

# User guide to join the AGM online

## Visit

<https://web.lumiagm.com/105991303> on your smartphone, tablet or computer.

You will then need to enter your Shareholder Reference Number (SRN) and PIN, which can be found on the Form of Proxy that accompanies the Notice of AGM for shareholders receiving hard copy documents, or on the Letter from the Chair for shareholders who receive postal notification once documentation is available online, or within the email received in relation to the Notice of AGM for shareholders who receive electronic communications. You can also obtain your SRN and PIN by contacting Computershare on +44 (0)345 143 4005\* and verifying your identity, in line with Computershare procedures.

You will need the latest version of Chrome, Safari, Edge or Firefox. Please ensure your browser is compatible. An active internet connection is required at all times to participate in the meeting.

\* Lines are open from 9.00am to 5.30pm Monday to Friday, calls are charged at the standard geographic rate and will vary by provider. Calls outside the UK will be charged at the applicable international rate.

## Home page and broadcast

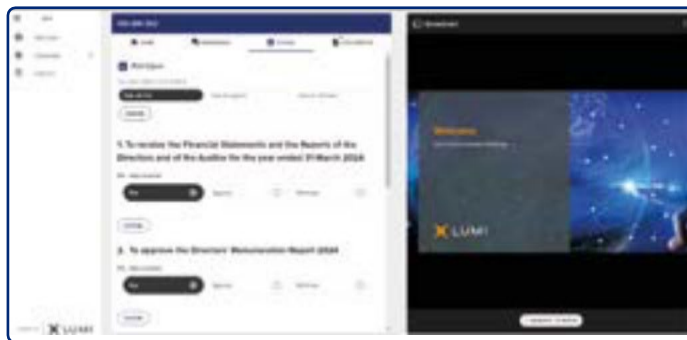


Once logged in, you will be greeted by the home page, which contains instructions for using the platform.

The live broadcast of the proceedings will be available on the right-hand side of your device.

Click 'Play' on the broadcast, ensure that your device is unmuted and the volume is turned up.

## Voting



Once the Chair has opened voting, the voting tab will automatically appear in the navigation bar. All resolutions will be displayed along with the voting options.

Simply click on your desired choice to cast your vote.

There is no submit button. You may change your vote as many times as you wish until the Chair declares voting closed. To withdraw your vote and have no selection recorded, press cancel.

To cast all your votes in the same direction, use the 'Vote all' button at the top of the screen.

You may also split your vote by clicking the 'Split Vote' button.

## Questions (written)




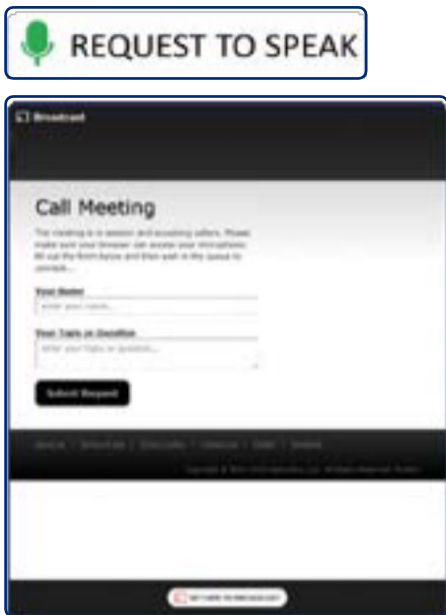
Written questions can be submitted by selecting the messaging icon from the navigation bar and typing your question into the 'Ask a question' box. Click the arrow icon to submit the question.

If question categories are enabled, these can be selected from the drop-down menu.

Copies of questions you have submitted can be viewed by selecting 'My Messages'.

APPENDICES – CONTINUED

 **Questions (verbal)**



If you'd like to ask your question verbally, press the 'Request to Speak' button at the bottom of the broadcast window.

If you are watching the broadcast in full screen mode, this button is found at the top of the window.

Follow the on-screen instructions to join the queue.

 **Documents**



Meeting documentation can be found within the documents tab in the navigation bar.

Documents can be read within the platform or downloaded to your device in pdf format.

**Icon descriptions**



**Home tab**  
Displays meeting instructions



**Voting tab**  
View and vote on the resolutions. Only visible once the Chair opens voting



**Messaging tab**  
Submit written questions



**Documents tab**  
View documents relating to the meeting, if available