

**SUMMARY OF PROCEEDINGS  
62<sup>ND</sup> ANNUAL GENERAL MEETING OF  
PETRON MALAYSIA REFINING & MARKETING BHD  
(June 17, 2021)**

**Time and Place**

The 62<sup>nd</sup> Annual General Meeting (“AGM” or “Meeting”) of **PETRON MALAYSIA REFINING & MARKETING BHD** (the “Company” or “PMRMB”) was held on June 17, 2021 at Level 12A, Menara I&P Tower 1, No. 46 Jalan Dungun, Damansara Heights, 50490 Kuala Lumpur, Malaysia. The meeting commenced at 2:00 p.m. Arising from the COVID-19 Pandemic-related Movement Control Order (as mandated by the Malaysian Government) the Meeting was held using Remote Participation and Voting (“RPV”) technology.

**Attendance – Directors**

The following members of the Board of Directors the Company were present at the meeting:

- Mr. Ramon S. Ang** (Chairman) – via RPV from Manila, Philippines
- Y Bhg Dato’ Zainal Abidin Putih** (Independent Director) via RPV from Kuala Lumpur
- Ms. Chua See Hua** (Independent Director) – via RPV from Kuala Lumpur
- Mr. Fong Seow Kee** (Independent Director) – via RPV from Kuala Lumpur
- Mr. Antonio Martin Cailao** (Independent Director) – via RPV from Manila, Philippines
- Y. Bhg. Dato’ Noorizah Abdul Hamid** (Independent Director) – via RPV from Kuala Lumpur
- Mr. Lubin B. Nepomuceno** (Executive Director/Chief Executive Officer) – via RPV from Manila, Philippines
- Ms. Aurora T. Calderon** (Executive Director) – via RPV from Manila, Philippines
- Mr. Ferdinand K. Constantino** (non-Executive Director) – via RPV from Manila, Philippines

**In attendance were the following Officers:**

- Pn. Faridah Ali** (General Manager) – via RPV from Kuala Lumpur

**Mr. Mark Tristan D. Caparas** (Chief Finance Officer) – via RPV from Kuala Lumpur

**Mr. Manoj Devadasan** (General Counsel/Company Secretary) – via RPV from Kuala Lumpur

#### **CHAIRMAN OF THE MEETING**

Company Secretary informed the Shareholders that as the Meeting was conducted via a RPV from a platform managed by share registrar Messrs. Tricor Investor Issuing House Services (“TRICOR”) and located in Kuala Lumpur, the Chairman of the Board had requested Y. Bhg. Dato’ Zainal Abidin Putih to chair the AGM.

#### **CALL TO ORDER / NOTICE / PROXIES / QUORUM**

Y. Bhg. Dato’ Zainal Abidin Putih then proceeded to chair the AGM.

Following confirmation that the Notice of Meeting had been dispatched to shareholders via electronic means on April 28, 2021, it was confirmed that a total of 380 shareholders (56 via proxies) had registered to attend the AGM via RPV. It was also confirmed that the Chairman of the AGM, Y. Bhg. Dato’ Zainal Abidin Putih, was the corporate representative of Petron Oil & Gas International Sdn Bhd (“POGI”) and, as such, had the necessary right to propose, second and vote on all resolutions on behalf of POGI.

There being a quorum in attendance, the Chairman of the AGM called the Meeting to order. The General Counsel/Company Secretary, Mr. Manoj Devadasan, recorded the minutes of the AGM.

#### **VOTING PROCESS**

The Chairman requested the Company Secretary to inform the shareholders of the voting process.

Mr. Manoj Devadasan informed the shareholders/proxies that as the AGM was a ‘virtual’ meeting, hence, shareholders/proxies could cast their votes electronically via the RPV system at anytime. He then

read out the eight (8) Resolutions tabled at the AGM as proposed by the Board of Directors, and as informed to the shareholders via the Notice of AGM dated April 28, 2021. Shareholders/proxies were reminded that all voting shall be by poll.

#### **PRESENTATION - COMPANY'S PERFORMANCE REPORT**

The Chairman of the AGM then invited Puan Faridah Ali, General Manager, to deliver the Management's presentation on the Company's business performance for the year. Key highlights presented were as follows:

- In 2020, the COVID-19 pandemic triggered a record drop in demand and oversupply of crude and fuel products worldwide. As a result, Dated Brent prices plunged by almost US\$50 per barrel in just three months, reaching a monthly average of only US\$19 per barrel in April 2020—its lowest in two decades. By second half of 2020, oil production cuts by OPEC and Russia helped stabilized prices.
- The Company's retail sales volume for year 2020 decreased by 18% compared to 2019. The Company's commercial sales was hardest hit with volumes dropping by 39% due to air travel restrictions and slower commercial activities. The combined effects of the significant demand drop and collapse in oil prices caused the Company's revenue to reduce by 44% to RM6.5 billion from RM11.5 billion in year 2019.
- In addition to lower sales volume, the Company suffered significant net inventory holding losses due to sudden plunge of oil price in the first half of 2020. In overcoming these financial challenges, the Company implemented cost reduction measures and deferred less critical projects and activities. The Company was able to reduce its operating expenses by 10%, contributing savings of RM20 million. Further, financial recovery in the second half cushioned the drastic impact of the pandemic in the first half of 2020. This greatly reduced the Company's net loss for the whole year to RM13 million.
- The Company continued to recover financially in the first quarter of 2021, generating a net income of RM103 million, mainly due to net inventory holding gains together with the Company's continued cost saving measures.
- As the Company operated under the new normal, it continued to prioritize the health and safety of its employees. Stringent safety protocols were followed in offices, facilities, and stations.

Flexible work arrangements were implemented across the organisation, while ensuring consistent critical operations.

- Despite current challenges, the Company continued with its priority projects. The Company's new Diesel Hydrotreater facility (DHT) began producing Euro 5 diesel in April 2021. Two new 250,000-barrel product tanks were completed in March 2021 and a new Single Buoy Mooring system was commissioned in May 2021 as part of the Marine Import Facility 2 (MIF2) project. Twenty five (25) new stations were added in 2020, 14 of which are under PMRMB.
- The Company strived to “#FuelHappy” amid a challenging 2020. Loyal customers enjoyed more discounts and rewards through the Petron Miles programme. In collaboration with PayNet, the Company became the first oil company to accept MyDebit ATM cards at fuel pumps without holding RM200 as security. In addition, the Company launched two campaigns in collaboration with PayNet and Tourism Malaysia. The Company also teamed up with digital platforms, FoodPanda and Socar, and introduced cashless payment for its LPG home delivery as added convenience for its customers.
- The Company carried out CSR programmes to bring relief to hard-hit communities. PPEs, food items, Petron Gasul, and PMiles points redeemable for fuel were donated to affected families as well as frontliners. The Company's employees also made personal donations, which donations were matched by the Company to make 40,000 face shields. The Company's Dealers also initiated various CSR programmes such as community tables during the lockdown.

#### **QUESTIONS FROM SHAREHOLDERS/PROXIES**

The Chairman of the AGM then invited questions from Shareholders. Questions submitted in advance by shareholders were addressed first.

Shareholders/proxies present via RPV then posed questions (“live questions”) relating to the Company, its performance, operations and audited accounts. The Chairman of the AGM informed all Shareholders/proxies that all live questions submitted by Shareholders/proxies via the system at the fully virtual AGM that were not answered during the allotted time for the Question and Answer session will be addressed by Management and placed on the Company's website as soon as possible.

*[The Shareholders'/proxies' questions and Management's responses are as on Appendix A']*.

#### **POLL VOTING**

Following the question and answer session, the Chairman of the AGM moved to allow all shareholders/proxies who had yet to cast their votes (in relation to the resolutions tabled), an additional ten (10) minutes duration to complete their voting via the RPV system.

#### **COUNTING OF VOTES / TEMPORARY AGJOURNMENT**

Following the above ten (10) minute additional time provided for voting, the Chairman of the AGM announced that voting period was closed. The AGM was then temporarily adjourned by the Chairman of the AGM at 3:25 p.m. for twenty (20) minutes to allow TRICOR Sdn Bhd to tabulate the votes and obtain confirmation from Messrs. Coopers Professional Scrutineers Sdn Bhd that acted as Independent Scrutineers for the AGM.

At 3.45 p.m., the AGM was re-convened by the Chairman of the AGM. Company Secretary, Mr. Manoj Devadasan, read out the results of the Poll Voting as confirmed and the Chairman of the AGM who then declared the respective Resolutions below, as approved and duly carried:

- Resolution 1** - THAT the payment of final dividend of 5 sen per ordinary share for the year ended 31 December 2020, be and is hereby approved.
- Resolution 2** - THAT the re-election of Independent Director Mr. Ramon S. Ang as a Director of the Company in accordance to Articles 103 and 104 of the Company's Constitution, be and is hereby approved.
- Resolution 3** - THAT the re-election of Independent Director Ms. Aurora T. Calderon as a Director of the Company in accordance to Articles 103 and 104 of the Company's Constitution, be and is hereby approved.
- Resolution 4** - THAT the re-election of Independent Director Mr. Lubin B. Nepomuceno as a Director of the Company in accordance to Articles 103 and 104 of the Company's Constitution, be and is hereby approved.

- Resolution 5** - THAT the appointment as an Independent Directors of Y. Bhg. Dato' Zainal Abidin Putih - who has served more than twelve (12) years as an Independent Director - in compliance with Article 101(d) of the Company's Constitution and Practice 4.2 of the Malaysian Code on Corporate Governance 2017, be and is hereby approved.  
*(The voting on this resolution was via a two-tier system)*
- Resolution 6** - THAT the payment of Directors' Fees for the Independent Directors, as follows:
- (a) Annual Directors Fees of RM78,000 to be paid to each Independent Director in 2021.
  - (b) The following payments from June 17, 2021 until the next Annual General Meeting in 2022:
    - (i) Attendance Allowance of RM3,000 per meeting for each Independent Director Chairperson of a Committee;
    - (ii) Attendance Allowance of RM2,500 per meeting for each Independent Director (who is not a Chairperson of a Committee);
    - (iii) (up to) RM700 per month in fuel allowance /claims by each Independent Director; and
  - (c) An ex gratia bonus payment of RM15,000 for each Independent Director who served a full term in 2020, for services rendered to the Company.
- be and is hereby approved.
- Resolution 7** THAT the appointment of Messrs PricewaterhouseCoopers as Auditors of the Company for the financial year ending 31 December 2021, to hold office until the conclusion of the AGM in 2022 (with authorization to the Board of Directors to determine their remuneration), be and is hereby approved.
- Resolution 8** THAT the New Shareholders' Mandate for Recurrent Related Party Transactions of Revenue or Trading Nature, as follows:
- (a) Subject always to the Companies Act 2016 ("the Act"), the Constitution of the Company and the Main Market Listing Requirements of Bursa Securities,

- approval be and is hereby given to the Company and/or its subsidiaries to enter into the recurrent related party transactions of revenue or trading nature with the related parties as specified in Section 2.5 of the Circular to Shareholders dated 28 April 2021 ("Circular"), provided that such transactions are necessary for day-to-day operations and carried out in the ordinary course of business and at arms-length basis on normal commercial terms which are not more favourable to the related parties than those generally available to the public and are not detrimental to the interest of the minority shareholders of the Company;
- (b) the authority conferred by such mandate shall continue to be in force until:
- (i) the conclusion of the next AGM of the Company following the forthcoming AGM, at which time it shall lapse, unless by a resolution passed at a general meeting, the mandate is again renewed; or
  - (ii) the expiration of the period within which the next AGM is required to be held pursuant to Section 340(2) of the Act (but must not extend to such extension as may be allowed pursuant to Section 340(4) of the Act); or
  - (iii) revoked or varied by a resolution passed by the shareholders in a general meeting.
- whichever is the earlier;
- (c) and the Directors of the Company be and are hereby empowered and authorized to complete and do all such acts and things as they may consider expedient or necessary to give effect to this Ordinary Resolution.
- be and is hereby approved.

*(For voting on this resolution, major shareholder Petron Oil & Gas International Sdn Bhd abstained from voting due to its conflict of interest).*

#### **Adjournment**

The Chairman thanked the Shareholders present for their participation and support. There being no further business, the Annual General Meeting was adjourned at 3:55 p.m. with a vote of thanks to the Chair.

## Appendix A

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**Note:**

1. Due to the large number of questions received with many of them similar in nature, Petron has grouped these questions to provide common response.
2. Questions responded during the AGM are marked with \*



## **Shareholders' Mandate**

- 1. Why are you seeking shareholders' mandate for the recurrent related party transaction (RRPT) involving Petron Singapore Trading Pte. Ltd (PSTPL)? \***

**A:** Trading with PSTPL benefits PMRMB in terms of procurement of crude and products by reducing product and freight cost for the entire group.

Without the RRPT mandate, the company will have to seek shareholders' approval for each and every transaction with PSTPL which is not practical.

Transactions go through a competitive bidding process to ensure the best terms possible. Regular review and reporting of RRPT to Management and the Board Audit Committee will also be in place.

## **Change of Auditors**

### **Question asked by Ong Kok Pak**

- 2. Would be much appreciated if the Audit Committee Chairman can comment on the selection of the independent external auditor, will the Company consider implementing an audit firm rotation policy, which changes the audit firm if the firm with long standing audit relationships with us for more than 5 years?**

**A:** The Company conducted a selection assessment for external auditors based on a pre-determined set of criteria. The BOD will conduct a review every 6 years which is based on the recommendation of the Board Audit and Risk Management Committee during their meeting last March.

## **Business Outlook/ Profitability**

### **Questions asked by Ong Kok Pak/ Teh Kian Liang/ Ng Keng Hooi/ Khaw Siaw Geit/ Ng Keng Hooi**

3. a. Impact of MCO 3.0?  
b. Strategy for next 12 months?

**A:** Demand was considerably affected by the re-imposition of MCO and the ensuing stricter quarantine protocols to contain the third wave of Covid-19 infections in the country. This restricted business and travel activities, which continue to impact our sales volume.

Over the next few months, the company will continue to implement programs intended to recover volume through strategic and targeted marketing initiatives. The company continues its cost rationalization measures while adhering to prudent risk management to sustain its financial recovery.

4. **Related questions on profitability and business performance**
- a. What strategy will the Company implement to ensure the Company is profitable in 2021? \*
- b. As per the Company announcements on quarterly report to Bursa Malaysia, our Company profitability seems unstable, what is the main cause and how to overcome it? \*
- c. Hi, can the Company share briefly what are the business strategy and corporate planning going ahead to increase the shareholders' value?
- d. May I know how management views its business performance for 2021 vs 2020?

**A:** The Company's profitability is affected by various factors—some of which are beyond our control, such as:

- a. Economic impact of the pandemic and timing of the vaccine rollout
- b. Price volatility for crude and finished products due to supply and demand
- c. Forex movements influenced by global currencies movements and economic recovery

Though the financial results in Q1 2021 were far better compared to 2020, the Company remains cautious in our spending and investment activities in the immediate term. We continue to identify opportunities to target investment that will provide the best returns.

**Question asked by Aron Pui Ek Boon**

**5. How does management foresee crude oil price for FY2021? \***

**A:** In Q1 2021, crude prices continued its upward trend from Q4 2020, reaching its 15-month high of \$69/bbl in March 2021 and remaining rangebound in May 2021.

Nonetheless, we can still expect some level of volatility in the global oil market due to the continuing pandemic despite the availability of vaccines and OPEC+ production cuts.

**6. How does management foresee LPG and aviation fuel sales for FY2021? \***

**A:** We can expect the current MCO restrictions to impact LPG sales.

While household consumption is sustained, restaurant consumption may be lower due to limitations. Aviation sales will still be impacted due to the closure of international borders.

**Questions asked by Ho Xi Wen/ Ong Kok Pak/ Ho Yueh Weng**

**7. Related questions on refinery business**

- a. What is the outlook of the refining industry? \***
- b. Can we expect a better second half 2021 result given that crude oil and crack spread remains healthy at high level? \***
- c. With the experience and expertise of the management, will the Company's confidence that crack spreads for the 2nd half of 2021 remain as the same as 1Q of 2021? \***

**d. Can the BOD disclose to shareholders the refining margin for quarter to quarter in Year 2020 and 1st half of 2021? \***

**A:** The Company does not make financial forecasts or profit guarantees since refining margins and cracks spread will largely depend on the developments in the international and domestic markets. In addition, company performance will likewise be affected by the covid-19 pandemic and how this will be addressed.

As presented during the AGM, we were able to sustain our refinery operations despite the challenging business environment. We will continue to optimize our crude run and strive for operational efficiencies to sustain this performance.

**Question asked by Ahmad Marzuki Abd Razak**

**8. When oil price goes higher than probably US80, shale production competition will start. Is there any effect to Petron when shale starts?**

**A:** Shale production affects global supply and crude oil prices. We do have a robust commodity risk management system to mitigate risks arising from oil price volatility.

## **Capital Expenditure**

### **Question asked by Teh Bee Gaik**

9. **Total capital expenditure for 2019 and 2020 amounted to RM843 million, a very substantial sum. How will this contribute to future profitability of the company? Is there any increase in refining capacity? Will the completion of Diesel Hydrotreater (DHT) improve the refining margin? \***

**A:** Majority of the CAPEX spent in 2019 and 2020 was for major projects like the Diesel Hydrotreater (DHT), Marine Import Facility 2 (MIF2), and retail network expansion.

The DHT will allow us to comply with the Government mandated Euro 5 Diesel specs and will also provide flexibility to process cheaper crude oil which can lead to better refining margins. The MIF2 is expected to reduce our import product freight costs while our continued retail network expansion will help increase our sales volume. All these projects are expected to improve our gross margin and profitability in the Company.

### **Question asked by Lee Cor Win/ Yogaretnam A/L K.Kanagandram/ Marina Ng Binti Abdullah**

10. **Related questions on refinery and network expansion CAPEX**
- a. **In the past few years, Petron's results were dragged down by heavy CAPEX on the refining side of operation. Does management foresee what big CAPEX in the next few years? \***
  - b. **We keep expanding petrol stations. For 2020 as you mentioned was 25 new stations. Aren't you bearish about vehicle petrol consumption?**
  - c. **I notice Petron is opening more petrol station in Negeri Sembilan especially in Seremban area. Do you see more prospect in Malaysia?**

**A:** At this point, we don't see any major refinery CAPEX in the near term after our DHT and MIF2 are completed this year.

Our continued retail expansion remains a priority program despite the pandemic. This will help us further expand our presence in identified key areas and promote long-term growth.

**Question asked by Lew Tuck Wai**

11. **The total capital expenditure (capex) spent for FY2020 was RM368 million (page 35 of AR). Please provide breakdown of capex spent in FY2020. Will there be any balance of capex to be spent in FY2021 for the DHT project? \***
12. **What was the capex spent and planned for PD refinery in FY2020 and 2021?**

**A:** About 80% of FY2020's RM368 million CAPEX was spent on three major projects namely the Diesel Hydrotreater (DHT), Marine Import Facility 2 (MIF2), and network expansion. Bulk of the capital expenditures on DHT was already spent in prior years. The balance of the project costs will be spent in 2021 as we complete and commission it.

**Directors' Fee**

**Question asked by Lim Kheng Joo**

13. **Are Directors attending this virtual AGM being paid meeting allowances? \***

**A:** Directors receive Attendance Allowance for attending the AGM online as they are attending a Meeting of the Company that requires Directors' presence.

**Question asked by Khaw Siaw Geit/ Ong Kok Pak**

14. **Hi, can the Company provide the range of the proposed directors' fee and other allowances (if any)? \***
15. **Would be much appreciated if the Chairman of Nominating and Remuneration Committee can speak on the criteria for deciding the remuneration of BOD, and any increment of remuneration and benefit for members of the board for the last financial year? If yes, please let us know the figure.**

**A:** Only independent directors receive fees and benefits from PMRMB. The amounts are disclosed on page 68 of our 2020 Annual Report. The amount has been the same since 2019 and we proposed the same fees and allowances for 2021.

## Share Price/ Dividend

Question asked by Thavarajan A/L Muthiahpillai/ Yogaretnam A/L K.Kanagandram/ Teh Bee Gaik/ Abdul Rahman Gan Bin Abdullah / Ong Kok Pak

**16. Questions related to share price and dividend payout**

- a. Dear Sir, why is the share price not going up like Petronas Dagangan? \*
- b. The Company trades at very low PE so we do not get much in terms of capital gain. If investors do not find Petron attractive, then why can't the management start flexing its corporate muscles in the form of dividend? \*
- c. Capital expenditure for coming years is expected to be much lower. Will our Company increase the dividend payout?
- d. Every year does the Company have consistent dividend. I noticed the dividend depend on performance. Thank you.

**A:** We cannot comment on other companies' share price performance. Nonetheless, similar to other listed companies, Petron's share price is affected by various market factors, including market speculation and sentiments as well as the global oil price volatility and ongoing COVID-19 pandemic.

The decision to declare dividends is not only based on our capital reserve. We take into consideration debt servicing and capital investment requirements for cash as well as uncertainties posed by the pandemic.

Nevertheless, we always strive to provide good returns to our shareholders. We paid 12 sen per share dividends for FY 2019 while for FY 2020, the board recommended 5 sen despite incurring a net loss of RM13 M.

**17. When will the Company introduce a dividend policy, which many MNC did that?**

**A:** We are developing a dividend policy. We will disclose once it is final.

## **Whistleblowing Policy**

### **Question asked by Ong Kok Pak**

- 18. Our Company does have Whistle blower Policy and Procedures, any whistle blower reports any wrongdoings in Year 2020?**

**A:** We have a Whistleblowing Policy which can be accessed from the Company's website. There was no report lodged in 2020.

## **Financial Calendar**

### **Question asked by Ong Kok Pak**

- 19. Can the board of directors provide shareholders an investor-relations calendar yearly (which many listed companies have such service), the calendar will clearly state the date of announcement of the quarterly financial result, date of presentations to shareholder and analyst, investors roadshows, shareholder meetings and etc.? By this investor can know in advance when the Company will announce financial results, publish an annual report and etc.**

**A:** We do not provide financial calendars at the moment. Nevertheless, we confirm that all disclosures are made in a timely manner and in compliance with regulatory requirements.

## **Port Dickson Refinery**

### **Question asked by Wan Seng Tak**

- 20. What is the cost of production for RON 95 in 2021? \***

**A:** We look at overall total product value and cost rather than individually for every product. Refined crude produces various products such as MOGAS, Diesel, LPG and others. On top of that, different crude oil yields different % of products.



### Questions asked by Lew Tuck Wai

**21. What was the average capacity utilisation in FY2020? \***

**A:** Average utilization rate in 2020 is about 40 thousand barrels per day. Due to the impact of COVID-19 and various MCO restrictions, the refinery was optimized to meet lower local demand.

**22. With the current huge capacity surplus in refineries in Asia, what are the Board's plans for PD Refinery in view of the immense competition from other more technologically advanced refineries in the region? \***

**A:** We operate as an integrated business and our Port Dickson refinery will continue to support our overall business operation. Our refinery is very competitive and—with the recent upgrades—is in a stronger position to serve the needs of our customers.

### Question asked by Ho Yueh Weng

**23. What is the amount, % and value of refined petroleum imported for local sales which is not refined in our PD refinery for the FY? \***

**A:** About half of FY2020 sales volume is comprised of imported finished products.

### Question asked by Ng Keng Hooi

**24. May I know how long is the crude oil inventory holding for refinery plant?**

**A:** In general, we keep crude oil inventory for 1 to 2 months for operational purposes.

## **Competitive Advantage**

### **Questions asked by Lee Cor Win/ Colin Chan Quok Meng/ Ong Tze Ging**

- 25. Petrol station is non-loyalty based and Malaysia has small vehicle growth rate. How does Petron intend to grow the Company's bottom line and what competitive advantage you have compared to Shell and Petronas?**
- 26. What is the future plan of the Company to ensure their competitive advantage against other competitors?**
- 27. Would Petron do any R&D on fuel formula to make it more competitive than other fuel supplier's new formula such as prima-95 with Pro Drive and V-power Racing?**
- 28. What strategy does Petron take to make it more competitive than others?**

**A:** To ensure our competitiveness, we constantly look for ways to improve the quality of our products and to provide better value to our customers. Our fuel products are world-class like our Blaze 100 which is the first and only RON 100 gasoline in the country. We also aim to provide excellence in customer service, rewards, and programs through our PMiles loyalty program to retain and attract more customers.

### **Questions asked by Lim Pin Yeong**

- 29. Access to Petron LPG is very limited. Besides the lorry distributors, who are unreliable, what is Petron's plan to increase the Petron LPG outlet?**

**A:** Our 12kg and 14kg cylinder-Petron LPG are sold at about 100 service stations. We have plans to continue to expand these outlets including in sundry shops for the convenience of our customers.

- 30. Is there any mechanism to monitor the quality of RON95 and Diesel sold by Petron stations? I noticed difference in power of my vehicle after refueling at certain stations and I marked and avoided those station?**

**A:** We took note of your observation. However, we always aim to provide consistent and quality service. We have our Product Quality Management System in place to ensure the high quality of our products in all our stations.

## Sustainability/Electric Vehicle/Cleaner Fuel

### Question asked by Lim Kheng Joo

31. **What is the total expenditure allocated per year in pursuing the Environment, Social and Governance (ESG) activities under the Sustainability Program? \***

**A:** We have existing ESG and Standards of Business Conduct (SBC) policies. These expenditures are currently embedded in our Safety, Security, Health and Environment (SSHE), Operations and Corporate Social Responsibility (CSR) spending. We continue to review and update these based on new laws and regulations being introduced.

### Questions asked by Ho Chee Meng/ Aron Pui Ek Boon

32. **EV cars may be popular in Malaysia in the next 10 years, any intention for Petron to enter and diversify into the EV charging business in Malaysia? \***
33. **What is Petron Malaysia's plan as more developed countries are going for Electric Vehicle (EV)?**

**A:** Currently, hybrid and full EV car sales in Malaysia comprise less than 3% of total vehicle sales of about 600 thousand units yearly, of which pure EV car sales are still insignificant. In the future, we will pursue opportunities that EV will bring to our business.

### Question asked by Augustin Cheow Yee Loong @ Chew Yee Loong/ Ho Yueh Weng

34. **How is Petron preparing for greener fuel and power for itself and customers? \***

**A:** Our products are formulated and produced according to stringent specifications. We strictly comply with government mandated standards and do our own research to make our products even more environment friendly.

The government is planning to increase biodiesel level from 10% to 20% and we are working with them closely for its implementation. We are also studying using solar power in our service stations.

35. **To what extent will the current global green energy re-emphasis and initiatives going to affect our industry? How will demand of our products be, and what & when this is expected to impact the profitability of our Company going forward?**

**A:** We are guided by the Government's policies and initiatives in Malaysia. As always, Petron will support such initiatives and ensure the sustainability of our business.

### **Risk Management**

#### **Question asked by Teh Kian Lang**

36. **Can the risk management chairman brief us on the top 5 risks? And measures taken to mitigate those risks?**

**A:** Kindly refer to the Board Audit & Risk Management Report (page 76-80 of 2020 Annual Report).

#### **Question asked by Teh Bee Gaik**

37. **Does our Company hedge its crude oil purchases and refined products to lock in the refining margin to ensure a more stable profit?**

**A:** The Company adopts an enterprise-wide risk management framework for identifying, assessing, and addressing the risks that could potentially affect the business, which includes commodity risk management to mitigate risks arising from oil price volatility.

#### **Question asked by Chow Chee Weng**

38. **In view of the recent ransomware attack has Petron taken steps to mitigate such attack? \***

**A:** We have adopted a comprehensive Information Security Management System (ISMS) to protect all our data and information. In addition, cybersecurity risks are periodically monitored, reviewed, and presented to the Board Audit & Risk Management Committee.

## **Government Subsidies**

### **Questions asked by Lew Tuck Wai**

**39. With the increase in crude oil prices since the end of 2020, there will be more subsidy receivable from the Govt in FY2021.**

**a. What is the latest amount of subsidy receivable outstanding? \***

**A:** Given the trend in global oil prices today, we can expect subsidy receivables to be higher this year. Monthly subsidy receivable is currently about RM100 million.

**b. What is the frequency of payment due from the Govt, i.e. monthly, quarterly or half yearly? \***

**A:** The frequency of subsidy collection is monthly, covering subsidy receivables from 2 months ago to allow validation by the government.

### **Question asked by Lim Teik Zun**

**40. Hi, will the government subsidy for RON95 and Diesel affect the Company's profit margin?**

**A:** The product subsidy receivables affect the Company's working capital and cash flows but not its profit margin.

## **Borrowings**

### **Question asked by Ho Yueh Weng**

**41. What is the reason for the huge increase in loans and borrowings and where are these utilised?**

**A:** The increase in short-term borrowings was meant to cover higher working capital requirements.

## **AGM Cost**

Questions asked by Lim Kheng Joo/ Teh Peng Tin/ Liew Chee Meng/ Lim San Kim/ Chea Ah Chun/ Ong Kok Pak

42. What is the cost-savings for conducting this virtual AGM compared to last year virtual AGM and also to previous year's physical AGM? \*
43. How much does the Company spend on this virtual AGM?
44. How much does our Company spend to hold this virtual AGM plus remote participation & voting (RPV)?
45. How much time and money spent on preparing the annual report every year, if the Company makes good profit, shareholders will ask the authority to waive it next year so as to save cost for the Company, which mean only the profit and loss account only.
46. Can we all attend virtual AGM from home instead of renting office so as to save cost.
47. If virtual meeting too expensive, we can use many other methods as other many Company do.
48. How much is the total cost for conducting this virtual AGM? Please let the shareholder know the exact amount. If the Company refuses to disclose, what are the reasons?

**A:** We have been conducting our AGMs virtually since last year with the safety of our shareholders in mind. The cost of mounting a virtual AGM is generally lesser compared to a physical AGM. Bulk of the cost is for our subscription to a third-party virtual AGM platform with virtual voting capabilities.

## **AGM Door Gift**

Questions asked by Loo Yeo Ming/ Lim Chew Lin/ Stephen Lye Tuck Meng/ Au Yong Chee Hoong / Helen Mujan Ngau/ Yew Nyuk Yoon/ Ngoh Yoke Chin/ Tan Chai Heng/ Tai Phoo Siew @ Thay Phoo Siew/ Tan Sian Hoo/ Goh Kok Oon/ Teh Sue Wei / Lee Suan Bee / Liew Chee Meng/ Teh Peng Tin/ Cheah Yew Boo/ Teh Sue Leng/ Tan Chai Heng / Lee Chew Foong/ Yew Nyuk Yoon/ Ngoh Yoke Chin/ Goh Pek Hong/ Lau Ati @ Lau Chuan Teng / Mohd Tahir Bin Maulut/Lim San Kim /Abdul Rahman Gan Bin Abdullah/ Chea Ah Chun/ Chan Ngun Fong/ Loo Yeo Ming/ Ong Cheat Wai

49. Will there be any door gift for attending this virtual AGM? \*
50. To consider giving door gift as token e.g. e wallet like T and Go
51. To reconsider giving door gift e.g. e wallet
52. Dear BOD - Kindly give us some e-vouchers or e-wallet for being loyal shareholders and attending this meeting. Times are bad now. Please be considerate to us shareholders during these trying times. TQ
53. Would the board consider to provide e-voucher/door gift to those shareholders who attended the Virtual AGM? A little favor goes a long way to help us in this current hardship.
54. Is the company giving E-Wallet for those who has register and attend the virtual AGM? TQ
55. Dear Board of Directors, we truly appreciate your time, commitment and presence in today's AGM. Therefore, on the same aspect, we would like to request your goodselves to kindly consider giving door gifts to shareholders as a token of appreciation for their commitment and time in attending and participating during the AGM.
56. As shareholders are facing a tough pandemic times, an e Wallet TnG reload pin or Petron fuel e voucher is much appreciated. will the Board consider? TQ
57. Are there any e vouchers for shareholders as courtesy for attending the AGM? Thank you.
58. I am a long-time shareholder. I would like to request for Touch & Go e wallet as a token for participating in today's RPV AGM. Thank you.
59. I would like to request for e voucher as a token for participating in today's RPV AGM.
60. Could the Management of our Company be kind enough to giveaway e-/meal vouchers to the event participants (particularly grateful to help minority shareholders to make their respective two ends to meet during the current pandemics lock-down)?
61. Would the board kindly consider giving e-wallet as a token of appreciation or attending this RPV. Thank you.
62. Dear BOD - Kindly give us some e-vouchers, food vouchers or e-wallet (no discount vouchers please) for being loyal shareholders and attending this meeting. Times are bad now. Please be considerate to us shareholders during these trying times. TQ
63. Since this is 2nd virtual AGM, I humbly request BOD to give RM50 Petron eVoucher to minority shareholders as a token of appreciation.
64. Can the Company give us e-voucher as a token of appreciation for attending this RPV, especially during this difficult period of Covid 19 pandemic? Thank you.
65. Please provide us with an e Voucher for petrol/diesel as a token of appreciation. TQ

66. Dear Board of Directors, we would like to request your goodselves to kindly consider giving door gifts to shareholders as a token of appreciation for their commitment, time and efforts in attendance and participation during AGM.
67. Dear Board of Directors, we would like to request you to kindly consider giving door gifts to shareholders as a token of appreciation for their commitment and efforts in attendance and participation in this AGM.
68. Dear Board of Directors, it would be great if you could give some door gifts to shareholders as a token of appreciation for their commitment and time in attendance and participation in this AGM.
69. Good afternoon, we would appreciate if Petron enjoying high fuel prices return will take care of minority shareholders by rewarding with an e Voucher for petrol /diesel. TQ
70. Good afternoon, can the Board consider giving e vouchers to shareholders who are attending this AGM remotely? A little gesture is much appreciated especially during this challenging time of the Pandemic. Tq
71. Please consider giving e-voucher to participating shareholders thank you.
72. As we all know, allowances will be given to those directors who attended the Company meeting. (NOT TODAY AGM) I hereby ask the Company to give some e-voucher/e-wallet to those shareholders who are present. In order to be fair, both shareholders & directors should be treated equally. TQ
73. Any E voucher for attending RPV AGM.
74. No voucher n e wallet at all after the Virtual meeting start, please reward so as to encourage support for Virtual if not all will go back to physical meeting again.
75. The share price up or down not an issue, most important make profit n reward e wallet.
76. Did I miss the answer? Will the Company give all participants of this virtual meeting some vouchers, e vouchers or e wallet top ups as token of appreciation?
77. Kindly provide door gift as usual.
78. The door gift will be sent to house address?

**A:** We are giving out 3,000 PMiles points equivalent to RM45 worth of fuel as our door gift to shareholders attending the virtual AGM. The points will be credited to your PMiles accounts. Kindly submit your Name, IC Number and PMiles Card Number and email us at [AGM2021@petron.com.my](mailto:AGM2021@petron.com.my) until August 31, 2021.



## **AGM Q&A**

### **Questions asked by Ong Kok Pak**

79. **Will the Company answer every single shareholder question raised by shareholders on AGM? \***
80. **Will the Company publish all Q&A from shareholders & MSWG to the Company website?**

**A:** We will answer questions within the allocated time limit. Answers to those questions not replied to during the AGM are published in the Company's website.

81. **Will the Company provide AGM Minutes to those shareholders who attend the AGM?**

**A:** The minutes will be published in our Company website.

82. **Can the board of directors allow the shareholder to speak via online on the AGM rather than just submit questions via typing? As it is difficult to exchange ideas and add more input on questions, I humbly refer to the fundamental rights of shareholders', as a shareholder we have the right to attend, participate and speak at a meeting and also vote on all resolutions of general meetings.**

**A:** This is a limitation with virtual AGMs given the large number of attendees. Doing so might impact the system's integrity and cause technical difficulties.

83. **Would be much appreciated if the external auditor can speak at this AGM to give opinion on the financial statements and confirm that the Company financial statements are free from any errors and fraud. Thank you.**

**A:** The external auditors were present during the virtual meeting and were available to answer question directed to them. The auditors' opinion can be found in the Independent Auditors' Report (page 137-139 of 2020 Annual Report).

## **Annual Report**

### Questions asked by Teh Peng Tin/ Loo Yeo Ming

84. I would like to request a printed hard copy of the Company annual report. Thank you.
85. Kindly send hardcopy of annual report.

**A:** In line with our environmental initiatives, we encourage our shareholders to view our 2020 Annual Report online through our website at [www.petron.com.my/investor-relations/our-annual-reports](http://www.petron.com.my/investor-relations/our-annual-reports). However, if you still prefer to have a hardcopy, you may request it by contacting the Share Registrar, Tricor Investor & Issuing House Services Sdn. Bhd. (Tel: +603-2783 9299, Fax: +603-2783 9222).

## **Livestream Issue**

### Questions asked by Chan Ngun Fong/ Kenneth Ho Tze Kien/ Lye Yit Fah/ Tai Siang Chin/ Lim Tan Yeow Kuan

86. Something wrong with the stream? It says Live stream offline.
87. Hi. What's happening to the live stream??
88. Suddenly screen prompt "Because of its privacy settings, this video cannot be played here."
89. Why is as an unreliable live stream connection used for virtual AGM?
90. This live streaming had failed a few times. There should be a change of this facility.

**A:** We sincerely apologize for the technical glitch that happened during the AGM live stream. We have provided a detailed explanation in the email issued by Tricor recently.

### Off-Topic

91. **What keeps the chairman and CEO awake at night?**
92. **Convert palm oil to petrol as some country are start doing research for this, so buy more oil palm estate.**
93. **Why don't we venture into vaccine production instead of depend on import or monopolies by Pharma.**
94. **Venture into food & technology, since we can't move around now, it has become a necessity.**

We will not respond to these questions.