

Appendices

Appendix 1: User guide to join the Meeting electronically

Meeting ID: 103-464-323

Meeting Access



Shareholders can participate in the meeting remotely, via: <https://web.lumiagm.com>. This can be accessed online using the latest version of Chrome, Firefox, Edge and Safari on your PC, laptop, table or smartphone.

On accessing the meeting platform, you will be asked to enter the Meeting ID above. You will then be prompted to enter your unique 11 digit Investor Code (IVC), including any leading zeros and 'PIN'. Your PIN is the last 4 digits of your IVC. You can find your IVC on a printed share certificate or dividend counterfoil or alternatively you can sign in to www.sse-shares.com to obtain your IVC.

Access to the platform will be available 30 mins prior to the start of the Meeting.

Broadcast



Once logged in, and at the commencement of the meeting, you will be able to follow the proceedings on your device.

Voting



Once the Chair has formally opened voting, the list of resolutions will automatically appear on your screen. Select the option that corresponds with how you wish to vote.

Once you have selected your vote, the option will change colour and a confirmation message will appear to indicate your vote has been cast and received, there is no submit button.

To vote on all resolutions displayed select the "vote all" option at the top of the Screen.

To change your vote, reselect your choice. To cancel your vote, select the "cancel" button. You will be able to do whilst the poll remains open and before the Chair announces its closure.

Q&A



To ask a question, select the messaging icon from within the navigation bar and type your question at the top of the screen. To submit your question, click on the arrow icon to the right of the text box.

Details of how to access the teleconference facility will be provided on the day of the Annual General Meeting, once you are logged into the Lumi platform.

Duly appointed proxies and corporate representatives



If you wish to appoint a proxy other than the Chair of the meeting and for them to attend the virtual meeting on your behalf, please submit your proxy appointment in the usual way before contacting Link Group on +44 (0) 371 277 1020* in order to obtain their IVC and PIN. It is suggested that you do this as soon as possible and at least 48 hours (excluding non-business days) before the meeting.

If your shares are held within a nominee and you wish to attend the electronic meeting, you will need to contact your nominee as soon as possible. Your nominee will need to present a corporate letter of representation to Link Group, our registrar, as soon as possible and at least 72 hours (excluding non-business days) before the meeting, in order that they can obtain for you your unique IVC and PIN to enable you to attend the electronic 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.

Requirements



An active internet connection is always required in order to allow you to cast your vote when the poll opens, submit questions and view the Broadcast. It is the user's responsibility to ensure you remain connected for the duration of the meeting.

As well as having the latest internet browser installed, users must ensure their device is up to date with the latest software release.

If you encounter any issues, please call the support line on +44 (0) 371 277 1020*.