



RULES OF CONDUCT FOR THE ANNUAL MEETING OF SHAREHOLDERS OF SHOPIFY INC. TO BE HELD ON JUNE 4, 2024

The following are the guidelines that will apply to the Annual Meeting of Shareholders (the “**Meeting**”) of Shopify Inc. (the “**Company**”) to be held on June 4, 2024.

1. The business of the Meeting will consist solely of the items set out in the Notice of Meeting dated April 19, 2024.
2. Only shareholders as of the close of business on April 23, 2024, the record date of the Meeting, or their duly authorized proxyholders, may submit questions and vote at the Meeting. Shareholders and duly authorized proxyholders will need to enter their 16-digit control number or eight-digit appointee ID number, respectively, to enter the Meeting, vote at the Meeting and submit questions. If shareholders have voted prior to the start of the Meeting, voting using the online ballot at the Meeting will revoke and replace the prior vote.
3. Guests are permitted to listen to the Meeting, but may not participate or ask questions during the Meeting.
4. Votes may be cast by online ballot during the formal remarks until the polls close. The polls will close for formal items of business after the presentation of the Advisory Resolution on Executive Compensation.
5. An opportunity will be provided to present questions and comments during the question and answer session. Questions may be submitted by shareholders and duly authorized proxyholders in the field provided in the web portal for the Meeting.
6. The Chair will determine the order in which questions will be addressed at the Meeting. Questions from multiple shareholders on the same topic, or that are otherwise related, may be grouped, summarized or answered together. It will be helpful if questions are succinct and cover only one topic per question.
7. Questions are welcome, but conducting the business set out in the agenda for the benefit of all shareholders will be paramount. The Chair does not intend to address any questions that are, among other things, malicious or derogatory; related to material non-public information of the Company; repetitious or have already been asked by another person; related to personal grievances or a matter of individual concern or in furtherance of a shareholder’s personal or business interests and not a matter of interest to shareholders generally; or irrelevant to the business of the Company or to the business of the Meeting. The Chair and Secretary, in their reasonable judgment, will determine which questions are suitable for the conduct of the Meeting. The Meeting is scheduled to begin at 10:30 am (Eastern Time). Following the formal remarks, the remainder of the Meeting will be available for questions and answers.
8. If there are matters of individual concern to a shareholder that are not of general concern to all shareholders, such matters may be raised separately after the Meeting by contacting the Shopify Investor Relations team at IR@shopify.com.
9. In the event of a technical issue or significant problem that disrupts the Meeting, the Chair may adjourn, recess or expedite the Meeting, or take such other action as the Chair determines appropriate in light of the circumstances. Recording of the Meeting is prohibited.

If you are a shareholder and wish to submit questions in advance of the Meeting, you may do so by accessing www.proxyvote.com, inserting your 16-digit control number, and then navigating to the "Submit Questions" tab at the top of the page.