

## LETTER TO SHAREHOLDERS

April 20, 2023

Dear Valued Shareholders of DKSH Holdings (Malaysia) Berhad,

### **DKSH HOLDINGS (MALAYSIA) BERHAD (“DKSH”) Thirty-First Annual General Meeting (“31ST AGM”)**

DKSH wishes to inform you that notice is hereby given that the 31st AGM of the Company will be held on Friday, May 19, 2023 at 10:00 a.m. at the Ballroom I & II, Jalan Kelab Tropicana, Tropicana Golf & Country Resort, 47410 Petaling Jaya, Selangor Darul Ehsan.

The Annual Report, Circular to Shareholders and Corporate Governance Report (“AGM documents”) dated April 20, 2023 have been published on the Company’s website at [www.dksh.com.my](http://www.dksh.com.my). You may download the soft copy of the AGM documents from our website.

The Notice of the AGM, Proxy Form and Administrative Guide are included together with this letter for your information.

Should you require a printed copy of the Annual Report 2022/Circular to Shareholders, please request at our Share Registrar, Tricor’s website at <https://tiah.online> by selecting “Request for Annual Report/Circular” under the “Investor Services”. Alternatively, you may also make your request through telephone/e-mail to our Share Registrar Tricor at 03-2783 9299 or [is.enquiry@my.tricorglobal.com](mailto:is.enquiry@my.tricorglobal.com). We will send it to you by ordinary post as soon as reasonably practicable from the receipt of your request.

If you wish to appoint a proxy to participate on your behalf at the 31st AGM, you may deposit your Proxy Form at the office of our Company’s Share Registrar at Unit 32-01, Level 32, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur or its Customer Service Centre at Unit G-3, Ground Floor, Vertical Podium, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur or electronic lodgement via TIIH Online at <https://tiah.online> not later than May 17, 2023 at 10.00 a.m. Kindly refer to the Administrative Guide for further information on electronic submission of proxy form.

Thank you for your continuous support.

Yours truly,

**Stephen John Ferraby**  
Non-Independent Non-Executive Chairman

## Administrative Guide

### For DKSH Holdings (Malaysia) Berhad (“DKSH”) Thirty-First Annual General Meeting (“31st AGM”)

Date: Friday, May 19, 2023  
Time: 10:00 a.m.  
Place: Ballroom I & II, Jalan Kelab Tropicana, Tropicana Golf & Country Resort, 47410 Petaling Jaya, Selangor Darul Ehsan

#### Registration

1. Registration will commence at 8:00 a.m. at the entrance of Ballroom I & II of Tropicana Golf & Country Resort, and will end at a time as directed by the Chairman of the meeting. The Annual General Meeting will start punctually at 10:00 a.m. We strongly encourage you to come early to facilitate registration.
2. Please read the signage to ascertain the correct registration counter and join the queue accordingly.
3. Please produce your original Identity Card (IC) or passport (for Non-Malaysians) to the registration staff for verification. Only original IC or passport will be accepted for purposes of identity verification. Please make sure you collect your IC or passport thereafter.
4. No person will be allowed to register on behalf of another person with the original IC or passport of that other person.
5. **Upon verification and registration:**  
Please sign on the Attendance List and an identification wristband (for attending the 31st AGM) will be given to be secured around your wrist. The identification wristband has a personalized passcode, so please retain the same for entry to the meeting room (Ballroom I & II) and for poll voting purpose at the 31st AGM. If you are attending the 31st AGM as a shareholder as well as proxy, you will be registered once and will only be given one identification wristband to enter the meeting hall. No person will be allowed to enter the meeting hall without wearing the identification wristband. There will be no replacement in the event that you lose/misplace the identification wristband.
6. The registration counter will only handle verification of identity and registration of attendance.
7. Help desk support is available for any other enquiries/assistance/revocation of proxy’s appointment.

#### Entitlements to attend, speak and vote

Only Depositors registered in the Register of Members/Record of Depositors and whose names appear in the Register of Members/Record of Depositors as at May 12, 2023 shall be entitled to attend, speak and vote at the AGM or appoint proxy(ies) to attend, speak and vote on their behalf in respect of the number of shares registered in their names at that time.

#### Appointment of Proxy

- The Proxy Forms and/or documents relating to the appointment of proxy/corporate representative/attorney for the 31st AGM whether in hard copy or by electronic means shall be deposited or submitted in the following manner not later than **Wednesday, 17 May 2023 at 10.00 a.m:**
  - (i) In Hard copy:  
By hand or post to the office of the Share Registrar, Tricor Investor & Issuing House Services Sdn Bhd at Unit 32-01, Level 32, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur or its Customer Service Centre at Unit G-3, Ground Floor, Vertical Podium, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur

(ii) By Electronic form:

All shareholders can have the option to submit Proxy Form electronically via TIIH Online and the steps to submit are summarised below:

**PROCEDURES FOR ELECTRONIC SUBMISSION OF PROXY FORM**

| <b>Procedure</b>   | <b>Action</b>   |
|--|---|
| <b>i. Steps for Individual Shareholders</b>                  |   |
| Register as a User with TIIH Online                          | <ul style="list-style-type: none"> <li>Using your computer, please access the website at <a href="https://tiih.online">https://tiih.online</a>. Register as a user under the "e-Services". Please refer to the tutorial guide posted on the homepage for assistance.</li> <li>If you are already a user with TIIH Online, you are not required to register again.</li> </ul>  |
| Proceed with submission of Proxy Form                        | <ul style="list-style-type: none"> <li>After the release of the Notice of Meeting by the Company, login with your user name (i.e. email address) and password.</li> <li>Select the corporate event: <b>"DKSH HOLDINGS (MALAYSIA) BERHAD 31ST AGM - Submission of Proxy Form"</b>.</li> <li>Read and agree to the Terms and Conditions and confirm the Declaration.</li> <li>Insert your CDS account number and indicate the number of shares for your proxy(s) to vote on your behalf.</li> <li>Appoint your proxy/proxies and insert the required details of your proxy/proxies or appoint the Chairperson as your proxy.</li> <li>Indicate your voting instructions – FOR or AGAINST, otherwise your proxy will decide on your votes.</li> <li>Review and confirm your proxy(s) appointment.</li> <li>Print the form of proxy for your record.</li> </ul>   |
| <b>ii. Steps for corporate or institutional shareholders</b> |   |
| Register as a User with TIIH Online                          | <ul style="list-style-type: none"> <li>Access TIIH Online at <a href="https://tiih.online">https://tiih.online</a></li> <li>Under e-Services, the authorised or nominated representative of the corporation or institutional shareholder selects <b>"Create Account by Representative of Corporate Holder"</b>.</li> <li>Complete the registration form and upload the required documents.</li> <li>Registration will be verified, and you will be notified by email within one (1) to two (2) working days.</li> <li>Proceed to activate your account with the temporary password given in the email and re-set your own password.</li> </ul> <p>Note: The representative of a corporate or institutional shareholder must register as a user in accordance with the above steps before he/she can subscribe to this corporate holder electronic proxy submission. Please contact our Share Registrar if you need clarifications on the user registration.</p> |

|                                       |  |
|---------------------------------------|--|
| Proceed with submission of Proxy Form | <ul style="list-style-type: none"> <li>▪ Login to TIH Online at <a href="https://tiah.online">https://tiah.online</a></li> <li>▪ Select the corporate event: <b>"DKSH HOLDINGS (MALAYSIA) BERHAD 31ST AGM - SUBMISSION OF PROXY FORM"</b></li> <li>▪ Agree to the Terms &amp; Conditions and Declaration.</li> <li>▪ Proceed to download the file format for "Submission of Proxy Form" in accordance with the Guidance Note set therein.</li> <li>▪ Prepare the file for the appointment of proxies by inserting the required data.</li> <li>▪ Login to TIH Online, select corporate event: <b>"DKSH HOLDINGS (MALAYSIA) BERHAD 31ST AGM - SUBMISSION OF PROXY FORM"</b>.</li> <li>▪ Proceed to upload the duly completed proxy appointment file.</li> <li>▪ Select "Submit" to complete your submission.</li> <li>▪ Print the confirmation report of your submission for your record.</li> </ul> |
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#### **Door gift**

There will be door gift given to shareholders and/or proxy(ies).

#### **Refreshment**

Light refreshment will be served before the commencement of the 31st AGM and followed by lunch upon the adjournment/conclusion of the 31st AGM. A coupon for refreshment will be issued upon registration. There will be no replacement in the event that you lose or misplace the coupon. Where more than two (2) proxies are appointed by a Member, only the first two (2) registered proxies will be provided with refreshment coupon.

#### **Parking**

Parking is free and you are advised to park your vehicle at the Tropicana Golf & Country Resort visitors' parking.

#### **Mobile devices**

Please ensure that all mobile devices i.e. phones/pagers/other sound emitting devices are switched off or put on silent mode during the 31st AGM to ensure smooth and uninterrupted proceedings.

#### **No smoking policy**

A no smoking policy is maintained at the 31st AGM. Your co-operation is much appreciated.

#### **Voting Procedure**

1. The voting at the 31st AGM will be conducted on a poll in accordance with Paragraph 8.29A(1) of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad. The Company has appointed Tricor Investor & Issuing House Services Sdn Bhd ("Tricor") as Poll Administrator to conduct the poll by way of electronic voting ("e-voting") and Asia Securities Sdn Berhad as Scrutineers to verify the poll results.
2. E-voting for each of the resolutions as set out in the Notice of the 31st AGM will take place upon the conclusion of the deliberations of all businesses transacted at the 31st AGM. The registration for attendance will be closed, to facilitate commencement of the poll.
3. Each shareholder/proxy will be directed to the e-voting counter or kiosk for voting using tablet where he/she must produce the identification wristband issued to him/her during the registration.
4. Each shareholder/proxy is invited to cast his/her vote. The 31st AGM will be adjourned after the conclusion of the polling process and the declaration of the poll results by the Chairman.

**Annual Report, Circular and Corporate Governance report (“AGM documents”)**

The 31st AGM documents are available on DKSH’s website at [www.dksh.com.my](http://www.dksh.com.my) for download. If you wish to request for printed copy of the 31st AGM documents, please request from our Share Registrar, Tricor Investor & Issuing House Services Sdn Bhd (Tricor)’s website at <https://tjih.online> by selecting "Request for Annual Report/Circular" under the "Investor Services". Alternatively, you may also make your request through telephone/e-mail to our Share Registrar Tricor at 03-2783 9299 or [is.enquiry@my.tricorglobal.com](mailto:is.enquiry@my.tricorglobal.com). We will send it to you by ordinary post as soon as reasonably practicable from the receipt of your request.

**Enquiry**

If you have any queries relating to the 31st AGM prior to the date of the Meeting, please contact the following officers during office hours, i.e. from 9:00 a.m. to 5:00 p.m. (Mondays to Fridays):

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|--|--|--|
| <b>Tricor Investor &amp; Issuing House Services Sdn Bhd</b><br>Registration No. 197101000970 (11324-H)<br><br>Unit 32-01, Level 32, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia | General Line   | 603-2783 9299  |
|  | Fax  | 603-2783 9222  |
|  | Email  | <a href="mailto:is.enquiry@my.tricorglobal.com">is.enquiry@my.tricorglobal.com</a>   |
|  | <b>Contact Persons</b><br>Nur Qaisara Naaila<br><br>Nor Faeayzah | 603-2783 9272<br><a href="mailto:Nur.Qaisara.Naaila@my.tricorglobal.com">Nur.Qaisara.Naaila@my.tricorglobal.com</a><br><br>603-2783 9274<br><a href="mailto:Nor.Faeayzah@my.tricorglobal.com">Nor.Faeayzah@my.tricorglobal.com</a> |
| <b>DKSH Holdings (Malaysia) Berhad</b><br>Registration No. 199101021067 (231378-A)<br><br>B-11-01, The Ascent, Paradigm, No. 1, Jalan SS7/26A, Kelana Jaya, 47301 Petaling Jaya, Selangor Darul Ehsan  | <b>Contact Persons</b><br>Yuen Yoke Ping                         | 603-7882 8888<br><a href="mailto:yoke.ping.yuen@dksh.com">yoke.ping.yuen@dksh.com</a>  |
|  | Nur Amalina  | 603-7882 8888<br><a href="mailto:nur.amalina.atiqah@dksh.com">nur.amalina.atiqah@dksh.com</a>  |