

# NOTICE



Dear fellow Mirians,

It has come to our attention on the recent disturbing speculations in regard to the structural integrity of our buildings. The safety of our fellow shoppers, tenants and staff has always been our upmost priority and it will always remain unchanged.

We would like to take this opportunity to add clarity to the public's concerns and we thank you for raising your apprehensions. We assure you that our building structure is in safe condition, however, we would like to address the following issues raised:

1. **Structural Integrity** – It is in our best interest to keep Bintang Megamall the number 1 shopping and entertainment haven for our shoppers. Therefore, upgrading and renovation work are constantly happening in order to expand and improve to satisfy the public's growing needs. Major constructions such as the new wing and GSC Lite goes through intricate processes where we work closely with professional structural engineers, safety engineers, architects and relevant authorities so that the added constructions do not affect the overall foundation & integrity of the building. Major constructions will not happen without proper approvals from all parties involved.
2. **Building Inspection** – Bintang Megamall performs yearly comprehensive building inspection as a safety precaution, it is our primary responsibility to ascertain the safety of the building is aligned with safety regulations. Due to recent speculations, the management will personally invite professional structural engineers and safety engineers to evaluate the building's foundation and structural work.
3. **Floor Tiles Popping** – We have closely examined the videos uploaded on the floor tiles coming loose. We would like to assure the public that the floor tiles coming loose are not due to the collision or friction caused by foundation of the buildings. The problem is due to poorly mixed mortar, improper laying and unfortunate workmanship. For example, due to too much water, too little water, inadequate mixing or improper curing, these isolated incidents will cause the floor tiles to come loose. A common reason for tiles popping off the floor is that the expansion joints were not included in the installation, therefore during the expansion and contraction of concrete due to temperature, the pressure will cause the tiles to pop off. We have closely examined the affected areas and we can safely confirm that these incidents are isolated, caused by improper laying and workmanship.
4. **Tenant Renovations** – We will audit the processes for tenant renovations and will work closely with each tenant to standardize the procedures for future constructions. Although tenant renovations will not, in any way, affect the building's main structure, it is our responsibility to provide stringent construction guidelines for our tenant so safety is never compromised.

We take our role very seriously. Bintang Megamall has always been the best shopping & entertainment haven in Miri and we are committed to keeping it that way. We thank you for your concerns and we will continue to monitor the situation closely. If you require additional information, do drop us a comment and we hope to address your concerns as soon as we can

Yours Sincerely, The Management.