



Malaysia Retailers Association

MRA 2026
SUSTAINABILITY
SYMPOSIUM

THE RETAIL ESG BLUEPRINT

FROM AWARENESS TO EXECUTION

A PRACTICAL ESG PLAYBOOK FOR RETAILERS



9 SEPTEMBER 2026
WEDNESDAY



AICB CENTRE OF EXCELLENCE
BANGUNAN AICB,
10, JALAN DATO' ONN,
50480 KUALA LUMPUR

ORGANISED BY
MALAYSIA RETAILERS ASSOCIATION

SPONSOR:



ENVIRONMENT



SOCIAL



GOVERNANCE



BUILDING A
SUSTAINABLE RETAIL
FUTURE **TOGETHER**

About The Symposium



ESG is no longer a future consideration — it is a present-day business imperative.

The MRA 2026 Sustainability Symposium is designed as a **practical masterclass** for ESG adoption in the retail industry. Moving beyond theory, this one-day immersive experience is structured as a **hands-on “ESG playbook”**, equipping retailers with the tools, frameworks, and confidence to take immediate action. Through expert insights, real-world case studies, interactive discussions, and guided workshops, participants will leave not just informed — but ready to implement. This is where **awareness turns into execution**.

ESG is no longer conceptual — here’s exactly how to do it.



Why you should not miss this programme:

- Gain retail-specific insights — not generic ESG theory
- Practical and actionable — focused on “what you can do next Monday”
- Learn from real industry players — including leading retailers and partners
- Hands-on workshop — walk away with your own ESG action plan
- Learn about the first-ever Retail ESG Standard (RES) for the retail industry
- Celebrate excellence at the MRA Sustainability Awards

Who Should attend:

Retail business owners, managers and senior executives

Sustainability and ESG leaders

Operations, supply chain, and procurement teams

Finance, risk, and compliance professionals

Marketing and brand leaders navigating consumer expectations



PROGRAMME AGENDA



Time	Session Details
9.00am - 9.15am	Registration
9.15am - 9.30am	Welcome Address Molly Fong, Chair of the Sustainability Committee of Malaysia Retailers Association
9.30am - 10.00am	Why Sustainability Matters In Retail Now Yasir Qureshi, Head of Growth & Consumer Insights at Kantar Research ❖ Regional and global retail trends and data on consumer expectations and generational shifts
10.00am - 10.45am	Panel Dialogue : Retail Sustainability in Action — Real Stories from the Ground Moderator: Professor Dr Mohan, Deputy Head of the School of Business at Monash University Panel members: • Tengku Adrinna, Head of Sustainability, AEON Co.(M) Bhd. • Albert Lee, Director of Optimisation & Sustainability, 99 Speedmart Retail Holdings Bhd. • Dawn Chow, Director of Sustainability & Corporate PR at Uniqlo (Malaysia) Sdn. Bhd. ❖ Real-life lessons learned : managing costs, overcoming challenges and tangible business benefits
☕ Mid-morning Break : 10.45am to 11.00am	
11.00am - 11.45am	Panel Dialogue : The Retail Sustainability Ecosystem - Perspectives from Business Partners Moderator: Ganesh Kumar Nadarajah, Associate Professor and Director of MBA at Nottingham University Panel members: • Jessica Jong, Associate Director – Sustainability, Quality, Environment, Safety & Health, Sunway Malls • Roy Heong, Chief Sustainability Officer, Alliance Bank Malaysia Berhad • Koh Ree Nie, Head of Sustainability Reporting & Assurance, KPMG ❖ Sustainability as a shared responsibility across all stakeholders. Evolving regulatory expectations.
11.45am - 12.30pm	Expert Session: From Ideas To Impact - Making ESG Work In Retail Mr Ng Hon Seng, CEO and Founder of myESG ❖ Overcoming cost and resource constraints, securing management buy-in, identifying practical quick wins and avoiding common ESG pitfalls Interactive activity: Ask The Expert session: Get the answers to your burning questions
1.30pm - 2.30pm	Back to Basics ESG Masterclass: ESG Demystified - What It Really Means for Retailers Tan Ee Beng, Head of ESG Services at Genashtim Innovative Learning ❖ What sustainability and ESG really means ❖ ESG data made practical and manageable
2.30pm - 3.30pm	Workshop - Building Your Retail ESG Action Plan Facilitated by Mae Chan, HRDC certified trainer ❖ Identify ESG gaps and develop practical actions with peer discussions and idea sharing.
☕ Afternoon Tea Break : 3.30pm to 4.00pm	
4.00pm - 4.30pm	Launch of Retail ESG Standard Introduction by: Molly Fong, Chair of the Sustainability Committee of Malaysia Retailers Association ❖ The first ESG framework for Malaysian retailers, certification pathway, benefits for retailers
4.30pm – 5.30pm	Celebrating Retail ESG Leadership : MRA Sustainability Awards Look out for more details on the next page!
5.30pm – 6.00pm	Closing

**Programme subject to change at the organisers’ discretion

MRA SUSTAINABILITY AWARDS

SUBMIT YOUR NOMINATION NOW!



DEADLINE:

31st JULY 2026

AWARD CATEGORIES:



1 SUSTAINABLE RETAILER OF THE YEAR (OVERALL EXCELLENCE)

Honouring holistic ESG excellence across strategy, impact, and governance.

- Integrated ESG strategy embedded into business model
- Measurable outcomes, governance, transparency, and accountability
- Leadership tone and industry influence



2 THE RETAIL INNOVATION FOR GOOD AWARD (for Sustainability Innovation in Retail)

Celebrating innovative, scalable sustainability solutions.

- New business models
- Use of technology or Customer-facing innovations
- Pilots with strong potential for scale



3 THE RISING STAR IN SUSTAINABLE RETAIL AWARD (emerging retailers)

Recognising emerging retailers making early-stage meaningful ESG progress.

- Clear ESG roadmap and ambition
- Tangible early wins despite limited resources
- Leadership commitment and cultural shift

WHY PARTICIPATE

- ★ Showcase your sustainability achievements
- ★ Gain industry recognition
- ✓ Inspire and benchmark against peers
- ★ Strengthen credibility with stakeholders

SPEAKER PROFILES



Molly Fong

CHAIR OF THE SUSTAINABILITY COMMITTEE OF MALAYSIA RETAILERS ASSOCIATION

Molly Fong is an accomplished business leader with three decades of experience in the retail and beauty industry, most notably as the former Chief Executive Officer and Director of InNature Berhad, a regional franchisee of The Body Shop. Molly holds an MBA from the University of Nottingham and was named Alumnus of the Year in 2013. She has served on the Advisory Boards of Nottingham University Business School since 2019, and was recently appointed Honorary Fellow in August 2025. She was also awarded an Honorary Doctor of Laws by the university in February 2026. Consistent with her belief in responsible management education, Molly also actively contributes to industry dialogue on purpose-driven leadership and values-based business conduct. In furtherance of this commitment, she founded the Sustainability Committee of the Malaysia Retailers Association in 2025 and currently serves as its Chair.



Yasir Qureshi

HEAD OF GROWTH & CONSUMER INSIGHTS, HEAD OF SHOPPER & ECOMMERCE DOMAIN (HUB), KANTAR RESEARCH

Yasir Qureshi is a strategic leader in Insights with 20+ years of experience delivering insight-led strategies to drive commercial impact for top-tier clients - from insights generation to in-market execution, covering a wide spectrum of research expertise: Branding tracking, Segmentation, innovation & Shopper work across multiple categories & markets. Yasir is the Regional Account Lead for Fonterra (Lactalis–Mainland Dairy); Regional Shopper Lead for Coca-Cola, Unilever & other MNCs. He leads sustainability practice & managed the largest account on sustainability in APAC. Yasir has won many accolades including Top 3 Global Recognition – Shopper Study (2024), Winner of the Global Kantar Impact Award 2023 (APAC) for delivering multi-country shopper with measurable business results, Kantar Gold Award recipient for two consecutive years (2017 & 2018). He was also honoured with the Global Bronze Award (2017) for driving tangible business impact



Professor Dr Mohan

DEPUTY HEAD OF THE SCHOOL OF BUSINESS AT MONASH UNIVERSITY

Dr. Mohan V Avvari is Professor and Deputy Head (Research, Engagement & Impact) at the School of Business, Monash University Malaysia, overseeing the school's external engagement for research and education to have societal impact. Prior to joining Monash, he was with the Nottingham University Business School in Malaysia. Mohan strongly believes Asian businesses, in their own unique ways, can provide innovative solutions to society's problems while also generating economic/financial gains. He has nearly 30 years of academic experience, and his research is underpinned by the concept of Innovation Systems (investigating inter-organizational linkages of business organizations for innovation and also sustainability-oriented business strategies). He has experience in conducting multi-country research projects, publishing his work in international journals, and producing reports for international agencies.



Tengku Adrinna Shahaz

HEAD OF SUSTAINABILITY, AEON CO.(M) BHD.

Tengku Adrinna is the Head of Sustainability at AEON CO. (M) BHD., leading the company's ESG strategy, sustainability performance, and disclosures aligned with global standards. She drives initiatives in carbon emission reduction, waste management, and circularity across AEON's retail ecosystem. With 20 years of experience spanning sustainability, investor relations, and corporate finance, she has also championed entrepreneurship programmes for micro and small businesses, creating inclusive and sustainable impact. Her expertise lies in bridging stakeholder expectations with corporate accountability and ESG integration. Under her leadership, AEON has been included in the FTSE4Good Bursa Malaysia Index since 2022 and currently holds a 4-Star ESG rating.

SPEAKER PROFILES



Albert Lee

DIRECTOR OF OPTIMISATION & SUSTAINABILITY, 99 SPEEDMART RETAIL HOLDINGS BHD.

Albert is the Alternate Director & Head of Sustainability at 99 Speed Mart Retail Holdings Bhd. In 2022, he graduated with a Bachelor of Science in Philosophy, Politics and Economics from King's College London, England. He is responsible for optimising the Group's processes and enhancing inter-departmental functions, as well as analysing and implementing sustainability measures into the Group's operations. Albert has been integral in the introduction of Malaysia's first retailer EV transporter fleet in 2025, and the rollout of Energy Efficiency solutions and Solar PV systems across the Group's operations.



Dawn Chow

DIRECTOR OF SUSTAINABILITY & CORPORATE PR, UNIQLO (MALAYSIA) SDN. BHD. .

Dawn is currently the Director of Sustainability & Corporate PR at Uniqlo (Malaysia) Sdn. Bhd. She graduated from Universiti Putra Malaysia in 2001 with a Bachelor of Science (Hons) in Statistics with Education. With over a decade of marketing experience across the haircare, luxury watches, and fashion retail industries, she joined Uniqlo Malaysia in 2014. Throughout her tenure, she has held several key leadership roles, including Marketing & PR Manager, Marketing & PR Director, and E-Commerce & Customer Care, before taking on her current role in Sustainability & Corporate PR. Her diverse experience spans brand management, corporate communications, customer engagement, digital commerce, and sustainability initiatives.



Ganesh Kumar Nadarajah

ASSOCIATE PROFESSOR AND DIRECTOR OF MBA AT NOTTINGHAM UNIVERSITY

Associate Professor Ganesh Kumar Nadarajah brings over 36 years of senior leadership experience across corporate strategy, financial management, and sustainability transformation. He currently serves as Director of MBA Programmes and Director of External Engagement at a leading international UK-based university in Malaysia, and is the Managing Partner of SustainShift Ideation. Ganesh's extensive corporate background features key executive roles, including Group CFO of Farm Fresh Berhad and Executive VP of Group Strategy at AmBank Group, where his leadership earned multiple regional corporate governance and investor relations awards. A recognized expert in ESG integration and innovation, he frequently delivers executive programmes globally. He is an Associate Fellow of the Higher Education Academy (UK) and holds an MSc from the University of Missouri.



Koh Ree Nie

HEAD OF SUSTAINABILITY REPORTING & ASSURANCE, KPMG

Ree Nie is Head of Sustainability Reporting and Assurance at KPMG Malaysia, with over 25 years of experience. She specialises in sustainability reporting, integrated reporting, and assurance, supporting organisations in delivering credible and globally aligned sustainability disclosures



Jessica Jong

ASSOCIATE DIRECTOR – SUSTAINABILITY, QUALITY, ENVIRONMENT, SAFETY & HEALTH, SUNWAY MALLS

Jessica Jong is a highly accomplished ESG (Environmental, Social, and Governance) practitioner with over 13 years of experience in the retail industry. As the Head of Sustainability and Quality Assurance at Sunway Malls, she has played a pivotal role in driving ESG initiatives and positioning Sunway Malls as a leader in environmental and social responsibility. With a proven track record in integrating ESG principles into operational practices, supply chains, stakeholder engagement, and reporting frameworks, Jessica brings a wealth of knowledge and expertise to the table. Her comprehensive understanding of sustainability issues enables her to develop and implement comprehensive sustainability strategies across multiple retail developments. One of Jessica's notable achievements includes the establishment of the Centre of Excellence for Quality Assurance. Under her leadership, Sunway Pyramid achieved ISO9001 certification (Quality Management System) within an impressive nine-month timeframe in 2011. Subsequently, this standard of excellence was implemented across all Sunway Malls and the Sunway Lagoon Theme Park, setting a benchmark for quality in these establishments

SPEAKER PROFILES



Roy Heong

CHIEF SUSTAINABILITY OFFICER, ALLIANCE BANK MALAYSIA BERHAD

Chief Sustainability Officer at Alliance Bank Malaysia Berhad (ABMB) • As of the financial year 2025, ABMB has achieved >RM14 billion in New Sustainable Banking Business. • Champions the bank's Net Zero commitment and works with the bank's clients to drive decarbonization efforts. • Committed to collaborating with businesses and ecosystems to enable Growth and Profitability that is achieved Sustainably. • Developed Alliance Bank's Sustainability Impact Program (SIP), transforming businesses into global contenders whilst embracing Alliance Bank's 3As approach to sustainability: Advocacy, Advisory, and Answers. • Passionate about creating Win-Win Partnerships for both external stakeholders and bank clients, including with partners such as UN Global Compact, Bursa Malaysia, and others.

- Launched programs that enable SMEs to transition into sustainable practices and become competitive in the supply chain



Ng Hon Seng

FOUNDER AND MANAGING DIRECTOR OF EEHSSE CONSULTING SDN BHD AND MYESG SDN BHD

Ng Hon Seng is one of the founding members and currently a committee member of the Malaysia Carbon Market Association (MCMA). He was formerly the Secretary General of the Business Council for Sustainability and Responsibility Malaysia (BCSRM) (2017-2019), a local chapter of World Business Council for Sustainable Development (WBCSD). During his tenure within BCSRM, he championed various initiatives to elevate the level of awareness and understanding of Malaysian companies on ESG, especially Taskforce for Climate-Related Financial Disclosure (TCFD), GHG protocols for corporate accounting, Sustainable Supply Chain, dialogues with various authorities such as Bursa, Securities Commissions, Ministry of Energy, Science, Technology, Environment and Climate Change (MESTECC) and leading local and international corporations operating in Malaysia. Mr. Ng specialises in Greenhouse Gas Inventory and Reporting; and Climate-Related Financial Disclosure under IFRS S2. He participated in the inaugural ISO14000s series sponsored by UNDP/JICA in 1998, which comprised of ISO14001 environmental management system (EMS), EMS audits, LCA, Eco-Labeling etc., and started practicing since 1990s. Mr. Ng was formerly the principal consultant to the Department of Environment (DOE) and the Asian Environmental compliance and Enforcement Network (AECEN) funded by the United States Agency for International Development (USAID) and Japan's Institute for Global Environmental Strategies (IGES) in supporting the development of environmental policies and standards in Asia



Tan Ee Beng

HEAD OF ESG SERVICES AT GENASHTIM INNOVATIVE LEARNING

Tan Ee Beng is a prominent sustainability practitioner in Malaysia's ESG landscape. He serves as Director of B Market Builder Southeast Asia (BMB SEA), spearheading regional efforts to grow the B Corp movement, and heads the ESG Services Department at Genashtim Innovative Learning. A subject matter expert on B Lab's Performance Standards, he guides businesses across the region in embedding ESG principles and achieving certification. Ee Beng is a Certified Sustainability Professional under the Global Reporting Initiative (GRI) and a sought-after speaker who has conducted masterclasses for institutions like MRANTI and IERP. Blind since birth, he exemplifies purpose-driven leadership, continuously challenging conventional boundaries to redefine what inclusive leadership looks like within the ESG space

FACILITATOR PROFILE



Mae Chan

HRDC CERTIFIED TRAINER

Mae is a HRD Corp Accredited Trainer with over 32 years of leadership and people development experience across Malaysia, Vietnam, and Cambodia. She holds a Professional Diploma in Training & Development (Distinction) from the University of Malaya and specializes in emotional readiness, leadership development, communication, coaching, and workplace behavioral effectiveness. With a strong corporate background that progressed from frontline retail operations to Chief Revenue Officer for an international beauty franchise across three countries, Mae brings practical industry insights and engaging facilitation approaches to deliver impactful learning experiences that strengthen emotional resilience, workplace readiness, and performance effectiveness.

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Scan this QR code now
to register.

Or click on this
registration Link :
<https://forms.gle/HWtBF6xX216tPWWk9>



Programme Fee	Rate for a Group of 3 pax	Normal Rate
MRA members	RM 300 per pax	RM 388 per pax
Members of supporting associations	RM 400 per pax	RM 450 per pax
Suppliers of MRA members	RM 400 per pax	RM 450 per pax
Non-MRA members	RM 450 per pax	RM 500 per pax
Students	RM 200 per pax	RM 200 per pax

IMPORTANT NOTES

The programme fee includes the following:

- Participation in the full day programme
- All conference presentation materials
- Welcome refreshments, morning and afternoon refreshments and lunch

Payment & HRD Corporation claimable:

•As MRA is not a ‘registered training provider’ with HRD Corp, payment for the conference will need to be made directly to MRA. Organisations may subsequently submit their claims to HRD Corp after the event, subject to HRD Corp’s prevailing terms and conditions. Approval of HRD Corp grant would have been obtained via e-TRIS by respective organisation, and to apply under “Non-Registered Training Provider Details - Association” under the Skim Bantuan Latihan (SBL)

Program Title: The Retail ESG Blueprint - From Awareness to Execution

Date: 9 September 2026

Venue: AICB Centre of Excellence, Bangunan AICB, Kuala Lumpur

- An invoice will be issued upon registration, and we would appreciate payment being made within one week of registration.
- The rate listed above is inclusive of SST

Terms & Conditions:

The organiser reserves the right to cancel the programme, change the date, time and venue if circumstances are beyond its control. *Cancellation Policy:* We regret we are unable to accept any cancellation once delegates have been registered. However, if delegate(s) are unable to attend, a replacement may be arranged and notified to us, before 4 Sept 2026.

Further Information & Registration:

Malaysia Retailers Association

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