

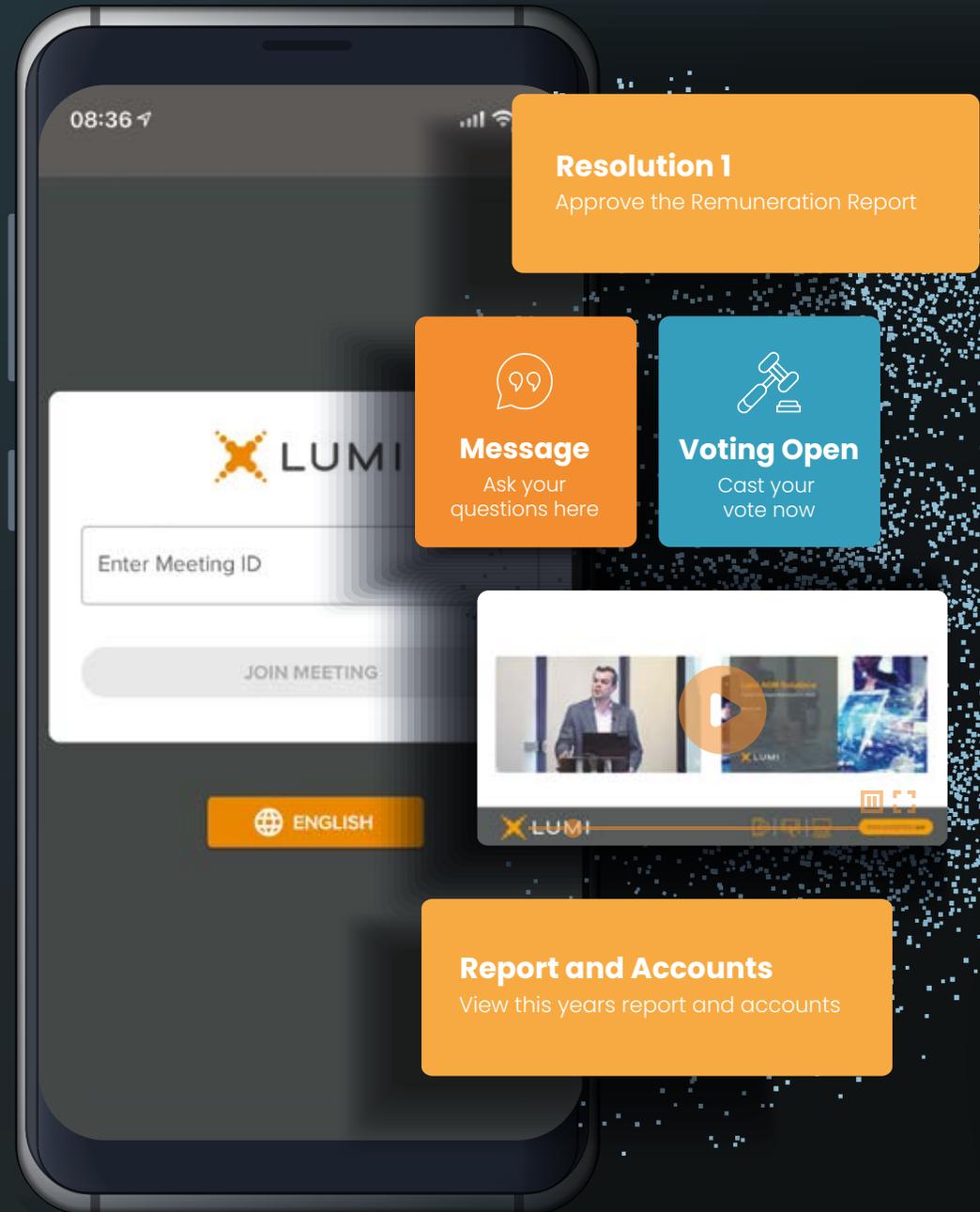


Introducing Lumi



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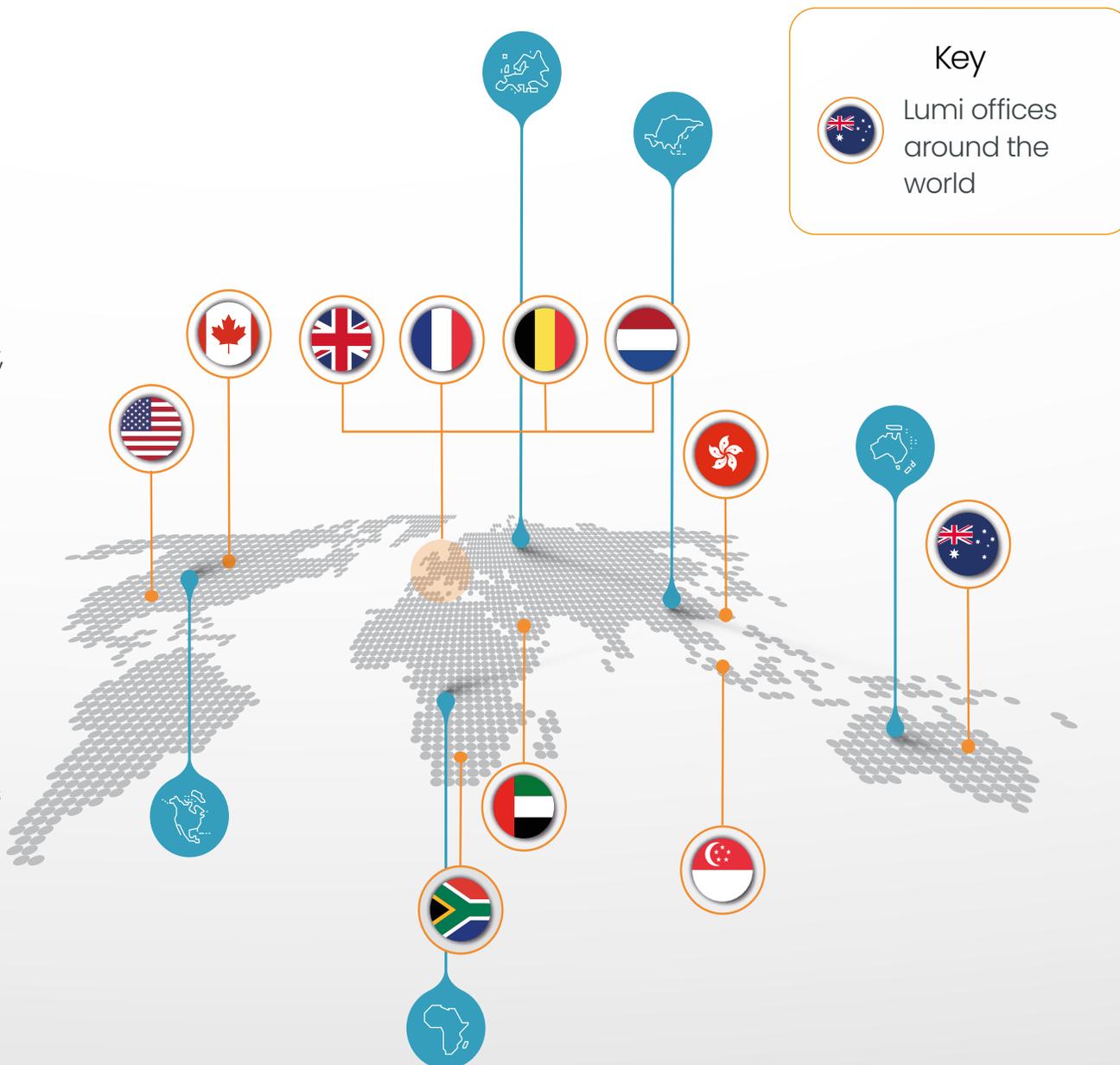


Who we are

Lumi is the power behind many of the world's shareholder meetings, streamlining the voting process and transforming traditional AGMs. Whether your shareholders are participating in the room or remotely from anywhere in the world, the Lumi technology provides a seamless, end-to-end experience.

Based on proprietary, patented technology, Lumi provides software, hardware and services that assists Issuers, Registrars and event organizers to register delegates, provide live, secure polling, Q&A management services and relevant reporting – whether in a physical location, a virtual environment or a combination of the two.

Lumi is headquartered in Hampshire, UK where central functions including finance, product development and marketing are based, but has offices in 11 countries across EMEA, APAC and the Americas. Highly differentiated across regional markets, our clients benefit from extremely strong, experienced and renowned MDs who head up each in-country team.



Where we operate

In 2021, Lumi serviced over 4,500 meetings worldwide, supporting complex businesses manage the shift to digital and hybrid technologies.

Our local teams, embedded across the global regions, are adept at delivering meetings that engage shareholders, protect democratic rigour and deliver on corporate governance objectives.

Thanks to our expert team and world-leading platform, over the course of our 20 year history we have become the major AGM operator globally, operating in 40 countries with offices stationed in 11 countries.

Lumi has played a vital role in pioneering the fully virtual format, offering international companies the opportunity to conduct business on a truly global level, negating the difficulties presented by long haul travel, time-zones and scheduling issues.

Key



No. of meetings



Shareholder Count



Guest Count



Messages Count

Number of meetings held around the world

2021



Americas

1,472

160,629

59,439

19,049



Europe

1,330

15,871

90,031

11,828



Africa

331

19,337

24,175

9,705



Asia

483

1,870

23,825

5,404



Australasia

1,150

65,870

19,458

6,458

Who we serve

Our expert teams work with a range of clients from across the world; serving the entire FTSE 100 in the UK, alongside the majority of listed companies globally, our expertise and knowledge of the listed market is second to none. As a result, our meetings not only meet expectation but help companies far exceed their corporate governance requirement, thanks to the innate accessibility of a Lumi meeting.

In addition, our teams work closely with privately held businesses, membership associations, sporting federations and professional bodies to deliver productive AGMs.

Carrefour 

Coca-Cola ^{MR}

 **DP WORLD**

 **HSBC**

IBM

PHILIPS

PRADA

 **QANTAS**

TESCO


Unilever

Client testimonials

“Your support and efforts in planning and accomplishing this top-notch meeting certainly contributed to our success. We sincerely appreciate your efficient, quality of service, the level of detail and accountability you have demonstrated on this virtual AGM, and the way you conducted the service as a whole.”

البنك الأهلي
ahlibank



Discover our clients:

Emirates NBD

"My sincere thanks to you all for your great efforts and support with the AGM. It was a successful event and all went smoothly with positive results and feedback."

Ninety One

"In terms of feedback – from my perspective, you made the process easy. You guys knew your stuff and we therefore had the confidence to help our Board through this process. You have all also been highly professional and personable, which made this part of the process easy."

Vancity

"Just wanted to reach out and say thank you for getting us through yet another virtual AGM! We couldn't have done it without you and Lumi's support being there every step of the way. Look forward to working with you next year."



"Thank you and your team so much for all your guidance and support! You've made this meeting so easy for us!"





"I would like to extend my deepest appreciation for the amazing work and the endless hours that you and your teams have spent working on today's AGM/EGM. Our shareholders' meetings would never be so successful without your support and hard work. I feel blessed to work with such an incredible and talented bunch of people. Thank you once again, everyone, you are truly outstanding!"

proximus

Insight into the 2021 shareholder relations landscape

In a recent blog post, Glass Lewis emphasised: “the increased use of digital technology in the AGM is overdue and could be utilised to improve the shareholder experience” despite initial fears that virtual meetings may curb shareholder engagement and dilute investor voice.

Indeed, as we move into the second year of the pandemic, we are beginning to see those who initially resisted hosting a digital meeting realise the benefits of the format. Fundamentally, we have experienced increased levels of adoption across the globe, even amongst those who initially chose to wait until ‘business as usual’ returned to conduct an in-person AGM.

When it comes to futureproofing the AGM, for many leading businesses and membership organizations committed to good corporate governance, there is only one path forward- fully virtual annual meetings or the “new-hybrid” model – a virtual meeting with a smaller number of physical attendees. For industry leaders, there is increased cognizance of the hybrid AGMs role in fulfilling key governance goals in the long term and a sense of separation between the use, and usefulness of digital meeting environments in moments of crisis.

“Whilst it is a legal requirement in Belgium to hold a Hybrid meeting, as a business we know there is only one direction of travel, where our shareholders are able to attend digitally.”

Dirk Lybaert
Chief Corporate Affairs
Officer and Secretary
General, Proximus.

Navigating shareholder engagement

This year, some technology providers have noted a downward trend in shareholder attendance citing apathy amongst stakeholder bases, and a lack of active engagement. At Lumi, our global client base has experienced the reverse; in the first half of this year 2,756 meetings were conducted by Lumi worldwide, with a total of 180,360 shareholders attending, alongside 80,604 guests.

When compared to the same period in 2020, only 982 meetings had been conducted, with 23,785 shareholders in attendance and 60,945 guests. Although many companies were straitjacketed by the shock arrival of Coronavirus when planning their AGM, and planned for a broadcast only or behind-closed-doors meeting as an emergency measure, the rise of shareholder presence in 2021 is undeniable.



180,360

No. of Shareholders attended, 2021

23,785

No. of Shareholders attended, 2020

49,472

No. of messages received, 2021

6,092

No. of messages received, 2020



Trends in shareholder engagement

Since 2020, shareholders have been more actively involved in their AGMs, asking more questions and scrutinising board activity than ever before. Notably, the average number of questions asked at any given meeting has risen from 6 questions to a new high of 17 questions- a 180% increase from last year, almost trebling engagement.

For many shareholders, this AGM season has been marked by a desire to impact the social conscience of the companies in which they invest. Notably, more shareholders than ever before have registered their dissent in response to board proposed resolutions. Dissent was particularly fearsome on the issue of remuneration.

The Investment Association's public register of listed companies, which compiles the listed companies facing most scrutiny, recorded an average of 31% opposition on crucial votes on director pay and remuneration across 43 listed companies in the UK. Notably, these were the companies offering the biggest pay increases to directors.

Which topics are shareholders most concerned about?



Financial Reporting:
Remuneration
and Dividend Pay



Environmental
Damage and
Climate Change



Diversity and
Accessibility



Good
Governance



31%

Opposition on crucial votes on director pay and remuneration.

Technology that enhances experience for shareholders and issuers

With shareholder voice on the rise, Issuers should be mindful of the opportunities on offer for interaction, provide meaningful opportunities to engage and an intuitive platform that facilitates question and answer. There are a few ways that organizations can enhance the AGM experience for both Issuers and shareholders.

Technology that enhances experience:

For Issuers

- Intuitive platform that's easy to manage and navigate
- Authenticated shareholder access
- Single admin portal to manage the meeting that all relevant admins can access
- Ability to maintain the integrity of a single meeting, with both remote and in-room participants
- Visibility of live questions, comments, votes and attendees
- A wide range of integrated, in-room options for polling
- Post-meeting reporting
- Accessible recording- hosted and embedded on relevant domain

For Shareholders

- Access via device of choice
- No need to download additional app
- Authenticated through the Lumi platform
- Can vote electronically at the meeting, whether in person or online
- Can ask questions during the meeting
- Telephony access audio available

Get in touch

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