

User guide to join live webcast SSE

Shareholder Guide

Meeting ID: 116-097-445

Meeting Access



Shareholders can join the AGM remotely should they wish to do so. This can be done by accessing the meeting website: <https://web.lumiagm.com>

This can be accessed online using most well-known internet browsers such as Chrome, Firefox and Safari on a PC, laptop or internet-enabled device such as a tablet or smartphone.

On accessing the meeting website, 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. This will authenticate you as a shareholder.

Your IVC can be found on your share certificate, or SSE Shareholder Portal users (www.sse-shares.com) will find this under 'Manage your account' when logged in to the SSE Shareholder portal. You can also obtain this by contacting Link, our Registrar, by calling +44 (0) 345 143 4005*. It will also have been set out on your Form of Proxy if you elect to receive full paper communications, or your letter or email notifying of the availability of the Annual Report 2021 and Notice of Annual General Meeting 2021.

Access to the meeting will be available 30 minutes prior to the start time on 22nd July 2021.

Broadcast



The meeting will be broadcast in video format. Once logged in, and at the commencement of the meeting, you will be able to view and listen to the proceedings of the meeting on your device.

Questions



Questions on the day can be submitted either as text via the Lumi messaging function (see details below) or verbally via the teleconference facility.

Shareholders joining remotely may ask questions by typing and submitting their question(s) in writing via the Lumi messaging function. Select the messaging icon from within the navigation bar and type your question(s) at the bottom of the screen. To submit your question(s), 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.

APPENDICES CONTINUED

Requirements

An active internet connection is required at all times in order to allow you to submit questions, view and listen to the webcast. It is the user's responsibility to ensure you remain connected for the duration of the meeting.

Duly appointed proxies and corporate representatives

If you wish to appoint a proxy other than the Chair of the meeting and for them to join the meeting remotely on your behalf, please submit your proxy appointment in the usual way before contacting Link Group on +44 (0) 345 143 4005* 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.
