

# PPK Malaysia

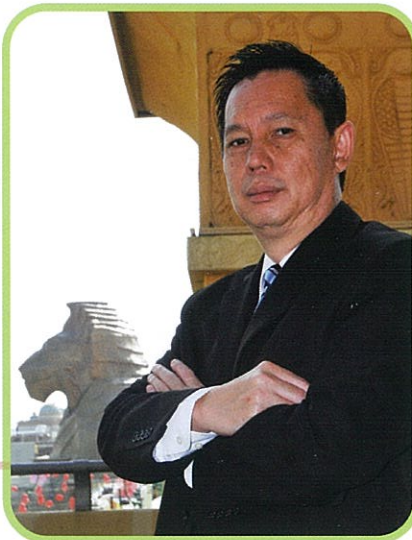
Malaysia Shopping Malls Association

## newsnetwork

Issue No. 29 01/13 PP12389/04/2013 (031984)  
Untuk Ahli Sahaja



# PRESIDENT'S MESSAGE



Dear Members,

The past year has certainly been an eventful year for PPK with many remarkable achievements and happenings in the industry.

What's more impressive is the global recognition we have gained in 2012. Kuala Lumpur has been named as the 2nd best shopping city in the Asia Pacific by Globe Shopper Index and the 4th Best Shopping City in the world by CNN Travel. The Globe Shopper Index highlights our strength as having the ability to combine low prices with a good range of products in a large number of stores, including three of the world's ten biggest shopping malls namely 1Utama, Mid Valley Megamall and Sunway Pyramid. These accolades are in tandem with the nation's robust growth and they augur very well for the future of our shopping industry. More importantly, we have to now market to the world what Malaysia can offer so to realise the full economic benefits.

2012 also saw the formation of BBKLCC Tourism Association under the guidance of Tourism Malaysia. In ensuring that Malaysia has a premium shopping district that is synonymous with New York, London and Tokyo, the government has also designated Bukit Bintang KLCC as a vibrant shopping precinct. Connectivity through elevated pedestrian walkway and GoKL City shuttle bus services are implemented to enhance shopper mobility. With these competitive advantages, it will certainly push for greater tourist spending which is currently at 30%, compared to 35% in Singapore and 56% in Hong Kong. We should also benefit from the increase in tourist arrivals from these concerted efforts as they serve to heighten the overall attractiveness of our offerings.

Amidst the optimistic and encouraging growth, obstacles and challenges are inevitable. If successfully tackled, these challenges can be a driver of enhancement as exemplified by the limelight over security issues. Whilst we fully support all security measures taken by the private sectors to enhance security in shopping malls, I would like to maintain PPK's stand that we strongly object to the Car Park League Table which suggests the rating of car parks. No country in the world has rated shopping malls let alone its car park. We have voiced our grave concerns to the relevant authorities and will actively engage both the government and members pertaining to this issue. In this aspect however, we are pleased that there is a breakthrough on the upgrades of security guards into Auxiliary Police. The government's opening up to the training of more Auxiliary Police is beyond doubt, a positive and important move for shopping malls.

The industry needs to sustain its momentum and build on its success. Despite the global economic crisis showing little signs of receding and much of the world's economy still lies in uncertainty, we foresee a bright huge potential over the next decade as Asia surges ahead economically. Malaysia will certainly benefit from the surge of millions of tourists from new emerging markets of China, India and the Middle East. As the newly appointed President of the CASC, it is also with great pleasure to announce that the Council of Asian Shopping Centres Conference will be held in Kuala Lumpur this year.

This is another wonderful opportunity for the key players within the industry in Asia to congregate and push Asia as a shopping haven to the world in a collaborative effort. Asia already has amongst the best airlines and hotels in the world. We can now say that Asia also has some of the best shopping malls in the world. PPK Malaysia will continue to work hand in hand with the government and all stakeholders to ensure the full potential of the shopping mall industry is realised, and together with the nation, we strive to move forward to high income nation over the next decade.

Warmest regards.

**H C Chan**  
President

## PPK OFFICE BEARERS

2012-2014

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Published by:  
PPK MALAYSIA (Malaysia Shopping Malls Association)  
A608, 6th floor, (Lobby 2), Block A, No 1, Jalan SS 20/27,  
Damansara Intan, 47400 Petaling Jaya.

Printed by:  
Percetakan Acme Sdn Bhd (347811-D)  
23, Jalan PBS 14/14, Taman Perindustrian Bukit Serdang  
43000 Seri Kembangan, Selangor  
Tel: 03-8945 1711 Fax: 03-8945 1712

We have revamped our Certification Course syllabus. The Marketing & Leasing and Administration, Finance & Human Resource are now conducted over 3 and 2 days respectively with enhanced syllabi to reflect ever evolving roles of shopping mall practitioners. The syllabi format for Operations & Maintenance remains the same.

Since the courses commenced in 2002, PPKM has trained 2,000 participants from the shopping and related industries. We will continue to do so in our quest to continually improve proficiency and skills in shopping mall management.

The recent session for the first half of 2013 has just been completed for all 3 modules with 103 participants for Parts 1 and 2 and 15 participants for Part 3. The next session will be offered in August 2013 and interested participants may contact us in due course.

## Certification Course in Shopping Mall Management

15 – 23 April 2013  
19 – 28 August 2013

- Marketing and Leasing
- Administration, Finance and Human Resource
- Operations and Maintenance

### Some great comments from participants

- 1 *"Besides gaining knowledge and experience, some speakers offered to assist or guide us even after the course.."*
- 2 *"The course speakers are great ! They are punctual and ever willing to share their experience."*
- 3 *"Very professional and knowledgeable speakers who are able to deliver the information to the audience."*
- 4 *"The topics add to my knowledge and are informative eye-openers."*
- 5 *"The workshops are very educational."*



# SEMINARS & CONFERENCES

## Property Management Seminar 2012 (Series No. 7)

### Strata Management – More Solutions or Problems? 22 January 2013



The Minister of Housing and Local Government, YB Dato Wira Chor Chee Heung opened the seminar attended by 200 participants. This seminar series was held in collaboration with FIABCI Malaysia for the 7th year running with experienced industry practitioners making enlightening presentations. Ir YL Lum represented both PPKM and IEM with a paper entitled The Role of Engineers in Strata Malls.

Some participants' comments on the seminar :

- As many issues remain unresolved, this series should continue
- The seminar is very informative
- Very well organized. Issues addressed are very relevant

## Malaysia Clean Seminar, 13 December 2012

Mr Vincent Chong, Treasurer, presented a paper entitled Building Image of Shopping Complexes & Retail Outlets at this seminar organised by Malaysian Association of Cleaning Contractors (MACC). In attendance were academicians, practitioners and stakeholders of the cleaning industry.



## Engineering Shopping Malls, 27 November 2012



Our first collaboration with The Institute of Engineers Malaysia (IEM) for this seminar at One World Hotel drew 91 participants mainly from shopping malls. Ir YL Lum, our Technical Committee Member spoke on *Re-engineering Old Shopping Malls*.

Here's some feedback from participants

- I am motivated after this one day seminar, it helps me to focus on which critical areas as I am in the maintenance department.
- I need .. to have more case studies of the existing and to share data/information collected for overall improvement of mall design.
- I .....prefer to have more case studies; do's & don'ts and also past experiences...

## M.A.D. WORKSHOP



SHOPPING CENTRES ARE ALL ABOUT BEING Making A Difference (M.A.D.) - 31 participants attended the workshop recently at One World Hotel, Petaling Jaya including several personnel from Penang and Johor. All participants had a great learning session from Anas Zubedy from zubedy (M) Sdn Bhd, a respected and well known consultant and trainer. Through practical and stimulating games, Anas prompted participants how to think outside the box to change attitudes, to be positive and creative and ultimately, for participants to make their shopping malls just that little bit different and more attractive to shoppers.



Watch out for  
M.A.D. Workshop  
in 2013

Some comments from previous participants :

- You can make the difference, it's all in you.
- All you need is yourself to achieve great success.
- I must (sic) ...be more alert and not just follow instructions.

# SEMINARS & CONFERENCES

## ICSC-PPKM Shopping Center Management Learning Series

A Collaboration with International Council of Shopping Centers (ICSC)

### Leasing Workshop

At the Leasing Workshop July 2013, two highly qualified speakers, Mr Andrew Brien, CEO of Suria KLCC and Mr Kelvin Ng, CEO and Founder of Synergistic Real Estate Management generously shared their knowledge and generated high interaction from participants. Topics included *Research is Vital and Necessary, Advanced Leasing Strategies and Centre Merchandising and Tenant Mix*.



### Marketing Workshop

In October 2012 presentations were conducted by Ms Carol Angelosanto, CEO, Marketing Warehouse and Ms Maricris Bernardino, Head of Marketing, Ayala Mall, Philippines. As the principal of a full line specialist agency providing strategic, creative and branding services to predominantly property and retail sector clients throughout the world, Carol spoke on the pros and cons of Consumer and Digital Marketing while Maricris shared on *Development Marketing*.

## Workshop 2013

Leasing : 24-25 July  
Visual Merchandising : 5-6 August  
Marketing: 17-18 Sept  
*dates subject to confirmation*

## CASC

Council of Asian Shopping Centers



Themed Growth Opportunities for Retail in China & Asia, CASC Conference 2012 was held in Beijing, China and showcased malls in 3 cities. Study tours were arranged to China World Mall, Oriental Plaza, APM & iShine City in Beijing; Florentia Village in Tianjin and Plaza 66, IFC Mall and Super Brand Mall in Shanghai.

Our President, Mr HC Chan presented *Key Trends in Shopping Mall Development* at the conference attended by more than 300 participants. Other speakers included prominent industry players from United States, Canada, Australia, Thailand, Taiwan, Indonesia, Singapore, Philippines and China.

The annual CASC Council meeting was also convened with participation from council members of China, Taiwan, Indonesia, Hong Kong and Malaysia and a representative from Singapore.

**CASC Conference 2013** will be organised here in Kuala Lumpur from 27 – 29 November with the theme, *The Future of Asian Malls – What's Next ?* PPKM has gathered an impressive line-up of renown speakers from home and abroad for our cutting edge conference on future trends and new ideas. Technical visits will also be organised for all participants and this will be an opportune time to showcase the best of Malaysia's malls to our regional counterparts. Look out for announcements on this exciting conference of the year soon.

## Security & Safety Training Seminar, 4-5 September 2012, Cititel Mid Valley City, KL



Ongoing since 2006, PPKM's annual training seminar for Security & Safety coaches participants in the basic procedures and knowledge required for the daily operations of shopping centres. During the recent session, our hands-on trainers from senior in-house security personnel of prominent member centres shared their invaluable experience with more than 60 participants from malls and security companies. A special guest speaker from Polis Di Raja Malaysia's Training Division also presented insights on *Retail Mall Security – Preparedness and Response*.

# STUDY TOURS



Team PPK with Team JCSC (L to R): Front row : Evelyn Lo, Cynthia Lim, Tan Joon Kai, Kazuhiro Shinohara, Kenny Chin  
Back row: Kenji Shiozawa, Makoto Masuki (partially hidden), KK Lim, Harada and Imae



## Japan, 15 – 20 May 2012

Ohaiyo Japan – a team of 34 participants from various malls visited Osaka and Tokyo during our trip to Japan. Supported by the Japan Council of Shopping Centers (JCSC), 7 shopping malls hosted technical visits at Abeno Market Park Q's Mall, Osaka Station City and Nishinomiya Gardens in Osaka; and LaLaport Tokyo Bay, Aeon Lake Town, Gotemba Premium Outlets and Shonan Terrace Mall. Other malls and shopping precincts included Venus Fort, Omotesando Hills, Lumine Yurakucho, Harajuku, Shinjuku and Ginza.

It was a most exhilarating trip but full of pleasant surprises in the form of Japanese retail formats, culture and even food.

PPKM committee members also had a fruitful meeting with JCSC council members including Kazuhiro Shinohara, Executive Director and Kenji Shiozawa during which shopping trends in our countries were shared.

## Bangkok, 17-20 January 2013



The first Study Trip for 2013 took a closer look at shopping malls in Bangkok – in terms of building layouts, interior design retailer interaction and tourism marketing to further enhance the shopping industry. 77 participants from Malaysian malls and developers visited 10 malls Terminal 21, The Emporium Shopping Complex, MBK, Siam Paragon, Siam Discovery, Siam Centre, Central World, Platinum Fashion Mall, K Village and Mega Bangna. These malls were selected for their unique characteristics and history and ranged from mega-sized regional centres to neighbourhood community malls. Participants found the city malls very creative with their mall concourse and retail window displays as well as funky interior décor for business outlets; even at the neighbourhood malls, they had unique amenities to ensure regular patrons.

## SAN FRANCISCO



WESTFIELD SAN FRANCISCO

## Study Trip to USA, 15 – 24 June 2013

We are also making our first Study Trip to US to visit malls in San Francisco and Los Angeles. In San Francisco, these malls are hoped to include Westfield San Francisco enter, the Union Square precinct, Stanford Shopping Center and The Shops at Tanforan.

Over at Los Angeles, among the malls and precincts we plan to visit are Irvine Spectrum Center, Newport Fashion Island, South Coast Plaza, The Grove, Rodeo Drive, Beverly Center, Westfield Century City, Hollywood and Highland Center and the shopping zone in Santa Monica.

Please contact PPKM Secretariat at 03-77276202 if you require more details and we will have more updates in our next issue.

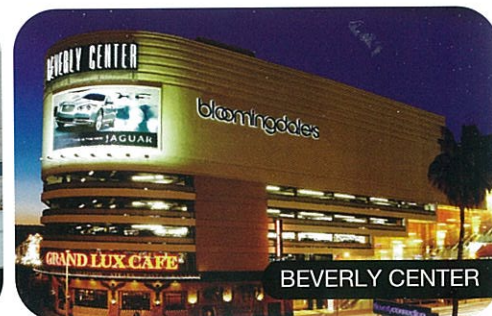
## LOS ANGELES



THE SHOPS AT TANFORAN



SOUTH COAST PLAZA



BEVERLY CENTER

# EVENTS & MEETINGS

## 28th Annual General Meeting, 16 March 2013

The recent AGM saw a good turnout by members at Sunway Resort Hotel & Spa, Petaling Jaya. One suggestion brought up was to organize events in the various regions so as to involve more members there and the Main Committee will look into this matter. Regional updates were also presented by representatives from the Northern, Southern and Central regions as well as from Kuching and Kota Kinabalu.



## Regional Meetings - Reaching out to Members

The Main Committee embarked on a series of regional meetings to reach out to malls in other regions. In July 2012, meetings were convened in Kuching and Kota Kinabalu with warm response from our East Malaysia malls. PPKM is pleased to announce that MR RONALD LING from The Spring has been appointed the Sarawak representative.

The main committee networked with malls in the Northern region on 1 March 2013 and met with good response. Issues involving the shopping industry nationwide were shared and discussed together with updates of new developments in Penang and the immediate surrounding locality.



## CSR Project, 27 December 2012



PPKM's Corporate Social Responsibility (CSR) project reached out to Myanmar refugee children. 60 delighted children attended a Christmas party & The Beauty and The Beast show followed by a donation of grocery supplies to their 2 schools in Sentul and Jalan Maharajalela, Kuala Lumpur. Our thanks also to Sunway Pyramid for their close cooperation and sponsorship for the show.



## Glamourously Gold Gala Dinner, 18 October 2012

The Gala Dinner at Sunway Resort Hotel & Spa was a golden opportunity for more than 1,000 shopping industry players to meet and network at a night of glam and gold with our Guest of Honour, YB Dato' Sri Dr Ng Yen Yen, Minister of Tourism, Malaysia.



The night's highlight was the dance performance showcased by 1 Utama, Bangsar Village, Mid Valley Megamall, Pavilion KL, Sungei Wang Plaza, Sunway Pyramid, Viva Home Shopping Mall and Wangsa Walk. This was a good showcase of close cooperation and teamwork amongst shopping mall personnel outside the normal work environment. Other fellow industry players at the gala event included prominent retailers, service providers, associates and key stakeholders in the property sector.

“We are heading towards achieving our 2020 target of 36 million tourists a year” says Dato Sri’ Dr. Ng Yen Yen, Minister of Tourism.



## Visit Malaysia Year 2014

In line with Tourism Malaysia’s objective to promote Malaysia as an outstanding tourist destination, Visit Malaysia Year 2014 was launched on 19 January 2013 by Prime Minister Datuk Seri Najib Razak with a huge bang. With the theme “Celebrating 1Malaysia Truly Asia”, Visit Malaysia Year 2014 aims at receiving 28 million tourists, an additional three million to the 25 million foreign tourists received last year. VMY 2014 highlights a bigger picture that includes ecotourism, art tourism, shopping, UNESCO World Heritage Sites, and motorsports events (F1GP and Moto GP) as its main pulling power.

With tourism being the third largest foreign exchange earner generating 1.8 million jobs as mentioned by YB Dato Sri Dr Ng Yen Yen, Minister of Tourism, one can only expect greater things in 2014 by Tourism Malaysia with a blend of local attractions like the Malaysia Water Festival at Langkawi, and the Sabah Fest highlighting the traditions and natural heritage of Sabah, as well as international events and activities like the recent Formula One Grand Prix. In addition, other collaborative efforts have been key to ensure the success of VMY, with PPKM contributing remarkable achievements to this industry as Kuala Lumpur has been named the 2nd best shopping city within the Asia Pacific region by Globe Shopper Index, and also the 4th best shopping city in the world by CNN. Indeed, this ongoing effort by Tourism Malaysia especially for VMY2014 sees the collaboration and teamwork with other parties for the ultimate objective of making the tourism industry a major contributor to the social-economic development of the nation.

## 1Malaysia GP Sale Launch, 16 March 2013



BBKLCC (the tourism association for shopping malls and other businesses in the Bukit Bintang and KLCC precinct) and Tourism Malaysia recently launched the 1Malaysia GP Sale at Pavilion Kuala Lumpur on 16 March 2013 with Guest of Honour, YB Dato’ Sri Dr Ng Yen Yen, Minister of Tourism, Malaysia. The highlight of the launch was the Minister’s flag off at one of the three Ferraris, followed by the enchanting fashion show featuring the latest styles. The night continued with vibrant music enjoyed by tourists and shoppers dancing on the ground.

This is one of the successful events with high teamwork and cooperation amongst the BBKLCC shopping mall members. BBKLCC is the top shopping destination in the heart of Malaysia offering the hottest sales and happening events throughout the year.

As affirmed by the Minister of Tourism, “The 1Malaysia GP Sale is one of the promotional activities in the run-up to Visit Malaysia Year 2014 and the government is targeting to receive 36 million tourist and RM168 billion in receipts by 2020.”

## 1Malaysia Mega Sale Carnival (1MMSC), 29 June to 1 September 2013

Coming up soon to will be the ‘mother of all sales’, the eagerly awaited 1MMSC which highlights great discounts, fantastic bargains and exciting promotions and vibrant activities in most shopping malls. Today, shopping in Malaysia has become an experiential activity and we look forward to working closely with Tourism Malaysia once again. Look out for more details in our next issue.



# SPORTS CHAMPIONSHIPS

## POOL , 26 May 2012

Subang Parade Team A emerged champion over Subang Parade Team B (1st runners-up) and Pavilion KL was the 2nd runners-up.

## FUTSAL , 8 July 2012

The futsal champions for 2012 at The Padang, 1ltama, was Pavilion KL followed by runners up 1 Utama and The Curve.

## BADMINTON , 9 September 2012

Held at The Club@Bandar Utama, Sunway Pyramid reprised their winning streak again this year, followed by runners up 1 Utama and One City.

## BOWLING , 13 October 2012

Great Eastern Mall A once again showed their mettle to retain the champion trophy at Sunway Mega Lanes with runners up being their Team B followed by UDA Mall.



*Our sincere thanks to our co-organisers and sponsors:  
Mid Valley Megamall, 1 Utama Shopping Centre and Sunway Pyramid Shopping Mall.*



## INDUSTRY NEWS

### Valuers, Appraisers and Estate Agents Act, 1981/Strata Management Act 2013

The Building Association of Malaysia (BMAM) of which PPKM is a founder member, has made further attempts recently to end the monopoly over property management by licensed valuers admitted as Registered Property Managers under Section 21(1)(a) of the Valuers, Appraisers and Estate Agents Act, 1981. PPKM is in full support of BMAM together with many other social stakeholders, individuals and organisations.

The Strata Management Bill was announced in 2012 to regulate strata property management but had clauses detrimental to building management, similar to the abovementioned. Therefore, members were requested to send in a Joint Petition to the Minister of Housing and Local Government (MOHLG), urging to end the monopoly by valuers and to replace the words "property manager" with the words "building manager" in the said Bill.

Over recent months, BMAM senior representatives (including from PPK Malaysia) have met with MOHLG officials and Members of Parliament on several occasions to present our case and also to propose the establishment of an independent Board of Property Managers under the purview of MOHLG.

The Strata Management Act 2013 has since been gazetted together with the Strata Titles (Amendment) Act 2013 with the monopoly provisions favouring valuers having been removed.

## Car Parks

There are several ongoing issues pertaining to car parks as follows:

### • Standardised Parking Rates

Dewan Bandaraya Kuala Lumpur (DBKL) issued a directive as of August 2012 to standardize parking rates for all car parks within their jurisdiction but it would be safe to say that already 90% or more of the malls in Kuala Lumpur are already charging within the DBKL proposed rates as follows:

Category	Hourly rates				Flat rates	
	City Centre		Outside City Centre		City Centre	Outside City Centre
	First Hour	Subsequent Hours	First Hour	Subsequent Hours	RM5-10 up to a maximum of RM20 a day	RM1-5 up to a maximum of RM15 a day
In buildings	RM3-6	RM1-2	RM1-4	50sen-RM2		
Open air areas	RM3-5	RM1-2	RM1-3	50sen-RM2		
Hotels	RM4-8	RM1-2	RM3-5	RM1-2		
Other areas	RM3-6	RM1-2	RM1-4	50sen-RM2		
Motorcycles	RM1-2				RM1	

PPKM understands the rationale of standardizing parking rates and acknowledges DBKL's right to regulate through by-laws, but opines that as with any free enterprise, it would be better for market forces to determine the rates along the fundamental principle of supply and demand. The determinants of parking rates are based on type of usage, location and standards of comfort and security. PPKM opines that standardized car park rates are totally impractical as these are determined by usage, location and supply and demand.

While investment into developing car park bays is high with each bay costing at least RM100,000, it has never been the intention for shopping malls to use car parks as an income generator as it is primarily more of a facility for its customers. Shopping malls derive their revenue from the rental of retail spaces with car parks acting as a supporting facility for shoppers and the return on investment for shopping mall car parks is usually lengthy with a period of 10 years or more. As a licensed operator of car parks, shopping malls in general do not charge exorbitant rates; too high and it would drive away customers but too low, it will deprive genuine shoppers a parking space as long term parkers hoard available spaces especially in city centres. Therefore, car park rates are used by all building managers as a strategy to encourage maximum use of car parks by their patrons.

An effective and reliable public transportation which is currently being rolled out will in the long run change the equation of supply and demand as more people rely on public rather than private transportation to move around.

The proposed standardized parking rates in private-owned buildings runs contrary to the free-market mechanism and any interference into this free market will result in market distortions and reduce efficiency and competition.

PPKM has jointly submitted a Memorandum to the relevant authorities together with other stakeholders to reconsider their recent directive and a dialogue with DBKL was convened on 14 March 2013. A subsequent letter has been sent to DBKL requesting them to hold the proposals in abeyance pending PEMANDU's CPSA report to be finalized and evaluated (please refer to the relevant section below).

### • Ladies' Parking

On the issue of allocating 7% parking spaces as ladies' parking bays for security reasons, PPKM is of the opinion that security must be for all, across gender and age. It makes economic sense as better safety and security will naturally assure and attract more shoppers. Efforts must be made in ensuring the entire car park is safe with close cooperation from the malls, public and government agencies. The abovesaid letter to DBKL also recommended that any such provisions for ladies' parking be made on the basis of improving customer service and not because of regulatory requirements.

### • Complimentary 15 minutes pass-through

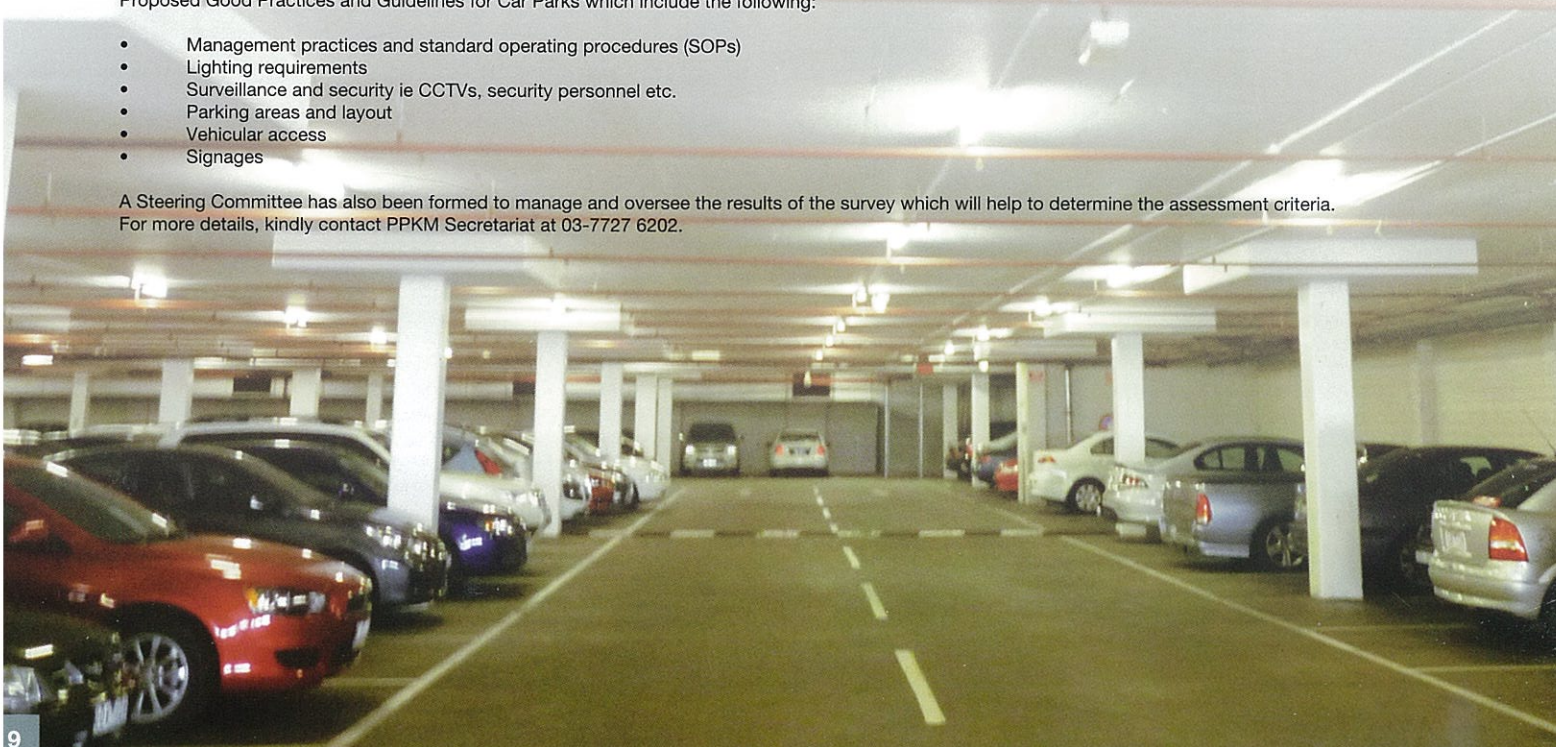
In the dialogue with DBKL on 14 March 2013, DBKL has also proposed that a complimentary 15 minutes pass-through be implemented for all car parks. Whilst most mall car parks may have adopted this feature, there are situations in certain buildings where this will be abused by drivers using the car parks as short-cuts to bypass traffic congestion on the external public roads. Therefore, stakeholders have proposed that such a feature should not be mandatory but should be evaluated by individual building management on the suitability for adoption.

### • Car Park Survey and Audit (CPSA)

PEMANDU (Performance Management and Delivery Unit) under the Prime Minister's Department has completed a Car Park Survey and Audit amongst 50 car parks in the Klang Valley including shopping malls and other buildings as the first stage to enhance safety and security within all car parks in the country. These constitute the Proposed Good Practices and Guidelines for Car Parks which include the following:

- Management practices and standard operating procedures (SOPs)
- Lighting requirements
- Surveillance and security ie CCTVs, security personnel etc.
- Parking areas and layout
- Vehicular access
- Signages

A Steering Committee has also been formed to manage and oversee the results of the survey which will help to determine the assessment criteria. For more details, kindly contact PPKM Secretariat at 03-7727 6202.



# CALENDAR OF EVENTS 2013

Month	Event	Venue
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## APRIL

15 - 17 April	Certification Course: Marketing & Leasing	Sunway Resort Hotel & Spa, Petaling Jaya
18 - 19 April	Certification Course: Admin, Finance & Human Resource	
22 - 23 April	Certification Course: Operations & Maintenance	

## MAY

18 May	Pool Competition	Brewball, Mid Valley Megamall
21 May	The Green Mall Workshop	One World Hotel, Petaling Jaya
23 May*	M.A.D. Workshop	

## JUNE

15 - 24 June	Study Trip to USA (San Francisco & Los Angeles)	-
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## JULY

7 July*	Futsal Tournament	TBA
24 - 25 July	PPKM-ICSC Shopping Center Management Learning Series: Leasing Workshop	Sheraton Kuala Lumpur

## AUGUST

5 - 6 Aug	PPKM-ICSC Shopping Center Management Learning Series: Visual Merchandising Workshop	Sheraton Kuala Lumpur
19 - 21 Aug	Certification Course: Marketing & Leasing	Sunway Resort Hotel & Spa, Petaling Jaya
22 - 23 Aug	Certification Course: Admin, Finance & Human Resource	
26 - 27 Aug	Certification Course: Operations & Maintenance	

## SEPTEMBER

5 Sept*	Badminton Tournament	TBA
17 - 18 Sept	PPKM-ICSC Shopping Center Management Learning Series: Marketing Workshop	Sheraton Kuala Lumpur

## OCTOBER

2 - 3 Oct	Safety & Security Training	Cititel Mid Valley City, Kuala Lumpur
12 Oct*	Bowling Competition	TBA

## NOVEMBER

27 - 29 Nov	CASC Conference 2013: The Future of Asian Malls - What's Next ?	Sunway Resort Hotel & Spa, Petaling Jaya
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**Note:**

The above calendar is subject to change at the discretion of the organisers

\*subject to confirmation

# MEMBERSHIP-YEAR 2013

## Corporate Members

1 Borneo Hypermall  
1 MK Mall  
1 Utama Shopping Centre  
1 Segamat Shopping Complex  
1 Shamelin Shopping Mall  
1st Avenue Mall  
Alam Sentral Plaza  
Alor Star Mall  
Amcorp Mall  
Ampang Park  
avenue K  
Avenue Street Mall @ D'sara  
Axis Atrium  
Bangsar Shopping Centre  
Batu Pahat Mall  
BB Plaza  
Bentong Vega Mall  
Berjaya Megamall  
Berjaya Times Square K L  
Campbell Complex  
Capsquare Centre  
Central Market  
Central Square Sungei Petani  
Centre Point Sabah  
Centro  
Cheras LeisureMall  
Citta  
City Mall  
Cityone Megamall  
Dataran Pahlawan Melaka Megamall  
Dayabumi  
Digital Mall  
e @ Curve  
East Coast Mall  
Endah Parade  
Empire Shopping Gallery  
Encorp Strand  
fahrenheit 88  
First World Plaza  
Grand Merdeka  
Giant Hypermarket Bandar Kinrara  
Giant Hypermarket Banting  
Giant Hypermarket Batu Caves  
Giant Hypermarket Bayan Baru  
Giant Hypermarket Cheras  
Giant Hypermarket Jalan Kebun  
Giant Hypermarket Kelombong  
Giant Hypermarket Klang  
Giant Hypermarket Klang Sentral  
Giant Hypermarket Kemuning Utama  
Giant Hypermarket Kota Damansara  
Giant Hypermarket Kota Padawan  
Giant Hypermarket Kuala Terengganu  
Giant Hypermarket Kuantan  
Giant Hypermarket Mall Sibul  
Giant Hypermarket Melaka  
Giant Hypermarket Muar  
Giant Hypermarket Nusa Bestari  
Giant Hypermarket Plentong  
Giant Hypermarket Prima Prai  
Giant Hypermarket Putra Heights  
Giant Hypermarket Senawang  
Giant Hypermarket Seri Manjung  
Giant Hypermarket Seri Kembangan  
Giant Hypermarket Shah Alam  
Giant Hypermarket Skudai  
Giant Hypermarket Sungai Petani  
Giant Hypermarket Tabuan Jaya  
Giant Hypermarket Taiping  
Giant Hypermarket Tampoi  
Giant Hypermarket Tawau  
Giant Hypermarket Ulu Kelang  
Giant Mall Kelana Jaya  
Giant Superstore Bandar Puteri  
Giant Superstore Nilai  
Giant Superstore Lukut  
Giant Superstore Prima Saujana (Kajang)  
Giant Superstore Sandakan  
Giant Superstore Sunway City  
Grand Merdeka  
Great Eastern Mall  
Green Heights Mall  
Gurney Paragon

Gurney Plaza  
Harbour Mall Sandakan  
Harbour Place  
Harjamas Shopping Centre  
Hook Lee Centre  
IOI Mall Bandar Putra Kulai  
IOI Mall Puchong  
IPC Shopping Centre  
Ipoh Parade  
Island Plaza  
Jetty Point Duty Free Complex  
Johor Bahru City Square  
Johor Bahru City Square Office Tower  
KB Mall  
Kenanga Wholesale City  
Kipmart Tampoi  
Klang Parade  
Kuang Mall  
KL Festival City  
Kompleks Bukit Jambul  
Kompleks Metro Point  
Kompleks Mutiara  
Kompleks Tun Abdul Razak  
Kota Raya Complex  
Kuantan Parade  
Langkawi Fair Shopping Mall  
Lot 10  
Mahkota Parade Melaka  
Maju Junction Mall  
Menara Mutiara Majestic  
Merdeka Mall  
Medan Mara  
Mid Valley Megamall  
Midlands Park  
Mydin Mall USJ  
New World Park  
Oceanic Mall  
Oceanus Waterfront Mall  
One City  
Paradigm Mall  
Paragon Point Shopping Centre  
Pavilion Kuala Lumpur  
Paya Bunga Square (PB Square)  
Pearl Point Shopping Mall  
Pelangi Leisure Mall  
Penang Times Square  
Perling Mall  
Pernama Kompleks Mutiara Armada  
Pertama Complex  
Plaza Angsana  
Plaza Low Yat  
Plaza Metro Kajang  
Plaza Merdeka Shopping Mall  
Plaza Pelangi  
Plaza Salak Park 'SPARK'  
Plaza Shah Alam  
Plaza Tasek  
Prangin Mall  
Publika  
Quill City Mall  
RCMC Sdn Bhd  
Sarawak Plaza  
SACC Mall  
Selayang Star City  
Seremban Parade  
Setia City Mall  
Shaw Centrepoint Klang  
Shaw Parade  
Skudai Parade  
South City Plaza  
SSTwo Mall  
Starhill Gallery  
Star Parade  
Straits Quay  
Subang Avenue  
Subang Parade  
Sungei Wang Plaza  
Sunway Carnival Mall  
Sunway Giza  
Sunway Pyramid  
Sunway Putra Mall  
Suria KLCC  
Suria Sabah Shopping Mall  
Sutera Mall  
Taman Nusantara, Bandar Nusajaya,

Iskandar  
Taiping Mall  
Terminal One Shopping Centre  
The Atria  
The Curve  
The Gardens  
The Intermark  
The Mines  
The Spring  
The Summit Bukit Mertajam  
The Summit Subang USJ  
The Waterfront @ Parkcity  
The Weld Shopping Centre  
The Zon  
Tropicana City Mall  
Tun Jugah  
Viva Home  
Wangsa Walk Mall  
Wetex Parade

## Individual Members

Agnes Tan Mee Yoke  
Aileen Goh Seok Khim  
Amos Chew Yee Onn  
Andrew Ashvin, CCM  
Anthony Dylan  
Abdul Razak Tuah b Othman, COM  
Ainul Adnan Ibrahim, COM  
Ala b. Mansor  
Alicia Lee Chooi Fong  
Aminudin b Mohd Noah, COM  
Ang Kung San  
Arthur Lai Kuan Yew  
Aziah bt Ahmad , CMM, COM  
Basri Khamis, CMM  
Beh Soo Ming  
Calvin Wang Soon Yung, CMM  
Carmen Lee Suet Hoong, COM  
Carriek Chong Ka Loong  
Chan Chin Meim  
Chan Jen Nee, Jenny, CCM  
Chee Ken Fah, Daniel, CMM, COM  
Cheng Yew Ong  
Cheong Mee Yoke  
Cheryl Chang Yar Leng, CMM  
Chew Nan Ny, CMM  
Chew Yien Yien, Doreena, CMM  
Chia Wen Jun, CMM  
Chiung Jing Chin, Selwyn, COM  
Chong Min Fui, Vincent, CCM  
Chong Yau Ching  
Chow Heng Wah, CCM  
Chua E Fun, CMM  
Chuah Chong Koh  
Danny Chan Mun Yoong, CMM, COM  
Dato' Tiew Soon Thung, Vincent  
David Lau Hing Luong, CMM  
David Looi  
Dr Lim Boon Yew @ Alvin Lim  
Elizabeth Chan, Choo Im  
Emryza bt Mohd Yusof  
Eric Tee Lai Keong  
Eva Hew, CMM  
Evelyn Lo, CCM  
Fazrul Isham b. Mohd, CMM  
Fong Kok Loon  
Foong Meng Khum, CCM  
Francis Lee Kong Keng  
Ghafizah Hanim bt Amir  
HC Chan, CCM  
Hee Yaw Hoong, Darren, CMM  
Henry John, COM  
Hiew Boon Kee, CMM  
Hirdawati bt Mohd Nasir, CAM  
Ho Ka Khong  
Ho Wai Hoong, Lovell, CMM  
Hussin b. Haron  
Ir Y L Lum  
Ishraqi Shah b Abu Bakar, CMM  
Jason Chin Teck Seng  
Javed Irshad Sani  
Jeffrey Sia

Jefveleon Rengga  
Josephine Lim Kwee Yuen, CAM  
Joseph Teo Fang Yih  
Kenny Chin Chong Huat, CCM  
Kho Chung Hong, Charlie, COM  
Kung Suan Ai, CMM  
Lai Yung Ming, Marco  
Lawrence Teh Cheng Poh  
Leben Siddarth  
Lee Beng Beng, CCM  
Lee Mun Keong  
Lee Wing Keong, Michael  
Lee Yit Yuen  
Lee Yoke Ping  
Lim Fei Yoon  
Lim Kok Kheng  
Lim Koon Hooi, Cynthia, CMM  
Linda Eng Lee Huan  
Lisbet Ling Kiang Hfoong, CMM  
Lok Kok Chai, CCM  
L. Izwan b Abdullah  
Ma'amur Gadafy b Abdul Rashid  
Michael Poh  
Mimi Chang Yoke Khum  
Mohd Hanafiah b. Mohd Shah  
Mohd Nizam b Abdul Rahman  
Mohd Saikat Ali b Mohd Ghazaly  
Mohd Taufiq b Shamsudin  
Mok Choo Yum  
Muhammad Fuad bin Ahmad  
Muhammad Shukri b Shukur  
Nadrimie b Jamsani  
Ng Bee Fong, Samantha, COM  
Nik Azlan b Nik Aman  
Noor Salehah bt Wahid, CMM  
Norbaayah bt Mohd Yusof  
Ong Eng Hin, CCM  
Ong Hui Ling  
Ooi Kee Chuan  
Ooi Soon Kiat, Jamien  
Padma Priani @ Padman s/o Maniam  
Pang Seong Wah  
Patrick So Kee Whuay  
Pearly Lim Meng Li, CMM  
Phang Sau Lian  
Philippa Holmes  
Philip Ho  
Phoon Kin Kheong, CMM  
Rashidan Ismail, COM  
Richard Chan Chee Keong, CCM  
Robert Choo Yin Kee  
Ronald Ling Ing Han, CMM  
Set Hon Foong  
Saw Lee Chuan  
Shahrol Azman b Abd Kahar, COM  
Shaifuldin A. Majid, CCM  
Sharon Lee Sui Fong, CMM  
Sin Tiew Cheo, CCM  
Siow Vincent  
Sit Chee Koon, CMM  
Stanley Kok Yin Cheong, CMM  
Stewart Lee Siew Kit  
Subramaniam Apparow, COM  
Syed Ishak b Syed Hassan, CMM  
Tai Yun Jin @ Tai Yun Chee  
Tan Choon Kiat, CMM  
Tan Chuan Kang  
Tan Gar Peng, Kevin  
Tan Joon Kai  
Tan Mui Pow, Mabel, CMM  
Teoh Eng Chiat, Andrew  
Teo Tiong Yick  
Victor Teo, CMM  
Winnie Sam Min Wah, CMM  
Wivien San  
Wong Kong San  
Wong Wai Seng  
Wong Woei Ming, Michael, COM  
Yakob b Haron  
Yap Ann Nie  
Yeap Chin Chong  
Yeow Kee Chean, CMM  
Yong Lee Yung  
Yong Yuet Lan, CMM  
Zahayu Shima Bt Ayub, CMM  
Zulkahar b. Khamis, COM

## Honorary Member

Dato' Ngeow Voon Yean, CCM  
Dato' Teo Chiang Kok  
Joyce Yap, CCM

## Associate Members - Individual

Mohamed Nazri b Mohd Mokhtar, COM  
Ng Hean Yin

## Affiliate Member - Individual

Gan Siew Chain  
Herbie Tan Kim Whatt  
Howard Hiew  
Jeffrey Lee Weng Heng  
Lee Chee Choon, Eddie  
Lee Chee Thian  
Liew Yoke Tsan  
Lim Seng Teck  
Sean Pang Yang Chin  
Tee Kok Guan  
Wong Lian See  
Woo May Foong  
Wong Paik Tho  
Yeong Chee Fun, Lisa

## Affiliate Member - Corporate

Code Entertainment Sdn Bhd  
Retail Network Sdn Bhd  
Stratos Consulting Group S.B.  
The Hot Shoe Show & Company Retail Network Sdn Bhd

## Founding Member

Council of Asian Shopping Centres (CASC)

## Networking Partners

Assosiasi Pengelola Pusat Belanja Indonesia (APBPI)  
Association of Consulting Engineers Malaysia (ACEM)  
BKLC Tourism Association, Kuala Lumpur  
British Council of Shopping Centres (BCSC)  
Dewan Bandaraya Kuala Lumpur (DBKL)  
Eastern Regional Organisation for Planning and Housing (EAROPH)  
FIABCI Malaysia Chapter  
Fire Prevention Council of Malaysia (FIPCOM)  
Hong Kong Trade Development Council  
Institute of Shopping Centre Management (ISCM), Hong Kong  
International Council of Shopping Centres (ICSC)  
Jabatan Bomba & Penyelamat Malaysia  
Korea Building Owners and Managers Association (KBOMA)  
Japan Council of Shopping Centres (JCSC)  
Malaysia Crime Prevention Foundation (MCPF)  
Malaysia Retailers Association (MRA)  
Malaysia Green Building Confederation (MGBC)

Malaysian Association of Convention and Exhibition Organisers (MACEOS)

Malaysian Association of Hotel Owners (MAHO)

Malaysian Association of Hotels (MAH)

Malaysian Association of Tour & Travel Agents (MATTA)

Malaysian Franchise Association (MFA)

Malaysian Retailer-Chains Association (MRCA)

Malaysia Tourism Federation (MTF)

Mall China

Middle East Council of Shopping Centres (MECSC)

Nordic Council of Shopping Centres (NCSC)

Pertubuhan Arkitek Malaysia (PAM)

Property Council of Australia (PCA)

Quality Restroom Association of Malaysia (QRAM)

Real Estate & Housing Developers' Association Malaysia (REHDA)

Real Estate Developers' Association Singapore (REDAS)

Shopping Centre Council of Australia (SCCA)

Taiwan Council of Shopping Centres (TCSC)

Associated Chinese Chamber of Commerce and Industry of Malaysia (ACCCIM)

The Institution of Engineers, Malaysia (IEM)

Tourism Malaysia

CAM \* Certified Administration Manager COM \* Certified Operations Manager  
CMM \* Certified Marketing Manager CCM \* Certified Complex Manager

Persatuan Pengurusan Kompleks Malaysia (PPK)  
Malaysia Shopping Malls Association

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