

LETTER TO SHAREHOLDERS

May 6, 2021

Dear Valued Shareholders of DKSH Holdings (Malaysia) Berhad,

DKSH HOLDINGS (MALAYSIA) BERHAD (“DKSH Malaysia” or “the Company”) Twenty-Ninth Annual General Meeting (“29th AGM”)

In view of the ongoing pandemic and as part of the safety measures, the Board of Directors of the Company has decided that the 29th AGM of the Company will be conducted entirely through live streaming from the Broadcast Venue at Tricor Business Centre, Manuka 2 & 3 Meeting Room, Unit 29-01, Level 29, Tower A, Vertical Business Suite, Avenue 3, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur (“Broadcast Venue”) on Wednesday, June 16, 2021 at 10:00 a.m. using the Remote Participation & Voting (“RPV”) Facilities provided by Tricor Investor & Issuing House Services Sdn Bhd via its TIIH Online website at <https://tiih.online>.

The 29th AGM of the Company will be carried out in the manner as guided by the Securities Commission Malaysia Guidance on the Conduct of General Meetings for Listed Issuers dated April 18, 2020 and revised on March 5, 2021 (“SC Guidance”). Pursuant to the SC Guidance and Section 327 (2) of the Companies Act, 2016, the Chairman shall be present at the Broadcast Venue of the AGM to chair the AGM. Shareholders will **NOT** be physically present at the Broadcast Venue on the day of the AGM. However, shareholders who intend to attend, participate, speak (in the form of typed text messages) and vote remotely at the 29th AGM are required to register via TIIH Online website at <https://tiih.online> by using the RPV according to the procedures set out in the Administrative Guide.

If you wish to appoint a proxy to attend and vote on your behalf at the 29th AGM, please refer to the procedures for such appointment in the Administrative Guide. You must also be a registered user of **TIIH Online** if you choose to submit the proxy form or corporate representative certificate by electronic means for such appointment and indicate your voting instructions therein.

A shareholder who has appointed a proxy or attorney or authorized representative to attend, participate, speak and vote at this AGM via RPV must request his/her proxy or attorney or authorized representative to register himself/herself for RPV at TIIH Online website at <https://tiih.online> in accordance with the procedures as set out in the Administrative Guide.

The Annual Report, Circular to Shareholders and Corporate Governance Report (“AGM documents”) dated May 6, 2021 have been published on the Company’s website at 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 2020/Circular to Shareholders, please request at our Share Registrar, Tricor Investor & Issuing House Services Sdn Bhd (Tricor)’s website at <https://tiih.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. We will send it to you by ordinary post as soon as possible upon receipt of your request.

Thank you for your continuous support.

Yours truly,

Stephen John Ferraby
Non-Independent Non-Executive Chairman

Administrative Guide

For DKSH Holdings (Malaysia) Berhad (“DKSH”) Twenty-Ninth Annual General Meeting (“29th AGM”)

In view of the ongoing pandemic and as part of the safety measures, the Board of Directors of the Company has decided that the 29th AGM of the Company will be conducted entirely through live streaming from the Broadcast Venue. This is in line with the Guidance Note on the Conduct of General Meetings for Listed Issuers issued by the Securities Commission Malaysia on April 18, 2020 and revised on March 5, 2021.

The Broadcast Venue and time of the 29th AGM shall be as set out below:

Date:	Time:	Broadcast Venue:
June 16, 2021	10:00 a.m.	Tricor Business Centre, Manuka 2 & 3 Meeting Room, Unit 29-01, Level 29, Tower A, Vertical Business Suite Avenue 3, Bangsar South No. 8, Jalan Kerinchi, 59200 Kuala Lumpur

The Broadcast Venue is strictly for the purpose of complying with Section 327 (2) of the Companies Act 2016 (“CA 2016”) which stipulates that the Chairman shall be at the main venue of the 29th AGM. Hence, shareholders **WILL NOT BE ALLOWED** to attend the 29th AGM in person at the Broadcast Venue on the day of the meeting.

REMOTE PARTICIPATION AND VOTING (“RPV”) FACILITIES

The RPV facilities are available on Tricor Investor & Issuing House Services Sdn Bhd’s (“Tricor”) **TIIH Online** website at <https://tiih.online>.

Shareholders are to attend, speak (including posing questions to the Board via real time submission of typed texts) and vote (collectively, “participate”) remotely at the 29th AGM using RPV facilities from Tricor.

Shareholders who appoint proxies to participate via RPV in the 29th AGM must ensure that the duly executed proxy forms are deposited in a hard copy form or by electronic means to Tricor **no later than Monday, June 14, 2021 at 10:00 a.m.**

Corporate representatives of corporate members must deposit their original certificate of appointment of corporate representative to Tricor **no later than Monday, June 14, 2021 at 10:00 a.m.** to participate via RPV in the 29th AGM.

Attorneys appointed by power of attorney are to deposit their power of attorney with Tricor **not later than Monday, June 14, 2021 at 10:00 a.m.** to participate via RPV in the AGM.

A shareholder who has appointed a proxy or attorney or authorized representative to attend, participate, speak and vote at this Annual General Meeting via RPV must request his/her proxy or

attorney or authorized representative to register himself/herself for RPV at TIIH Online website at <https://tiih.online>

PROCEDURES FOR RPV

Shareholders/proxies/corporate representatives/attorneys who wish to participate at the 29th AGM remotely using the RPV are to follow the requirements and procedures as summarized below:

	Procedure	Action
BEFORE THE 29TH AGM DAY (JUNE 16, 2021)		
(a)	Register as a user with TIIH Online	<ul style="list-style-type: none"> Using your computer, access the website at https://tiih.online. Register as a user under the “e-Services” select “Create Account by Individual Holder”. Refer to the tutorial guide posted on the homepage for assistance. Registration as a user will be approved within one (1) working day and you will be notified via e-mail. If you are already a user with TIIH Online, you are not required to register again. You will receive an e-mail to notify you that the remote participation is available for registration at TIIH Online.
(b)	Submit your request	<ul style="list-style-type: none"> Registration is open on Thursday, May 6, 2021 at 10:00 a.m. until the day of 29th AGM on Monday, June 14, 2021. Shareholder(s), or proxy(ies) or corporate representative(s) or attorney(s) are required to pre-register their attendance for the 29th AGM to ascertain their eligibility to participate the 29th AGM using the RPV. Login in with your user ID (i.e. e-mail address) and password and select the corporate event “(REGISTRATION) DKSH 29TH AGM”. Read and agree to the Terms & Conditions and confirm the Declaration. Select “Register for Remote Participation and Voting”. Review your registration and proceed to register System will send an e-mail to notify that your registration for remote participation is received and will be verified. After verification of your registration against the General Meeting Record of Depositors as at June 9, 2021, the system will send you an email after June, 14, 2021 to approve or reject your registration for remote participation. <i>(Note: Please allow sufficient time for approval of new user of TIIH Online and registration for the RPV).</i>
ON THE 29TH AGM DAY		
(c)	Login to TIIH Online	<ul style="list-style-type: none"> Login with your user ID and password for remote participation at the 29th AGM at any time from 9:00 a.m. i.e. 1 hour before the commencement of 29th AGM at 10:00 a.m. on Wednesday, June 16, 2021.
(d)	Participate through Live Streaming	<ul style="list-style-type: none"> Select the corporate event: “(LIVE STREAM MEETING) DKSH 29th AGM” to engage in the proceedings of the meeting remotely. If you have any question for the Chairman/Board, you may use the query box to transmit your question. The Chairman/Board will endeavor to respond to questions submitted by remote participants during the 29th AGM. If there is time constraint, the responses will be e-mailed to you at the earliest possible, after the meeting.

(e)	Online Remote Voting	<ul style="list-style-type: none"> • Voting session commences from 10:00 a.m. on Wednesday, June 16, 2021 until a time when the Chairman announces the end of the voting session of the 29th AGM. • Select the corporate event: “(REMOTE VOTING) DKSH 29th AGM” or if you are on the live stream meeting page, you can select “GO TO REMOTE VOTING PAGE” button below the Query Box. • Read and agree to the Terms & Conditions and confirm the Declaration. • Select the CDS account that represents your shareholdings. • Indicate your votes for the resolutions that are tabled for voting. • Confirm and submit your votes.
(f)	End of remote participation	<ul style="list-style-type: none"> • The Live Streaming will end upon the announcement by the Chairman on the closure of the 29th AGM.

Note to users of the RPV facilities:

1. Should your registration for RPV be approved, we will make available to you the rights to join the live stream meeting and to vote remotely. Your login to TIIH Online on the day of meeting will indicate your presence at the virtual meeting.
2. The quality of your connection to the live broadcast is dependent on the bandwidth and stability of the internet at your location and the device you use.
3. In the event you encounter any issues with logging-in, connection to the live stream meeting or online voting on the meeting day, kindly call Tricor Help Line at 011-4080 5616 / 011-4080 3168 / 011-4080 3169 / 011-4080 3170 or e-mail to tiih.online@my.tricorglobal.com for assistance.

Proxy

In view that the 29th AGM will be conducted on a virtual basis, members who are unable to participate in this AGM may appoint the Chairperson of the meeting as his/her proxy and indicate the voting instructions in the proxy form.

If you wish to participate in the 29th AGM yourself, please do not submit any Proxy Form for the 29th AGM. You will not be allowed to participate in the 29th AGM together with a proxy appointed by you.

Accordingly, the proxy forms and/or documents relating to the appointment of proxy/corporate representative /attorney whether in hardcopy form or electronic means shall be deposited in the following manner not later than Monday, June 14, 2021 at 10.00 a.m.

- (i) In Hard copy:
 - a) 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, Malaysia or, 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:
 - b) You can have the option to submit proxy forms electronically via TIIH Online and the steps to submit are summarised below:

	Procedure	Action
i. Steps for Individual Shareholders		
(a)	Register as a User with TIIH Online	<ul style="list-style-type: none"> Using your computer, please access the website at https://tiih.online. Register as a user under the “e-Services” . Please do refer to the tutorial guide posted on the homepage for assistance. If you are already a user with TIIH Online, you are not required to register again.
(b)	Proceed with submission of Proxy Form	<ul style="list-style-type: none"> After the release of the Notice of Meeting by the Company, login with your user name (i.e. email address) and password. Select the corporate event: “DKSH 29th AGM - Submission of Proxy Form”. Read and agree to the Terms & Conditions and confirm the Declaration Insert your CDS account number and indicate the number of shares for your proxy(s) to vote on your behalf. Appoint your proxy(s) and insert the required details of your proxy(s) or appoint Chairman as your proxy. Indicate your voting instructions - FOR or AGAINST, otherwise your proxy will decide your vote. Review and confirm your proxy(s) appointment. Print proxy form for your record.
ii. Steps for corporation or institutional shareholders		
(a)	Register as a User with TIIH Online	<ul style="list-style-type: none"> Access TIIH Online at https://tiih.online Under e-Services, the authorized or nominated representative of the corporation or institutional shareholder selects “Create Account by Representative of Corporate Holder”. Complete the registration form and upload the required document. Registration will be verified, and you will be notified by email within one (1) to two (2) working days. Proceed to activate your account with the temporary password given in the email and re-set your own password. <p>Note: The representative of a corporation 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>
(b)	Proceed with submission of proxy form	<ul style="list-style-type: none"> Login to TIIH Online at https://tiih.online Select the corporate exercise name: “DKSH 29th AGM - Submission of Proxy Form” Agree to the Terms & Conditions and Declaration Proceed to download the file format for “Submission of

		<p>Proxy Form” in accordance with the Guidance Not set therein.</p> <ul style="list-style-type: none"> • Prepare the file for the appointment of proxies by inserting the required data. • Login to TIH Online, select corporate exercise name: “DKSH 29th AGM – Submission of Proxy Form” . • Proceed to upload the duly completed proxy appointment file. • Select “Submit” to complete your submission. • Print the confirmation report of your submission for your record.
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Poll Voting

The voting at the 29th AGM will be conducted by poll in accordance with Paragraph 8.29A of Bursa Malaysia Securities Berhad of Main Market Listing Requirements. The Company has appointed Tricor Investor & Issuing House Services Sdn Bhd as Poll Administrator to conduct the poll by way of electronic means and Asia Securities Sdn Berhad as Scrutineers to verify the poll results.

Shareholders can proceed to vote on the resolutions before the end of the voting session which will be announced by the Chairman of the Meeting and **submit your votes at any time from the commencement of the 29th AGM at 10:00 a.m.** Kindly refer to item (e) of the above Procedures for RPV Facilities for guidance on how to vote remotely from TIH Online website at <https://tiah.online>. The Scrutineers will verify and announce the poll results followed by the Chairman’s declaration whether the resolutions are duly passed.

Pre-meeting submission of questions to the Board

In order to enhance the efficiency of the proceedings of the 29th AGM, shareholders may submit questions for the Board in advance of the 29th AGM via TIH Online website at <https://tiah.online> by selecting “e-Services” to login, pose your questions and submit electronically **no later than Monday, June 14, 2021 at 10:00 a.m.** The Board will endeavor to answer the questions received at the AGM. All relevant questions and answers will be uploaded to the corporate website upon the completion of AGM in due course.

No door gift and food

As the meeting will be held virtually, there will be **NO** door gift and food will be given to shareholders and/or proxy(ies).

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

The 29th AGM documents are available on DKSH’s website at www.dksh.com.my for download. If you wish to request for printed copy of the 29th AGM documents, please request from our Share Registrar, Tricor Investor & Issuing House Services Sdn Bhd (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. We will send it to you by ordinary post as soon as possible upon receipt of your request.

Enquiry

If you have any queries relating to the 29th 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):

Tricor Investor & Issuing House Services Sdn Bhd Registration No. 197101000970 (11324-H) 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	is.enquiry@my.tricorglobal.com
	Contact Persons Nur Qaisara Naaila Nor Faeayzah	603-2783 9272 Nur.Qaisara.Naaila@my.tricorglobal.com 603-2783 9274 Nor.Faeayzah@my.tricorglobal.com
DKSH Holdings (Malaysia) Berhad Registration No. 199101021067 (231378-A) B-11-01, The Ascent, Paradigm, No. 1, Jalan SS7/26A, Kelana Jaya, 47301 Petaling Jaya, Selangor Darul Ehsan	Contact Person Andre' Chai	603-7882 8882 Andre.chai@dksh.com