentially means creating a vibrant and exciting environment in the mall where patrons can linger longer, often within a festive ambience with pretty visual displays coupled with seasonal pop-up stores to entice shoppers. To add more excitement, malls can curate specific retail experiences and partner with local artisans, niche, high-end brands or even branded merchandisers and organisations to cater to specific tastes or trends to add diversity to mall visits.

### Tenant and Merchandise Mix

To remain competitive and attractive to shoppers, malls must continue to enhance their tenant and merchandise mix. This may mean unique brands, maybe the first to open in Malaysia or flagship stores of popular retailers or even a designated location for specifically themed stores and food and beverage (F&B) innovations. Some malls have intentionally developed their F&B offerings and become well-known for their wide selection of outlets because where the stomach beckons, people will be drawn into retail therapy as there is a correlation between the nature of food experiences and consumer activities.

### Community Spaces

With more than half of urban families streaming into malls, especially during the public holidays and weekends, it simply makes sense to offer more recreational spaces for the community within the malls. Amongst others, these spaces can include a sports centre, exercise area, jogging track, public park or garden, urban farms, designated pet-friendly areas and even a place for performing arts and more.

### Malls in Mixed Developments

Many malls are built within mixed developments encompassing offices, residences, hotels, colleges, art galleries, hospitals, health and wellness centres in close vicinity. It would just make sense to integrate facilities and amenities for a vibrant live-work-play environment where the mall provides for the needs of its captive market, that is, creating the mall's own eco-system where each component plays its own role and contributes to the positive synergy.

### Facilities, Amenities, Services and more

Malls have evolved over the years to now offer much more than just shopping. Within the live-work-play model, patrons can spend the entire day (and night!) in a mall complex doing errands, shopping, eating and patronising the leisure and entertainment outlets, adventure parks and much more.

There is also a growing trend for holistic lifestyles. So there is a demand for organic cafes, eco-friendly retail, fitness centres, beauty clinics, spa facilities, health and beauty clinics and the like. Some extra services in some malls include assistance to locate patrons' vehicles within the car park, help for minor vehicle breakdowns, delivery of purchases, drivers' lounge and multi-lingual customer service personnel.

### Digitalisation

Malls would definitely keep up if they embrace digitalisation and engage in social media to market and promote events, sales and promotions. Engaging with patrons and shoppers through social media platforms fosters a sense of community and encourage interaction but this interaction may need to be moderated. Many malls nowadays connect to their shoppers using mobile apps or loyalty programmes, which ensure mall allegiance.

With the current engagement by many on social media, it also makes sense to create unique 'instagrammable' spots in and around the mall's common areas locations - and you may be surprised that these not only attract the younger generation but even the not-so-oldies to take selfies too!

### Sustainability

This is not only a response to climate issues and a moral imperative to protect our world for the future, but it simply means managing malls the smart way in today's environment. In malls, sustainability practices should include essential spheres like energy efficiency, waste management and community engagement. Besides doing our bit for the world we live in, consumers are increasingly conscious of environmental issues and malls' alignment with sustainability can attract them to the mall. There are already malls which have taken the lead in sustainability and we hope there will be many more, if not all eventually, which will jump on the band wagon.

Simply put, consideration of the above strategies are evolving to meet changing needs. They can propel shopping malls to turn a new page and do better in the long run.

Adapt and adopt, the way to go.

# SUSTAINABLE MALLS AND RETAIL

## Pioneering the ESG Frontier

23 JANUARY 2024 | AVANTE HOTEL, PETALING JAYA

Spearheading the matter of SUSTAINABILITY, PPKM collaborated with Fuller Academy to organise the seminar which attracted more than 100 participants, including speakers from neighbouring countries. Shopping malls have increasingly embraced practices for Environment, Social and Governance (ESG) and as community centres, are natural hubs to increase awareness and launch related educational programmes.

The seminar sparked insightful discussions on sustainability practices for the shopping mall and retail sectors with keynote sessions, workshops and panel discussions amongst well-experienced practitioners and experts. It was a most fruitful and useful seminar with the majority of participants believing that sustainability should be a top priority for malls. In this instance, malls should look at energy efficiency, waste management and community engagement. Overall, it was deemed *'very insightful sharing about sustainability practices in retail malls'*, with some participants preferring a longer duration in order to cover more in-depth perceptions.



Overview of the sustainable people.



Panel discussion on **Success Factors for a Sustainable Retail** with L to R: Azwan Ahimat, Mydin; Suwan Bonma, IEN Consultants; Karyn Lim, IPC Shopping Centre and Trezelen Chan, KANTAR Sustainable Transformation Practice.



Breakout session on **Navigating Green Building Certifications for Malls**.



Yes, WE are sustainable!



# 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 PART 1 & 2



Marketing & Leasing Part 1 participants with Kung Suan Ai and Tan Sri CK Teo.

Held at One World Hotel, Petaling Jaya, the first of our two sessions for 2024 saw overwhelming participation with a total of 189 participants including Part 3.

This augurs well for our shopping mall industry as our seminars train participants on the tenets of the above three main pillars in mall management. Just understanding the principles and putting them into practice will definitely raise the levels of performance of current practitioners who are new to the industry.

In line with recent global trends, we introduced the new topic of *Sustainability for Malls* for all three modules as we believe shopping malls are key channels to educate and create awareness within our community on the need to preserve our world for future generations, in more ways than one.

Once again, our heartfelt gratitude to all our speakers who are willing to share their invaluable experience in order to elevate our industry practices, SYABAS to all of you.

For those who have missed the March programme, do look out for the next session (repeat) scheduled to be held in August 2024 in Kuala Lumpur.

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



Marketing & Leasing Part 1 cohorts making one for the album.



Dr KS Wong presenting his book on *Charting the Unknown*, to Tan Sri CK Teo during the Marketing & Leasing Part 2 class. The book included pertinent topics for malls from the pandemic experience.



## PAST EVENTS

<< continued from page 6



Marketing & Leasing Part 2 workshops with speaker, Darren Chear.



Hmmmnn... speaker, Vincent Chong pondering on the cleaning costs being worked out in Operations & Maintenance Part 2.



Definitely something new in a shopping mall, PJ PAC (Performing Arts Centre).



Ir YL Lum sharing on how to have efficient HVAC systems.



## PAST EVENTS

<< continued from page 7



Operations & Maintenance Part 1: Happy faces = enjoyable and fruitful lessons.



Part 3 candidates doing their written exams.



A smaller class for Operations & Maintenance Part 2 means better interaction and attention.



Rapt attention during Dato Joshua Kevin's litigation lessons.



# 39th ANNUAL GENERAL MEETING (AGM)

23 MARCH 2024

There was overwhelming and enthusiastic attendance for our 39th AGM held recently with more than 60 members who found time to refresh their ties with fellow practitioners, make new friends and network together.

The annual report for 2023-2024 together with the accounts as at 31 December 2023 were presented and approved. This was followed by the biennial election for a new committee for 2024-2026.

CONGRATULATIONS to our new President, Ms PHANG SAU LIAN who will head Team PPKM for the next two years with the following committee:

<b>President</b>	Phang Sau Lian	Sunway Malls EXCO/Senior General Manager, Sunway Velocity Mall
<b>Vice President 1</b>	William Tang	Group Executive Director - Mall Of Malaysia
<b>Vice President 2</b>	Ir YL Lum	Executive Director, PropLead
<b>Secretary</b>	Tan Joon Kai	Assistant General Manager, Operations, Pavilion Damansara Heights
<b>Assistant Secretary</b>	Alicia Yuen	General Manager, Mall Management, Capitaland Retail Malaysia Sdn Bhd
<b>Treasurer</b>	Joseph Yeoh	Vice President, YTL Land and Development
<b>Assistant Treasurer</b>	Michael Poh	Sunway Malls EXCO/Senior Director/General Manager - Leasing, Sunway Malls

**Committee:**

Training and Seminar	Vincent Chong	
PR and Publicity	KK Lim	Chief Operating Officer, Mesamall
Research	Chai Ai Ping	Head, Advertising & Promotions & Design Visual Merchandising, 1 Utama Shopping Centre
Technical	Andrew Teoh	General Manager, Operations, Pavilion Bukit Jalil
Special Project	Lee Beng Beng	Chief Property Officer, AEON Co (M) Bhd
Social	Darren Hee	Senior Leasing Manager, Capitaland Retail Malaysia Sdn Bhd
Sports	Katy Teo	Senior Events and Promotions Manager, Pavilion Bukit Jalil
Members	Nikki Lee	Head, Mall Marketing, GIG & Event Management, Mall Business Division, AEON Malls
	Aw Ik Qian	Head of Leasing Management, Ikano Centres

**Regional Representatives:**

Northern Region	Peter Chan	General Manager, Gurney Plaza/Queensbay Mall/East Coast Mall, Capitaland Investment (Malaysia)
Southern Region	Farrer Tan	Senior Manager, Advertising & Promotions, Paradigm Mall Johor Bahru
Sarawak	Datin Christine Ling	Executive Director, The Spring Shopping Mall
Sabah	David Lau	Head of Marketing, City Mall

**Auditors:** Teo Chui Ping  
Joseph Teo

## PAST EVENTS

<< continued from page 9



**L to R seated:** Ir YL Lum, Vice President 2; Phang Sau Lian, President; Richard Chan, Advisor; Tan Sri CK Teo, Immediate Past President; HC Chan, Advisor; William Tang, Vice President 1.

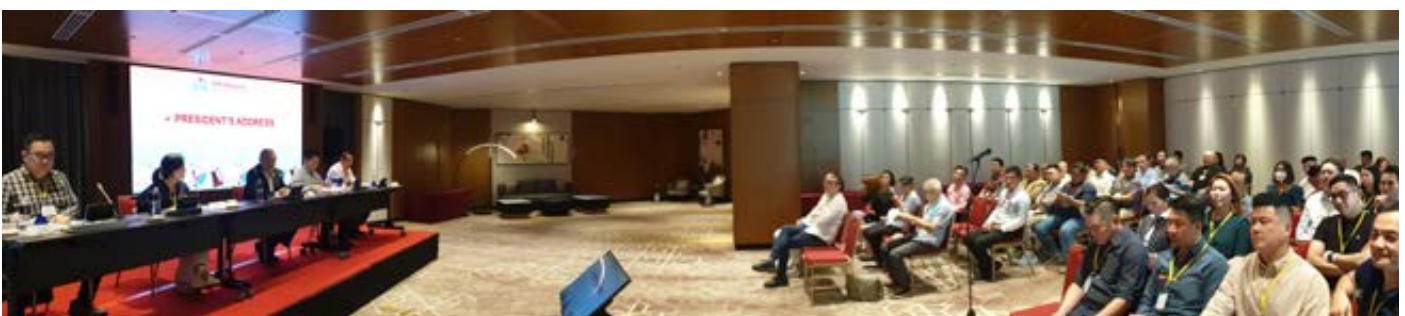
**L to R standing:** KK Lim; Chai Ai Ping; Vincent Chong; Peter Chan; Darren Hee; Joseph Yeoh; Tan Joon Kai; Alicia Yuen; Lee Beng Beng; Katy Teo; Nikki Lee; Andrew Teoh; Aw Ik Qian and Michael Poh.



Networking with fellow practitioners.

**L to R:** Wong Jane Yee; Peter Siow; Steven Saw; Nikki Lee and CC Yeap.

We are ready for the AGM.  
**L to R:** Vincent Chong; Tan Sri CK Teo; Anthony Tan; Richard Chan; HC Chan and Lee Beng Beng.



Tan Sri CK Teo addressing the floor on industry matters.



## PAST EVENTS

<< continued from page 10



Richard Chan shares further information on Registered Property Managers with the Board of Valuers, Appraisers, Estate Agents and Property Managers (BOVAEP).



A standing ovation and heartfelt thanks to Tan Sri CK Teo (hidden) for his outstanding leadership over the past six years.



Our Immediate Past President thanking members for their love which is more than ... (!).

PPKM is also pleased to appoint Tan Sri Teo Chiang Kok, Immediate Past President to our Board of Advisors and reconfirm the other Advisors for yet another term from 2024-2026 :

- Tan Sri Teo Chiang Kok
- Tan Sri Eddy Chen
- Dato Ngeow Voon Yean
- Dato Joyce Yap
- Mr Richard Chan
- Mr HC Chan

Looking forward to harness your passion and to work together for the shopping mall industry!

# FIABCI MALAYSIA: MALAYSIA PROPERTY AWARD™ 2023 To Recognise Excellence in Real Estate Development

Winners for the Malaysia Property Award™ 2023 organised by FIABCI Malaysia were announced recently and PPKM is very pleased that the joint winners, not one but two, for the RETAIL category are our members. The prestigious award honours developments every year regardless of their sizes or location, but which show excellence in all aspects of their creation. CONGRATULATIONS and well done!

## IOI CITY MALL

The multi award-winning, GBI-certified IOI City Mall, located within IOI Resort City is masterplanned to be the preferred one-stop retail, commercial and residential destination and the largest mall in Malaysia. The strategic location makes IOI City Mall the only regional mall at the heart of Southern Klang Valley. Its 2.5 million sq ft of lettable space is occupied by trendy fashion brands, two major supermarkets, cineplexes and F&B outlets offering exquisite local and international dining experiences.

Beyond retail, the mall presents the addition of IOI City Farm, an 18,000 sq ft indoor edutainment exhibition space that provides family-friendly activities to learn about plants and animals. Designed with an 'indoor farm' concept to bring the outdoor experience indoors, the new edutainment exhibition consists of three zones for visitors to interact and observe more than 70 species of plants, farm and exotic animals as well as fishes. The mall also features IOI Sports Centre, the only world-class sports facility of its kind within the vicinity of Putrajaya, with a total of 15 badminton courts and two covered futsal arenas.

The mall is also home to an Olympic-sized ice-skating rink - 'Icescape' and a 52,000 sq ft adventure park - 'District 21'. Its car park of more than 14,000 bays is equipped with automated License Plate Recognition (LPR) system and a car finder system that gives customers a sense of security and a hassle-free experience in locating their parked vehicles. Meanwhile, along The Symphony Walk, there is a myriad of cuisines amidst an ambience of tranquility and lush landscape.



Mr Chris Chong, Chief Operating Officer, Property Investment (M), IOI Properties Group receives the Award for IOI City Mall, the largest mall in Malaysia. Congratulations to Team ICM!



## PAST EVENTS

<< continued from page 12

### PAVILION BUKIT JALIL

Located in the heart of Bukit Jalil City, the mall offers unique and exciting first international flagship stores such as Bukit Jalil Tsutaya Books from Japan that captures the international appeal of Asian countries. Alongside its anchor tenant Parkson, the retail mix is further enhanced with mini anchors. They include TGV Cinemas, OMG Home, Harvey Norman, The Food Merchant, Grand Harbour, Nitori, Food Republic., K11 Karaoke, Muji, Brands Outlet, Sports Direct & USC, Uniqlo, Sen Q Elite, Haidilao Hotpot, FOREVER 21, More Design and Toy World Amusement.

Pavilion Bukit Jalil was voted 'Best Shopping Mall for Families' in Parenthood's Parents Choice Award 2023. The mall strives to excite shoppers with new concept entertainment such as an ice skating rink at Blue Ice Snow Park, with beautifully decorated paths, ice slides and its first Snow Park in Malaysia featuring real snow and Little Pirates Playland, while reinforcing its positioning as a dining paradise big on F&B choices, boasting popular cuisines with more than 200 choices covering over five kilometres.

*'This recognition holds immense significance for the team behind Pavilion Bukit Jalil. It validates the tireless efforts in conceptualising, developing, and managing a world-class retail destination. Being acknowledged as a benchmark in the industry not only affirms the team's dedication to excellence but also motivates them to continually innovate and elevate the mall's offerings. Moreover, this recognition fosters a sense of pride and accomplishment among the team members, inspiring them to uphold the highest standards of service, sustainability, and customer satisfaction',* says Dato' Joyce Yap, CEO of Retail, Kuala Lumpur Pavilion Sdn Bhd.

The mall's commitment to sustainability and constant community engagements year-round further enhances its reputation as a leader in the retail sector. As the new epicentre for lifestyle events, festive launches, and large-scale consumer fairs and exhibition at Pavilion Exhibition Centre (PEX) Bukit Jalil, this mall continues to redefine the retail landscape in Kuala Lumpur and reinforce its position as a regional shopping destination.



Dato Mearia Hamzah, Director, Pavilion REIT receiving the prestigious award from Dato Alan Tong, FIABCI Malaysia - this recognition underscores Pavilion Bukit Jalil's dedication to excellence and innovation in the retail industry



Pavilion loves E.A.R.T.H. Food Compost initiative

# MEMBERSHIP 2024

## 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  
Amcorp Mall  
Amerin Mall  
Ampang Point  
Angsana JB Mall  
Atria Shopping Gallery  
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 Mart, Saujana Utama  
Central Market  
Central Square Sungai Petani  
Centrepoint Bandar Utama  
Centre Point Sabah  
Centro  
Cheras Leisure Mall  
City Mall  
Cityone Megamall  
Damen Mall  
Datum Jelatik Mall  
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 Superstore Tunjung  
Giant Setapak  
Giant Superstore Jerteh  
Giant Superstore Kangar  
Giant Superstore Kuala Pilah  
Giant Superstore Prima Saujana (Kajang)  
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  
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 Low Yat  
Plaza Merdeka  
Plaza Metro Kajang  
Plaza Pelangi  
Plaza Salak Park 'SPARK'  
Plaza Shah Alam  
Prangin Mall  
Publika Shopping Gallery  
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  
Shaw Parade KL  
Shaw Centrepoint  
SK One Mall  
SkyAvenue  
South City Plaza  
Star Avenue Lifestyle Mall  
Starhill Gallery  
Straits Galleria  
Straits Quay Retail Marina  
Strand Mall  
Subang Parade  
Sungei Wang Plaza  
Sunshine Tower  
Sunsuria Forum  
Sunway Big Box  
Sunway Carnival Mall  
Sunway Citrine Hub  
Sunway Giza Mall  
Sunway Putra Mall  
Sunway Pyramid

## AFFILIATE MEMBERS INDIVIDUAL

Chang Mei Wen, CMMLM  
Chen Siew Loong  
Chia Kin Wai  
Chong Yau Ching, Michelle  
Chuah Chong Koh, Cody  
Mydin Mall  
Faizal Rahim b Moidunny  
Foo Tuck Min  
Gan Siew Chain  
Jack Paul Backen  
Jeffrey Sia  
Jordan Nathanael Majiol Mahap  
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M.Letchumanan  
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Nga Mee Liong  
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Phan May Ling  
Tan Sri Dato' Richard Koh  
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Tee Kok Guan  
Timothy Liew Heng Kwun  
Timothy Sangava  
Wong Paik Tho  
Woo May Foong  
Yasmin Mokhtar  
Yap Kim Hoe, CMMLM  
Yuen May Chee  
Yew Poh Ling

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Giftify  
Golden Mayflower Sdn Bhd  
La Calisto 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 Pinacle Sdn Bhd  
Sun Synergy Sdn Bhd  
The Lot Associates Sdn Bhd  
Visata Creative Sdn Bhd

## HONORARY MEMBERS

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

## ASSOCIATE MEMBERS

Ng Hean Yin

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Agnes Tan Mee Yoke  
Aida Azimah Mohamad Abas, CMMLM  
Alan Poh Tze Miang  
Ahmad Hakim bin Abdul Rahman, CMOM  
Amir Saifuddin Bin Abd Razak  
Amos Chew Yee Onn, CMMLM  
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Ang Kung San  
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Aw Ik Qian, CMMLM  
Beh Chin Sien, Joanne  
Beh Soo Ming  
Canice Lam Chin Kong  
Carmen Lee Suet Hoong, CMOM  
Carriek Chong Ka Loong, CMOM  
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Chan Hong Kong, Peter  
Chan Jen Nee, Jenny, CMM  
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Chan Wai Yee  
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Dato' Eddie Ng Hing Loi  
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Dayal a/ MK Prabhakaran  
Dr. Alvin Lim Boon Yew  
Edmund Lee Kuan Jun  
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Emyryza bt Mohamed  
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Eugene Khoo, CMOM  
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Mohd Azwan Bin Ahimmat  
Mohd Helmi Bin Mohd Affendi, CMOM  
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Mohd Rafiz Azwan bin Hashim  
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Nikki Lee Chin Foong  
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Roseanita Harun, CMAM  
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San Wei Hwa, Wviven  
Saw Lee Chuan  
Set Hon Foong  
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Shoong Chooi Fong  
Siegfried Shaun Dela Pena, CMMLM  
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Siti Absah Binti Kamarudin, CMAM  
Siti Habsah Binti Rahmat Rambali, CMAM  
Siti Natasha Bt. Mohd Salleh, CMOM  
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Tan Hui Swan, Farrer, CMM  
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Tan Keng Aik, CMOM  
Tan King Way  
Tan Ling Hong, Tracy  
Tan Sri Dato Teo Chiang Kok  
Tan Sri Dato Eddy Chen Lok Loi  
Tan Thiam Sing  
Tan Ting Sin, CMOM  
Tan Yuen Yuen , Sylvia, CMM  
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Tee Shin Yu  
Teh Che Hon  
Teh Cheng Hock  
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Teo Su Ching, Katy  
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Wong Jane Yee, CMMLM  
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