



7-ELEVEN MALAYSIA HOLDINGS BERHAD

201301028701 (1058531-W)

(Incorporated in Malaysia)

Administrative Guide for the Eighth Annual General Meeting

Day and Date : Thursday, 27 May 2021
Time : 10.00 a.m.
Broadcast Venue : Manhattan VI, Level 14, Berjaya Times Square Hotel Kuala Lumpur, No. 1 Jalan Imbi, 55100, Kuala Lumpur, Malaysia
Mode of Communication : 1) Typed text in the Meeting Platform
2) E-mail questions to ir@7eleven.com.my prior to Meeting.

Dear Shareholders,

As a precautionary measure amid COVID-19 outbreak, the Company's forthcoming Annual General Meeting ("**AGM**") will be conducted virtually through live streaming from the Broadcast Venue, as the safety of our members, Directors, staff and other stakeholders who will attend the AGM is of paramount importance to us.

In line with the Malaysian Code on Corporate Governance Practice 12.3, by conducting a virtual AGM, this would facilitate greater shareholder participation as it facilitates electronic voting and remote shareholders' participation. With the Remote Participation and Voting ("**RPV**") Facilities to be provided by the Poll Administration of the Company, Tricor Investor & Issuing House Services Sdn. Bhd. ("**Tricor**"), you may exercise your right as a member of the Company to participate (including to pose questions to the Board of Directors and/or Management of the Company) and vote at the AGM. Alternatively, you may also appoint the Chairman of the Meeting as your proxy to attend and vote on your behalf at the AGM.

Kindly ensure that you are connected to the internet at all times in order to participate and vote when our virtual AGM has commenced. Therefore, it is your responsibility to ensure that connectivity for the duration of the meeting is maintained. Kindly note that the quality of the live webcast is dependent on the bandwidth and stability of the internet connection of the participants.

Digital Copies of Annual General Meeting Documents

As part of our commitment to reduce paper usage, the following documents are available on our website at www.7eleven.com.my:-

1. Annual Report 2020
2. Corporate Governance Report 2020
3. Notice of the Eighth AGM, Proxy Form and Administrative Guide
4. Circular in relation to Proposed Shareholders' Mandate for Recurrent Related Party Transaction of a Revenue or Trading Nature; and Proposed Renewal of Authority for the Company to purchase its own Shares dated 28 April 2021.

Should you require a printed copy of the above documents, you may submit your request through telephone/fax or write in to our Share Registrar' Office:-

Berjaya Registration Services Sdn. Bhd.
Address : Lot 10-04A & 10-04B, Level 10, West,
Berjaya Times Square, No. 1, Jalan Imbi,
55100 Kuala Lumpur, Wilayah Persekutuan,
Malaysia
General Line : 603-2145 0533
Fax Number : 603-2145 9702

Broadcast Venue

The Broadcast Venue is only meant to facilitate the conduct of the virtual AGM. No Shareholders should be physically present or admitted at the broadcast venue on the day of the AGM.

Entitlement to Participate the AGM

In respect of deposited securities, only members whose names appear on the Record of Depositors on 18 May 2021 (General Meeting Record of Depositors) shall be eligible to participate the meeting or appoint proxy(ies) to participate on his/her behalf.

Form(s) of Proxy

If you are unable to attend the AGM, you are strongly encouraged to appoint the Chairman of the Meeting as your proxy and indicate the voting instructions in the Proxy Form in accordance with the notes and instructions printed therein.

Please ensure that the original form is deposited at our Share Registrar's office, Berjaya Registration Services Sdn. Bhd. at Lot 10-04A & 10-04B, Level 10, West, Berjaya Times Square, No. 1, Jalan Imbi, 55100 Kuala Lumpur, Wilayah Persekutuan, Malaysia, not less than forty-eight (48) hours before the time appointed for holding the meeting. Alternatively, you may also submit the proxy form electronically via **TIIH Online** website at <https://tiih.online> no later than Tuesday, 25 May 2021 at 10.00 a.m. Please do read and follow the procedures below to submit proxy form electronically.

ELECTRONIC SUBMISSION OF PROXY FORM

The procedures to submit your proxy form electronically via Tricor's **TIIH Online** website are summarised below:

Procedure	Action
i. Steps for Individual Shareholders	
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 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.
Proceed with submission of form of proxy	<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: 7-ELEVEN 8th AGM - "Submission of Proxy Form".Read and agree to the Terms and 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.Indicate your voting instructions – FOR or AGAINST, otherwise your proxy will decide on your votes.Review and confirm your proxy(s) appointment.Print the form of proxy for your record.
ii. Steps for corporation or institutional shareholders	
Register as a User with TIIH Online	<ul style="list-style-type: none">Access TIIH Online at https://tiih.onlineUnder e-Services, the authorised 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 documents.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>
Proceed with submission of form of proxy	<ul style="list-style-type: none">Login to TIIH Online at https://tiih.onlineSelect the corporate exercise name: "7-ELEVEN 8th AGM - Submission of Proxy Form"Agree to the Terms & Conditions and Declaration.Proceed to download the file format for "Submission of Proxy Form" in accordance with the Guidance Note set therein.Prepare the file for the appointment of proxies by inserting the required data.Submit the proxy appointment file.Login to TIIH Online, select corporate exercise name: "7-ELEVEN 8th 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.

Revocation of Proxy

If you have submitted your Form(s) of Proxy and subsequently decide to appoint another person or wish to participate in our electronic AGM by yourself, please write in to our Share Registrar's office, Berjaya Registration Services Sdn. Bhd. at Lot 10-04A & 10-04B, Level 10, West, Berjaya Times Square, No. 1, Jalan Imbi, 55100 Kuala Lumpur, Wilayah Persekutuan, Malaysia, to revoke the earlier appointed proxy forty-eight (48) hours before the meeting.

Voting Procedure

Pursuant to Paragraph 8.29A of the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, voting at the AGM will be conducted by poll. Poll administrator and Independent Scrutineers will be appointed to conduct the polling process and verify the results of the poll respectively.

Members/proxies/corporate representatives/attorneys can proceed to vote on the resolutions at any time from the commencement of the 8th AGM at 10.00 a.m. on 27 May 2021 but before the end of the voting session which will be announced by the Chairman of the meeting. Kindly refer to item (e) of the below Procedures for RPV for guidance on how to vote remotely from TIIH Online website at <https://tiih.online>.

Upon completion of the voting session for the 8th AGM, the Scrutineers will verify the poll results followed by the Chairman's declaration whether the resolutions are duly passed.

PROCEDURES FOR RPV

- Please read and follow the procedures below to engage in remote participation through live streaming and online remote voting at the 8th AGM using the RPV facilities:

Before the 8th AGM Day

Procedure	Action
i. Register as a user with TIIH Online	<ul style="list-style-type: none">• Using your computer, access to 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.
ii. Submit your request to attend 8 th AGM remotely	<ul style="list-style-type: none">• Registration is open from 28 April 2021 until the day of 8th AGM on Thursday, 27 May 2021. Shareholder(s) or proxy(ies) or corporate representative(s) or attorney(s) are required to pre-register their attendance for the 8th AGM to ascertain their eligibility to participate the 8th AGM using the RPV.• Login with your user ID (i.e. e-mail address) and password and select the corporate event: (Registration) 7-ELEVEN 8th 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 Record of Depositors as at 18 May 2021, the system will send you an e-mail after 25 May 2021 to approve or reject your registration for remote participation. <p><i>(Note: Please allow sufficient time for approval of new user of TIIH Online and registration for the RPV).</i></p>

On the 8th AGM Day

Procedure	Action
i. Login to TIIH Online	<ul style="list-style-type: none">• Login with your user ID and password for remote participation at the 8th AGM at any time from 9.30 a.m. i.e. 30 minutes before the commencement of meeting at 10.00 a.m. on Thursday, 27 May 2021
ii. Participate through Live Streaming	<ul style="list-style-type: none">• Select the corporate event: (Live Stream Meeting) 7-ELEVEN 8th AGM to engage in the proceedings of the 8th AGM remotely. <p>If you have any question for the Chairman/Board, you may use the query box to transmit your question. The Chairman/Board will try to respond to questions submitted by remote participants during the 8th AGM. If there is time constraint, the responses will be e-mailed to you at the earliest possible, after the meeting.</p>

On the 8th AGM Day

Procedure	Action
iii. Online remote voting	<ul style="list-style-type: none">• Voting session commences from 10.00 a.m. on Thursday, 27 May 2021 until a time when the Chairman announces the end of the session.• Select the corporate event: (Remote Voting) 7-ELEVEN 8th 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.
iv. End of remote participation	<ul style="list-style-type: none">• Upon the announcement by the Chairman on the conclusion of the 8th AGM, the Live Streaming will end.

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 011-40805616 / 011-40803168 / 011-40803169 / 011-40803170 for assistance or e-mail to tiih.online@my.tricorglobal.com for assistance.

PRE-MEETING SUBMISSION OF QUESTION TO THE BOARD OF DIRECTORS

Shareholders may submit questions for the Board in advance of the 8th AGM via Tricor's TIIH Online website at <https://tiih.online> by selecting "e-Services" to login, pose questions and submit electronically no later than **Tuesday, 25 May 2021 at 10.00 a.m.** The Board will endeavor to answer the questions received at the AGM.

No Distribution Door Gifts, Food and Beverage

There will be no door gifts, food and beverage for members and proxies who participate in the AGM.

No Recording or Photography

No recording or photography of the AGM proceedings is allowed without the prior written permission of the Company.

Enquiry

If you have any enquiries prior to the AGM, please contact the following during office hours from Monday to Friday (8.30 a.m. to 5.30 p.m.):-

Tricor Investor & Issuing House Services Sdn. Bhd.

General Line : +603-2783 9299

Fax Number : +603-2783 9222

Email : is.enquiry@my.tricorglobal.com

Contact persons :

En Zulhafri Bin Abdul Rahman: +603-2783 9289

(Zulhafri@my.tricorglobal.com)

Personal Data Policy

By registering for the remote participation and electronic voting meeting and/or submitting the instrument appointing a proxy(ies) and/or representative(s), the member of the Company has consented to the use of such data for purposes of processing and administration by the Company (or its agents); and to comply with any laws, listing rules, regulations and/or guidelines. The member agrees that he/she will indemnify the Company in respect of any penalties, liabilities, claims, demands, losses and damages as a result of the shareholder's breach of warrant.