

Newsletter of the Malaysian Association for Shopping and Highrise Complex Management

network

Persatuan Pengurusan Kompleks (PPK) Malaysia

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Untuk Ahli Sahaja

















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PRESIDENT'S MESSAGE

Dear Members

2010, the Year of the Tiger has already got off to a roaring start and this will be election year for PPK Malaysia as well as for some other associations. It is time for me to step down as President after serving the maximum allowed term of 4 years, and this has given me some mixed feelings — for a start, my tenure since 2006 has certainly been extremely hectic and full of exciting happenings and events!



The shopping industry in Malaysia has continued to grow with new malls making their appearances, despite recent setbacks, proving once again that we are tough and resilient and will make any changes necessary to strive and thrive as both landlord and tenants/retailers need to engage in a strong focal point to evolve through market forces. There is also no doubt that shopping will continue to contribute significantly to the economy as the vast 'multiplier' effect on employment, services etc. cannot be denied.

PPKM has performed very well over the years, thanks to the valuable assistance and full cooperation from the committee plus close collaboration from members. However, it is now time for all of you, as members, to start thinking of new personnel to inject into the committee. Whilst there is still an important role for the more experienced hands in the committee, we certainly look forward to bring together young, new blood to join them to lead our association into new pastures, so put on your thinking caps and select wisely, for the personnel you choose will guide our 25-year old association for the next two years (or more) ...

Just remember that even though the people at the helm may be different and the management style may change, we all share the same vision and direction as we have throughout the years. I will certainly give my full blessing and support to the incoming committee and will be ever ready to contribute my 2 cents' worth (and more!) when the need arises.

God bless and wishing you all the best, always.

Yours sincerely

JOYCE YAP President

CURRENT ISSUES



Goods and Services Tax (GST)

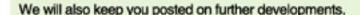
The impending implementation of GST, put on hold by the authorities since 2005, now appears to be imminent. Members attended a briefing by the Ministry of Finance at Putrajaya on 13 January 2010 and again held a discussion on 24 February 2010 at Suria KLCC's training centre. PPKM now plans to take the following steps:

- to seek clarification from the authorities pertaining to GST and rental charges
- to contact the appropriate consultants to prepare a Memorandum to the relevant authorities and to seek members' contribution for a Joint Consultation Fund
- to work with other NGOs to request for payment on an annual basis and to seek a reduction in both corporate and individual taxation in order to counter any undesirable consequences on the economy.

We will keep you posted on further developments soon ...

Dewan Bandaraya Kuala Lumpur (DBKL) Guidelines on Kiosks in Shopping Centres

Several meetings have been held with DBKL since the beginning of 2009 and DBKL recently conducted a workshop to propose the introduction of regulations for kiosks in shopping centres in Kuala Lumpur and other Federal Territories (i.e. Putrajaya and Labuan) under the purview of the Ministry of Federal Territories and Urban Wellbeing. PPKM is in the process of submitting a Memorandum to the relevant authorities.





STRAITS TIMES

Friday, February 12, 2010

Proper

Building managers un

The country's building owners and property stakeholders now have a recognised vehicle to address management issues

By Zoe Phoon

The Suilding Management Association of Malaysia (BMAAI) has been formed — Sin long years after its miliators got the ball rolling emitte intraces in their parth. Protein president Datak Teo Chang Kok tells risk rosery that the pioneer members of BMAM — previously loneer as Valuen, Appraisant and Estate Agents Joint

Appraisers and Estate Agents Joint Action Group (VAEA-JAG) com-Action Group (VALA-JAG) com-prising registered association, professional bodies and other civil society organisations. I have come together as a cohesive body with the view to upgrade the quality of liabling and locility management in the country. "Among PMAMPs objectives are to promote cooperation, goodwill and understanding between the lociliting management industry stakeholders and promote industry locit practices. "We also plan to conduct

best practices.
"We also plan to conduct ochecation and traceing courses as well as publish journals in related disciplines of building management," said Teo, who is size Property and Construction Committee chairman of the Associated Chrimse Chamber of Commerce and Industry of Malaysia.
Mezmyhlle, BMAM protom secretary-general 5. Verikatiswaran

taid the basis for forming BMAM is to provide a multi-stakeholder approach to all trues pertaining to building and facility manage-

to bisland and service of ment.

"We recognise that building and facility management is multi-disciplinary in nature and should not be the exclusive preserve of

any (sective group
"All building industry stakehold,
es should have equal access to
manage and maintain buildings
countrywide."
On the implications of BMAM

On the implications of BANAM on the correct building and facility management occurates, he stud they will be "broadly positive" because its interespectable will entire pass at lary players and as such a broad-based approach will bring positive results to the industrie.

industry.

He also taid the key hours.

IllidANI has to address include
the need to take an "outreach
approach" to inculcate all-cound. approach" to incolcate all-cound awareness among those in the industry, the need to develop cohored policy entiatives with the view to obtain effective rep-resentative status among policy-making institutions, and to draw up plan to enhance the quality and standard of building manage ment.

ment.

"There are many other issue;
but these will be taken up in due
time, such as the grey areas in the
country's building management.

BMAN

and maintenance laws."
And now that IRMAR has been officially registered, he said the nest step a to recruit members, formelise admission procedures, hold a general meeting and elect the casecular consister.

The key stakeholders in the building management indus-try are chambers of comeres, developers, architects, meen, dewlopen, architects, engineers, shopping and highrise complex managen, agents, transgring agents, retail chains, property sweer associations, sont manage-ment bodies and management



(That I non-left) BMAM protons president Too receiving the regularities certificate from Registrar of Societies center assistant director Darmend Das on Feb J. Harbing them are glove left) Philip Clery, Stratified Property Management; tendectowarm; Le Wang Clery, Institution of Engineers Malaysia and Bioland Char, solviter to Malaysia Association for Shopping and Highrise Complex Management.

No Smoking Regulations, Ministry of Health (MOH)

As members are aware, MOH has notified shopping centres that current regulations on the prohibition of smoking are applicable to all covered areas in shopping centres, regardless of whether these are air-conditioned or otherwise.

Again, PPKM will seek further consideration in view of existing all fresco outlets in many of our shopping centres.

HAPPENINGS

CREATIVITY

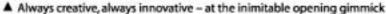
SEMINARS, CONFERENCES & EVENTS

Priceless Gems of Creativity, 7-8 December 2009

We 'created' the recent seminar at One World Hotel, looking at what's new and different in shopping centres, from the outside in, from building designs and layout, to retail window displays and mall décor, to events and promotions.











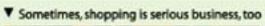
1. Mr Adam Mathews • 2. Mr Simon Blore • 3. Mr Mark Lee • 4. Dr Valerie Wilson Trower • 5. Mr James Law • 6. Mr Kevin Tan • 7. Mr Bruce Head • 8. Mr Benjamin Lau • 9. Mr George Ang • 10. Mr Edward Tang • 11. Mr Tan Peng Han • 12. Mr Sonny San • 13. Mr Toshiya Tanaka • 14. Mr Robin Kok • 15. Ms Mayu Suzuki • 16. Ms Kung Suan Ai • 17. Ms Evelyn Lo • 18. Ms Jenny Chan •

Participants certainly learnt what's new, what's now, what's hip and what's hot !

P.S. as they say, the photos tell a thousand words ..or more!

▼ PPKM's events mean networking and having a fun time whilst learning from the industry 'gurus'!















▼ Closing with a song, 1 Malaysia: 'We go up, never go down, We go up together'





▼ Good job, well done, everybody !!



ACCCIM Conference on 1Malaysia: New Economic Model

Our President, Ms Joyce Yap, joined the list of luminary speakers at the above conference held from 8-9 February 2010 at Kuala Lumpur Conference Centre which was officiated by Y.A.B. Dato Sri Mohd. Najib Tun Razak, Prime Minister of Malaysia. During the session Private Sector's Expectation to New Economic Model, she presented a current overview of the shopping industry scenario in Malaysia and its importance to our country's economy, with emphasis on the need for strategic action plans in order to remain competitive in the region.



expenditure in Malaysia..."



"Shopping is the 2nd largest contributor to tourism + L to R: Dato Dr Ir Andy Seo (Moderator); Mr Ng Kee Leen, + L to R: Our representatives at the conference, Mr Vincent Chong President, Master Builders Association of Malaysia; Ir Professor Dato Dr Chuah Hean Telk, President of UTAR; Ms Joyce Yap; En Mohammed Rashdan Mohd. Yusof, Director cum CEO, Maybank Investment Bank Bhd; Mr Ter Leong Yap, Conference Organising Chairman



and Mr Anderson Chong

Security and Safety Training, 11 - 12 January 2010 Cititel Hotel at Mid Valley City, Kuala Lumpur

Successfully held at Cititel Hotel, Mid Valley City, the training session attracted 55 participants, including both complex managers and security personnel. Participants were exposed to standard security practices and procedures and showed keen interest during the session on medical emergencies





* Attentive faces all round and ... Yes, we all agree f?



En Zahrom Azlan b Zainal Abidin, Security Manager (Operations), Mid Valley City imparting his vast knowledge acquired from 15 years' investigative experience



 "Now watch carefully.", Mr Steven Wong, Corporate Trainer, St. John Ambulance, Malaysia demonstrating the 'kiss of life'



 Mr Santa Singh, Security & Safety Operations Manager, 1 Utama Shopping Centre explaining how fire extinguishers work

Certification Course in Shopping and Highrise Complex Management

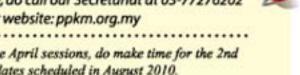
We are continuing with our education and training sessions for the above to be held at Sunway Spa Hotel and Resort as scheduled:

- Marketing and Leasing, Parts 1 & 2: Mon 12 Tues 13 April 2010
- Administration, Finance and Human Resource, Parts 1 & 2: Wed 14 April 2010
- Operations and Maintenance, Parts 1 & 2: Thurs 15 Fri 16 April 2010

REGISTRATIONS for the forthcoming session in April is ongoing - do join us!

For more details on the above, do call our Secretariat at 03-77276202 or access our website: ppkm.org.my

P.S. If you are unable to join the April sessions, do make time for the 2nd half year's training dates scheduled in August 2010.





Kung Suan Ai, (CMM) Certified Marketing Manager

PPK Malaysia's certification courses enable shopping centre management personnel to proactively engage in the workshops, exchange ideas and adopt new perspectives for today's dynamic marketing environment.



Vincent Chong, (CCM) Certified Complex Manager

Managing a shopping centre requires multi skills and disciplines. The PPK certification courses brings you on a journey to facilitate the learning and understanding of managing one with the presenters also sharing their thoughts and experiences too !



Phoon Kin Kheong, (COM) Certified Operations Manager

The course has benefited me by gaining insight on practical property management, acquiring useful maintenance management knowledge and keeping abreast with latest technologies & development environmental issues. These will equip me with the practical strategy to manage property in a more efficient manner.



Yakop Haron, (COM) Certified Operations Manager

I am grateful that the Certification Course speakers and 'gurus' are willing to share with and impart their knowledge to us so that we may learn from their exposure and experience.



Mohamad Nazib B Suliman, (CMM)

Certified Marketing Manager

These certification courses were made available for professionals to garner recognition by a panel made up of industry experts in Malaysia.

Also, it provides an interesting platform to learn, exchange views, share knowledge, expand your network base of highly experienced individuals and at the same time receive first-hand information from the "who's who" of the industry:

Be part of the community, it is worth every peruny!



Angeline Yee, (CCM) Certified Complex Manager

PPK Courses do not only provide the platform for individuals to learn, build and obtain the proper recognition for management of shopping centres, but they also become part of the privileged network to share laughter and joy, sweat and tears while we face shopping centre challenges in defusing all sorts of active time bombs.



Lovell Ho, (CMM) Certified Marketing Manager

The certification courses have opened up my horizons and given me the opportunity to view shopping management from a bigger perspective.



Talk at Berjaya University College of Hospitality

Ms Joyce Yap was invited to present a talk on YES, Shopping is a career I to college students on 17 December 2009 for their session on Be Bold: Dare to explore the Dynamism of Retailing. This was an eye-opener for the students as most thought shopping is just another leisure activity ...

Malaysia Year End Sale (MYES) 2009

The Best Decorated Window Competition and the MYES Shopping Centre Awards 2009 coordinated by PPKM with the theme A Fabulous Tropical Christmas, MYES! were participated by 61 retailers and 9 participating shopping centres respectively. There were 2 categories for shopping centres i.e. CBD and Suburban and participants were evaluated for the Best in Thematic Decorations and Best in Promotions and Events for each category.

Congratulations to all the commendable winners and a word of appreciation to all participants!





 A Merry Magical Christmas at Mid Valley Megamali gamered the Best in Promotions and Events (CBD category)



 Bangsar Village II goes creative with décor from recycled Items



The winning department store: Tang's Pavilion Kuala



* IOI Mall, Puchong believes that charity begins at home



* Santa Claus comes to The Sphere at Bangsar South



Shoppers are welcomed by swans at Sungei Wang Plaza



 Fiorucci, The Gardens garnered the award for specialty shoot





 An all-French atmosphere with a tropical twist at Sunway Pyramid's Mognifique Christmos, winner for both awards in the Suburban Category



Glittering presents hung aglow at Bangsar Village



 Pavilion Kuala Lumpur goes 'toyale' with its plush décor, winning the Best in Thematic Decoration (CBD category)

L to R: Mr Daniel Lee, Fiorucci; Ms Pat Ng, Tang's Pavilion KL; Ms Joyce Yap; YB Dato Sri Dr Ng Yen Yen, Minister of Tourism; Mr Kelvin Tan, Sunway Pyramid; Mr Ko Chai Huat, Mid Valley Megamali and Ms Josephine Wong, Sunway Pyramid.

Corporate Social Responsibility: Community Project

Representatives from PPKM presented a 'roaring' appreciation for senior citizens and spent a pleasant morning on Sat 23 January 2010 getting to know the 45 senior citizens at Rumah Sejahtera, Jelapang, Ipoh. The Lion Dance, courtesy of Ipoh Parade Shopping Centre, certainly brought a few "roars" in their normally quiet routine. Together with a contribution of RM4,000 from PPKM plus additional contributions in cash and kind from several individual members, PPK hopes the seniors' quality of life will be just a bit more improved.

Nevertheless, the mixed group of over 60's had a fun time during the lunch sponsored by PPK Malaysia and were sprightly enough to join us in a karaoke and music session! According to Mr Gordon Choo, Secretary and Principal of the Majlis Pusat Kebajikan Semenanjung Malaysia Cawangan Daerah Ipoh, who runs the home and himself a very spry 80+, only senior citizens without immediate families and means of support may be admitted o the Home. Rumah Sejahtera is a well-run home, clean and well ventilated and the inmates were certainly in good spirits!



Having a "roaring" time



 Ms Joyce Yap, President of PPK Malaysia handing over PPK's contribution to Mr Gordon Choo



* Richard rendering us a melody on his harmonica



▲ Lunch is tastier, served by Ms Vicky Lee from Ipoh Parade



▲ PPK team with some of the seniors







SNIPPETS

PPKM Membership Promotion 2010

PPKM's 2010 membership promotion drive is now on – incidentally, this coincides with the annual 3 sales periods promoted by Tourism Malaysia (!) as follows:

Campaign 1: 6 March – 11 April 2010

Campaign 2: 24 July –16 September 2010

Campaign 3: 20 November 2010 – 2 January 2011

Join us now, membership entrance fees are on discount ! For more details, log on to our website at ppkm.org.my

Festive Season Round up

"Tiger, tiger burning bright.."

With the coming of the new lunar year, the tiger is here..

The recent Chinese New Year festivities saw shopping centres celebrating in their own innovative styles, from the cute, friendly prosperity cat to the adorable cartoon tiger, from lotus blooms to traditional pagodas and lanterns.















Membership List-Year 2010 (As at 19th March 2010)

Corporate Members

1-Borneo Hypermall 1-Utama (Bandar Utama City Centre)

1-Utama (Aeon Co) A' Famosa Premium Cutlet Village

Aim Point Plaza Alor Star Mail Alam Sentral Plaza Amcorp Mail Ampang Park averuse K Asia City

Bungser Shopping Complex Betu Pahat Mell

BB Plaza Bentong Yega Mall

Berjaya Times Square, Kuala Lumpur Brem Mail

Campbell Complex Cap Square Central Market

Centre Point Sabah Centrel Square Sungal Petani Cheras Leisure Mall e © Curve Chy Mall

Detaran Pahlowan Melaka Megamali

Dayabumi Complex Digital Mail East Coast Mail Endah Parade First World Plaza

Fisht World Plaza Glant Hypermarket Bandar Khrara Glant Hypermarket Bayan Baru Glant Hypermarket Bayan Baru Glant Hypermarket Kelombong

Gient Hypermarket Kleng Gient Hypermarket Kota Demansera Gient Hypermarket Kuala Terengganu

Glant Hypermarket Kuala Terengg Glant Hypermarket Kuarnan Glant Hypermarket Muar Clant Hypermarket Muar Clant Hypermarket Pertong Glant Hypermarket Pertong Glant Hypermarket Pertong Glant Hypermarket Senswang Glant Hypermarket Senswang Glant Hypermarket Senswang Glant Hypermarket Seudal Glant Hypermarket Seudal Glant Hypermarket Seudal Glant Hypermarket Tarpel Glant Hypermarket Tarpel Glant Hypermarket Tarpel

Giant Hypernarket Tampo Giant Hypernarket Tawau

Islant Hypermarket Tawau
Glant Hypermarket Ulu Klang
Glant Mal Kolana Jaya
Glant Superstore Bendar Puteri
Glant Superstore Nilei
Glant Superstore Prime Seujene (Kejeng)
Glant Superstore Sandakan
Glant Superstore Sunway City
Great Factorn Mail

Great Eastern Mail Green Heights Mail Gurney Paragon Herbour Place Hock Lee Centre IOI Mall Bender Putra Kulai IOI Mall Puchong

Iskandar investment Island Plaza

Honorary Member Dato 'Teo Chiang Kok Ngeow Yoon Year, CCM Associate Members - Individual

Ng Hean Yin Lau Jean Wei

Nohd Nazri b Mohd Mokhtar Affiliate Member - Individual Belasubrameniam af KR Subrayan

Choong Kim Chuan

Jeffrey Lee Lee Chee Choon , Eddie Lim Seng Teck Wong Lian See

Yeong Chee Fun Affiliate Member - Corporate

The Hot Shoe Show & Company Sdn Bhd

ipoh Parade Jetry Point Duty Free Complex Johor Bahru City Square Johor Bahru City Square Office Tower

KB Mail Kenanga Wholesale Chy Klarg Parade KL Plaza Kluang Mail

Kompleks Bukit Jambul Kompleks Metro Point Kompleks Muflers Kompleks Prangin Mat Kompleks Tun Abdul Razak (KOMTAR) Kota Raya Complex

Longkawi Fair Shooping Fair

Mahkota Parade Merdeka Mali Menara IMC Menara Landmark Menara Mutiara Bangsar

Monara Mutiara Majo Mid Valley Mogernall Midlands Park New World Park

Oceanic Mell Peragon Point Shopping Complex Pevilion Kuala Lumpur Peya Bunga Square (PB Square) Pearl Point Stopping Mail

Pelangi Leisure Wall Penang Times Square Perling Mall

Pernama Kompleks Mutiera Armada, Lumuf

Pertama Complex Plaza Angeona Plaza Gumey Plaza Low Yat Plaza Metro Kajang Plaza Pelangi Plaza Salak Park 'SPARK'

Plaza Tasak Pudu Plaza Queenabay Mail RCMC Son Bhd SACC Mall Semua House Seremban Parade

Shaw Centre Point Klang Shaw Parade Skudel Parede South City Plaza Starhill Gallery

Subang Avenue Shopping Complex Subang Parade Sungei Wang Plaza

Surway Carnival Mall Surway Giza Surway Pyramid Suria KLCC

Surfa Sabah Shopping Mail Sutera Mail

Taman Nusantara, Bandar Nusajaya, lekandar Terminal One Shopping Mall The Atria Shopping Centre

Founding Member

Organisers (MACEOS)

Malaysia Retailers Association (MRA)

Fiabol Malaysia Chapter Fire Prevention Council Malaysia (FIPCOM)

Fire Prevention Council Malaysia (FIPCOM)
Hong Kong Trade Development Council
Jabatan Bornba & Penyelamat Malaysia
Japan Council of Shopping Centres (JCSC)
Inatitate of Shopping Centres (JCSC)
Inatitate Perkabernuk Delaman Malaysia (IPDM)
International Council of Shopping Centres (ICSC)
Malaysian Association of Convention and Exhibition
Conscience IMMCDDI

The Gardens Tropicana City Mall The Mail The Mines The Spring The Strend Encorp The Summit Batu Pahet The Summit Suberg USJ The Waterfront The Weld The Zon Tun Jugah Wangsa Welk Mall Welso Parade

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earl b Khamis

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Cheong Mee Yoke Chong Min Fui, CCM Chong Vun King, Androw Chow Heng Wah, OCM Daphnie Chong Wai Jee

Devid Looi Elizabeth Chan Ghoo Im

Elizabeth Chan Choo In Eric Tee Lei Keong Evo Hoe, CMM Evelyn Lo, CCM Foong Meng Khum, CCM Fransis Lee Kong Keng George Tee Al Cheh Ghetizah Hanim Amir

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Yong Poi Yee Zahayu Shima bt Ayub , CMM Zaimi Md Ali Zulkahar b Khamis, COM

Malaysian Association of Hotels (MAH)
Malaysian Association of Tour & Travel Agents (MATTA)
Malaysia Crime Prevention Foundation (MCPF)
Malaysia Green Building Confederation (MGBC)
Mall China
Middle East Council of Shopping Centres (MECSC)
Nordic Council of Shopping Centres (MCSC)
Pertubuhan Akhish Malaysia (PAM)
Property Council of Australia (PCA)
Custlet Restroom Association of Malaysia (CRAM) Founding member
Council of Asian Shopping Centres (CASC)
Metworking Partners
Associate Pergetola Puset Besinja Indonesia (APPBI)
Association of Consulting Engineers Malaysia (ACEM)
Dewon Bendersys Kuala Lumpur (DBKL)
Eastern Regional Organication for Planning and Housing (EAROPH)
Easter Melaysia Chapter

Lim Bea Tin Lim Boon Yew @ Alvin Lim Lim Ka-Teung Joachin Lim Kai Ying Lim Kim Swee

Lim Kox Nieng Lim Koon Hool, Cynthia, CMM Lim Kwong Hon Linda Eng Lee Huan Linus Soon Chee Hoy Loh Kox Chai, CCM

Mimi Chang Yoke Khum Mohamed Nazib Sulman , CMM Mohd Bahrin Bakri & Bakori

Mohd Hanafish B. Mohd Sheh Mohd Saukat Ai b Mohd Ghaz Mohd Taufig b Shamauddin

Mok Choo Yum Ng Mun Meng, Jeannie Nk Azian Nik Aman Nikole Pielhana bi Abu Hassan

Padma Prian @ Padma s/o Mariam

Mohd Zain b Hassen, COM

Noor Salohah ht Wahid

Org Eng Hin, CCM Ong Hai Ling Ool Kee Chuan

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Philip Thum Tex Por, CCM
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Rashidan b Ismail, COM
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Roland Ting Huong Sing
Skit Hon Feng
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Oci Soon Kint

Lim Kok Kheng

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Quality Restroom Association of Malaysia (QRAM)
Real Estate & Housing Developers' Association (REHDA)
Real Estate & Housing Developers' Association (REHDA)
Real Estate & Housing Developers' Association of
Singapore (REDAS)
Talwan Council of Shopping Centers (TCSC)
The Association Chinose Chambers of Commore And Industry
Of Malaysia (ACCCIN)
The Association of Shopping Centres, Singapore (TASC)
The Institution of Engineers, Malaysia (EEM)
Tourism Malaysia

Malaysian Retailer-Chains Association (MRCA) Malaysian Association of Hotel Owners (MAHO) CAM Certified Administration Manager CMM Certified Marketing Manager COM Certified Operations Manager CCM Certified Complex Manager

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