

Registry Review



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Introduction



More than 900 UK companies entrust us with their reputation, to provide critical services to them and their shareholders. We'd like to give you some insight into how we do that.

Our teams of specialists work hard behind the scenes to make sure we give each and every one of our clients a world-class service every day.

You will see some familiar and not so familiar faces in this publication. They're the people who talk to your shareholders, keep your data secure and make sure we're offering a registry service that is fit for purpose today and ready to meet the challenges of the future.

At the heart of what we do are our three core values, which we have reflected throughout the document:

Certainty - we deliver for you with consistently high levels of service

Ingenuity - we break new ground by investing in and developing our products

Advantage - we give you an edge by representing you at industry working groups and providing global capabilities

To get started, choose a section on the left to get an update from every part of our business and find out what we have planned for the future. This document is interactive, so look out for content with the ► so you don't miss anything.

I hope you enjoy the review, and if you would like to discuss anything with me, please don't hesitate to get in touch at kevin.firth@computershare.co.uk.



Kevin Firth
Managing Director, Registry Services


Kevin Firth,
Managing Director,
Registry Services



Meet the team behind the scenes

The people behind the scenes who are dedicated to supporting you and your shareholders

Meet the team
behind the
scenes

A black and white photograph of a hand holding a globe. The hand is positioned in the lower half of the frame, with the fingers gently cradling the globe. The globe is centered in the upper half of the frame, showing the continents of North and South America. The background is a soft, out-of-focus gradient.

As Operations Director, Chris looks after shareholder communications and transaction processing.

Marnie is Head of the Business Improvement Group, driving change in our services and systems.

Thomas is Operations Training Manager and joined Computershare this year.

Rob is Head of Compliance.

Gary is Head of Corporate Actions.

Beverley is Head of Operations for Share Registry and Share Plans. She joined Computershare this year.

Tim is Head of Operations, Learning & Development, leading our training and quality assurance teams.

Mark is Global Head of Information Security.

How we support your shareholders

How we support your shareholders



"I've always loved working with people and training is one of the best ways to do that. I want to give people the best preparation for their career at Computershare and I'm looking forward to where I can take the training team next."

Thomas Knight,
Operations
Training Manager

Exceptional training, for exceptional service

About our training

What our employees say

Dedicated to delivering quality service

Our dedicated team of 19 Quality Assurance (QA) coaches monitor communications with your shareholders, to make sure we're delivering the best possible service. Call recordings, correspondence and transactions are evaluated against a grading system where A is the top mark of zero errors, and B second with one minor error. QA coaches provide face to face feedback to Customer Service Representatives (CSRs) so that they can constantly learn and develop.

Dedicated
to delivering
quality service



"I love seeing our teams progress within the business, building a career and skills that really deliver for clients."

Tim Parker,
Head of Operations,
Learning & Development

What do we assess?

Compliance: Did the CSR follow the relevant policies?

Response: Were all questions answered effectively and were all options presented to the shareholder?

Processing and keying: Have all the shareholder's details been entered correctly and all relevant documentation processed?

Soft skills: Was the interaction handled politely, professionally and quickly?

Closing the call: Did the agent anticipate any further questions and check for any other needs?

Building strong relationships

What you and your shareholders say about us



Building strong relationships



Continuing relationships and welcoming new clients



\$85bn return of value to shareholders
Re-distribution of \$100bn of new Vodafone shares



Employee Offer
Main Market IPO
Registry Services
Employee Share Plans



AIM IPO
IPO & Registry Services
IPO Share Account

Corporate Actions

In 2014 we delivered a broad range of corporate actions to distribute value to shareholders, raise capital and manage takeovers. We have invested in technology to increase the number of projects we can deliver electronically through online elections, and the applications for and payment of securities.



“Regulatory and legislative requirements are radically changing the shape of what we do, and we are keeping up with these developments.”

Gary Ball,
Head of Corporate Actions

Corporate
Actions



Coming soon

In the next year Common Reporting Standards come into effect and a growing number of jurisdictions require additional tax reporting.

We are also anticipating the results of a consultation by Euroclear on the use of interim securities for elective dividends.

Meeting services



"We make sure your meeting services are always compliant and innovative. I love to share our latest developments with my counterparts around the world."

Ben Vickery,
Product Manager,
Meeting Services

We can manage every aspect of your meeting requirements, ensuring full regulatory compliance as well as maximising engagement with your members or investors.

Highlights of the 2014 AGM Season



Recent developments in meetings and voting

- > We have worked to ensure our clients report their Poll results in line with legislative requirements, if they have shareholders with controlling interests.
- > We have improved the design and user experience of the eProxy mobile and desktop site, to offer more streamlined navigation.
- > Our voting handsets have a new Poll function, which allows shareholders to vote on all resolutions at any time during a meeting.
- > We're a leading participant in a number of industry working groups evaluating the concept of vote confirmation, both from a practical and legislative point of view.
- > We've made it easier for your share plan participants to lodge their proxy appointment online.



Developments we've made in the last year



Developments
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Protecting you and your shareholders

Compliance

Our share dealing and asset safeguarding activities are regulated by the FCA and we regularly develop our compliance processes to meet the needs of our customers and the wider market.



"I've worked in Compliance for over 20 years and our company really understands the importance of regulation. We embrace the pace of change and keep looking forward."

Rob Power,
Head of Compliance



Information security

We recognise that information security is not just an IT issue. We have implemented a forward-looking information security and risk operating model across our entire organisation, to address the increasing complexities of external threats and more stringent regulatory and customer requirements. As a result, you and your shareholders can have full confidence in the confidentiality, integrity and availability of our information and IT systems that support your business.



"We're committed to safeguarding our information and the information you entrust to us."

Mark Ellis,
Global Head of
Information Security

Expertise, insight and influence that supports you

Where we get involved

We take an active role in a number of industry working groups, representing the interests of you and your shareholders. These can be in relation to regulatory, industry and infrastructure change, harmonisation initiatives or new technology.



Looking ahead

We're already working on improvements for the future



Here to help, whatever you need

We have a range of market-leading financial administration services, with teams of experts behind every one. All here to help you, in any way you choose.

