

<b>TERMS AND CONDITIONS</b>	
<b>Organiser</b>	Dutch Lady Milk Industries Berhad
<b>Campaign Name</b>	Dutch Lady Professional x Malaysian International Food & Beverage (“MIFB”) Trade Fair 2026 Campaign (“Campaign”)
<b>Campaign Period</b>	15 <sup>th</sup> – 17 <sup>th</sup> July 2026, 5:00:00 PM (MYT)
<b>Eligibility of Participants</b>	The Campaign is open to all Malaysians aged 16 and above except employees and immediate family members of FrieslandCampina (including FrieslandCampina Professional (“FCP”)) and/or Dutch Lady Milk Industries Berhad, including its agencies, distributors and/or suppliers.
<b>Participation Mechanics</b>	<p>1. RSVP at the Dutch Lady Professional Invitation Website [<a href="https://www.dutchladyprofessional.com.my/mifb2026">https://www.dutchladyprofessional.com.my/mifb2026</a>] and visit the FCP booth at the MIFB before 17<sup>th</sup> July 2026, 5:00:00 PM (MYT).</p> <p>2. Alternatively, fill up the on-ground registration form at the FCP booth at the MIFB from 15<sup>th</sup> July to 17<sup>th</sup> July 2025, 5:00:00 PM (MYT). The joining mechanics are as below:</p> <p><b><u>a) For Online Pre-event Registration:</u></b></p> <p><u>How to Participate:</u></p> <ol style="list-style-type: none"> <li>1. Click the link in any of the Dutch Lady Professional MIFB 2026 online postings.</li> <li>2. Fill in the relevant details in the Registration Form at the FCP MIFB Invitation Website and click 'submit' to complete the registration. Participants must answer both questions i.e. “What product are you interested in?” and “What is your estimated monthly usage volume (units/cartons)?”.</li> <li>3. Upon successful registration, the Participant will be registered for the FCP Booth at the MIFB with a QR code sent to the Participant’s email.</li> <li>4. To check in, present the QR code at the registration counter of the FCP Booth at the MIFB (Booth 7109, Hall 7).</li> <li>5. This QR code is not proof of event entrance; the Participant is required to register for the MIFB at the MIFB 2026 exhibition entrance prior to entry.</li> <li>6. The Participant is eligible to redeem one (1) Dutch Lady Professional branded merchandise by presenting the QR code at the FCP booth at the MIFB. First come first serve basis. While stock lasts.</li> </ol> <p><b><u>b) For On Ground Registration:</u></b></p>

	<p><u>How to Participate:</u></p> <ol style="list-style-type: none"> <li>1. Fill in the details or leave a name card with our sales personnel at the FCP booth at the MIFB, from 15<sup>th</sup> to 17<sup>th</sup> July 2026, 5:00:00 PM (MYT). Participants must answer both questions i.e. "What product are you interested in?" and "What is your estimated monthly usage volume (units/cartons)?".</li> <li>2. Upon successful registration and check-in at the FCP booth's registration counter at the MIFB, the Participant is eligible to redeem one (1) Dutch Lady Professional branded merchandise. First come first serve basis. While stock lasts.</li> </ol>
<p><b>Social Media Contest</b></p>	<ol style="list-style-type: none"> <li>1. Participants can stand a chance to win one (1) place in the "ASEAN Coffee Institute ("ACI") Barista Course" when they join the "Comment, Share &amp; Tag" contest on Instagram.</li> </ol> <p><b><u>a) How to Participate:</u></b></p> <ol style="list-style-type: none"> <li>1. Participants need to: <ol style="list-style-type: none"> <li>a) Comment on Dutch Lady Professional invitation post and share why you would like to win a place in the ACI Barista Course.</li> <li>b) Tag your café's social media account.</li> <li>c) Share the post on your Instagram Story as a repost and tag "@dutchladyprofessional" on Instagram.</li> </ol> </li> <li>2. Open to baristas and café owners only. Participants must keep their accounts public. Entries will be closed on 17<sup>th</sup> July 2026, 7:00:00 PM (MYT).</li> </ol> <p><b><u>b) Prize:</u></b></p> <ol style="list-style-type: none"> <li>1. One (1) place in a 5-day ASEAN Coffee Institute ("ACI") Barista Course worth RM3,000.00.</li> </ol> <p><b><u>c) Judging Criteria:</u></b></p> <ol style="list-style-type: none"> <li>1. The Organiser will monitor entries on social media and select one (1) winner based on creativity and the responses in the comments (i.e. reasons why they wish to win), from Participants who have completed all the required steps.</li> <li>2. The Organiser's decisions are final, and no further correspondence or appeals will be entertained.</li> </ol>

	<p><b><u>d) Prize Announcement and Redemption</u></b></p> <ol style="list-style-type: none"><li>1. The Organiser will contact the winner via phone call or email. The winner will be notified approximately two (2) weeks after the conclusion of the MIFB 2026.</li><li>2. If a selected winner is unresponsive after three (3) contact attempts, the Organiser reserves the right to select an alternative winner.</li><li>3. Delivery or collection of the prize will be confirmed via phone call or email by the Organiser.</li><li>4. To redeem the prize, the winner may contact the Organiser via Facebook, Instagram, email or phone.</li><li>5. For any enquiries regarding prize redemption, the winner may reach out via the following channels:<ul style="list-style-type: none"><li>• Facebook Page: <a href="https://www.facebook.com/DutchLadyProfessionalMY">https://www.facebook.com/DutchLadyProfessionalMY</a></li><li>• Instagram Page: <a href="https://www.instagram.com/dutchladyprofessionalmy/">https://www.instagram.com/dutchladyprofessionalmy/</a></li><li>• Email: <b>noreply@frieslandcampinaevents.com</b></li><li>• Phone: <b>012-670 3307 (Mohamad Zaim)</b></li></ul></li></ol>
<p><b>General Conditions</b></p>	<ol style="list-style-type: none"><li>1. All decisions made by the Organiser in relation to the Campaign including but not limited to the selection of winners and forfeiture of the Prize (if any) shall be final, conclusive, and binding. No queries, challenges, correspondence, or appeals will be entertained. The selection of the winners shall be in accordance with the Participants' satisfaction with the Campaign's entry criteria and determined at the Organiser's sole and absolute discretion. The receipt by any winner of any Prize under this Campaign is conditional upon compliance with all applicable laws, rules, and regulations.</li><li>2. The Organiser reserves the right to substitute any one of the Prize(s) with items of equivalent value at any time without prior notice. All Prizes are not transferable, non-refundable, and non-exchangeable for cash and will only be presented to winners who are able to satisfy the Organiser's prize claiming requirements as set out herein.</li></ol>

3. The Organiser will not be held liable in the event of non-receipt or delayed delivery of any form of notification to the participants. All costs incidental to a participant's participation in the Campaign and redemption and/or usage of the Prize shall be solely borne by the winners.

4. Participants shall not, without the prior written approval of the Organiser, speak to the press or any other media nor give any interviews or comments relating to the Campaign.

5. The Organiser and its partners and/or sponsors for the Campaign (if applicable) shall not be liable for any loss (including, without limitation, indirect or consequential loss), damage, personal injury, or death in connection with the Campaign or any prize, except any liability that cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).

6. If applicable, all warranty claims regarding a Prize should be directed to the applicable manufacturer or supplier. The Organiser shall not be responsible for any breaches of contract or any actions or omissions on the part of any manufacturer or supplier of Prizes, nor be liable in any way to any party for any loss or damage arising in connection with the Campaign or any Prize. Except to the extent that they may not be excluded by law, all representations, warranties, terms, or conditions that are not expressly stated in these terms and conditions which apply to this Campaign and in respect of the Prizes and all implied warranties are excluded, including, but not limited to, the implied warranties of satisfactory quality, merchantability, or fitness for a particular purpose of any of the Prizes.

7. The Organiser reserves the right, in its sole discretion, to disqualify any Participant that is found or suspected of tampering with the Campaign Mechanics, the operation of this Campaign and/or to be in violation of the Terms and Conditions hereof. If any winner is disqualified from the Campaign, the Organiser at its sole discretion may decide whether a replacement winner should be selected.

8. The Organiser reserves the right to reject/delete any submissions which contain any elements of nudity, pornographic images, graphic violence, defamatory or libelous statements or materials that are considered illegal or

may contravene the laws of Malaysia or materials that are likely to tarnish the Organiser's image or reputation.

9. The Organiser, its affiliates, subsidiaries, promoters and agents shall not be liable in any way for the following: a) any additional expenses incurred by participants for taking part in the Campaign; b) any sort of technical failure; c) intervention by unauthorized parties during the Campaign; d) electronic and/or human errors in the administration of the Campaign and processing of entries; and/or e) any data entry that is lost, stolen, damaged, wrongly delivered or not received which is not due to the sole negligence or willful default of the Organiser.

10. All participants unconditionally agree to assume full liability and responsibility to the extent permitted by law in the event of any loss, mishap, injury, damage, claim, or accidents (including death) suffered because of or arising from their participation in this Campaign, redemption and/or utilization of the Prizes and/or Organiser's products.

11. All entries submitted for the Campaign shall become the property of the Organiser. The Organiser reserves the right to use, publish, disclose, or display the name, address, last 4 digits of the winners' identification card (IC) number, photograph, particulars and/or documents of all winners for advertising and publicity purposes. The winners or their duly authorized representatives may be required to attend prize presentations and/or participate in publicity programs, which the Organiser may from time to time organize in connection with the Campaign and if so, such winner(s) or their duly authorized representatives should attend such functions at their own cost and expense.

12. The Organiser reserves the right to change, cancel, terminate, or suspend the Campaign at any time for the duration of the Campaign Period without prior notice. For the avoidance of doubt, cancellation, termination, or suspension by the Organiser of the Campaign shall not entitle the Participants to any claim or compensation against the Organiser for any or all loss or damage suffered, or costs and expenses incurred by the participant either directly and/or indirectly arising from or in connection with the cancellation, termination, or suspension of the Campaign by the Organiser.

	<p>13. By participating in this Campaign, participants are taken to have read, understood, and agreed to be bound by these Terms and Conditions, and accept that all decisions by the Organiser are final and binding. The Organiser reserves the right to change, amend, add, or delete any of these Terms and Conditions at any time without prior notice to the participants and the participants agree to be bound by such changes.</p> <p>14. For further enquiries about this, please send a direct message to the Dutch Lady Professional Instagram page.</p> <p>15. The Campaign and these terms and conditions shall be governed by the laws of Malaysia and the participants agree to submit to the exclusive jurisdiction of the Courts of Malaysia.</p> <p>16. In the event of any conflict between the English version of these Campaign terms and conditions and other language versions, the English version shall prevail.</p>
<p><b>THE ORGANISER'S PERSONAL DATA PROTECTION ACT COMPLIANT NOTICE UNDER THE PERSONAL DATA PROTECTION ACT 2010</b></p>	<p>1. The Organiser shall process the personal data that you have provided in the online entry form such as your name, national identity card number, contact details, address, (including any details contained therein) and any other information that has been requested from you in this Campaign ("Personal Data").</p> <p>2. By submitting an entry and participating in this Campaign, you hereby consent and agree to the processing of your Personal Data by the Organiser in accordance with the Organiser's Personal Data Protection Act Compliant Notice for purposes of this Campaign including in the manner as specified below:</p> <p>a. to the use of any Personal Data by the Organiser for the Campaign such as for management and administration of the Campaign; to deliver the prize(s) to you should you be selected to be a winner etc.</p> <p>b. to publish your name and last 4 digits of your identification card (IC) number on the Organiser's Instagram page or any event page, and/or any other platforms of the Organiser as it deems fit if you have been selected as a winner; and</p> <p>c. to send you news and promotional material and information from the Organiser. Provision of your Personal Data for this purpose is voluntary and</p>

you may withdraw your consent for this purpose at any time by contacting the Organiser using the contact details below.

3. Your Personal Data is being processed by or on behalf of the Organiser. Save as indicated otherwise herein, provision of your Personal Data is mandatory if you wish to participate in this Campaign. Failing to provide your Personal Data will result in the Organiser not being able to process your participation or to contact you in the event you are selected as a potential winner or recipient of any Prize or reward.

4. The Personal Data that you provide us with may be disclosed to our service providers and external agencies such as digital agencies engaged by the Organiser for the management of the Campaign and to process your participation in this Campaign. Your Personal Data may also be transferred and accessed outside of Malaysia by the Organiser's related entities in the region and the Organiser's headquarters.

5. You are responsible for ensuring and you warrant that the Personal Data you provide us is accurate, complete, and not misleading and updated.

6. If a participant informs the Organiser via its Consumer Care channels (<https://www.dutchlady.com.my/contact-us/>) that the above information should not be used as a basis for further contact, the Organiser will respect such participant's request. For the Organiser's full Personal Data Protection Act Compliant Notice, please refer to the Organiser's website at <https://www.dutchlady.com.my/privacy-policy/> (English version) or <https://www.dutchlady.com.my/dasar-privasi/?lang=bm> (Bahasa Malaysia version).