

One Plan to Unite the Workforce



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About Computershare?

16k
 staff

AU\$8.8bn
 market capitalization

Share Plans

Registry

Issuer services

Employee Benefits

Mortgage servicing

Government registers



One Plan to Unite the Workforce

We talk the talk, but do we walk the walk?

Our global share plans business means we work with:



1,500
corporate clients



4.8m
participants



1,000
share plan experts



20+
global exchanges



190
jurisdictions



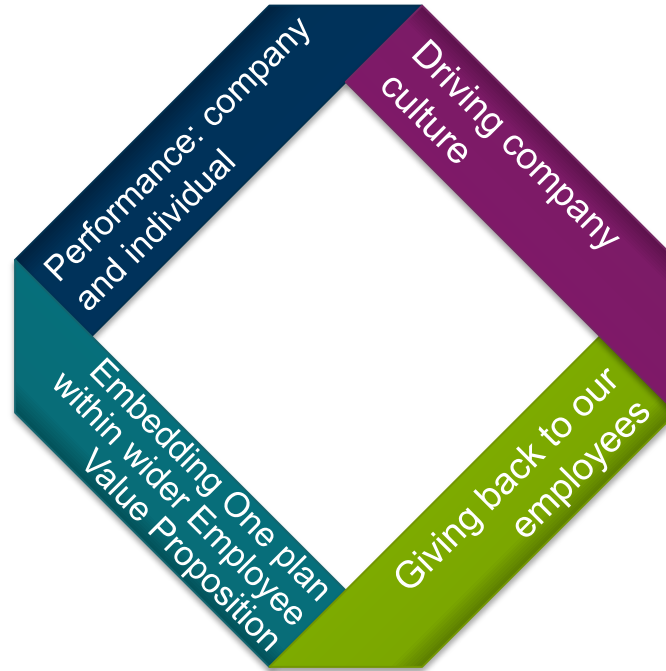
5
continents

So how do we manage our own share plan?

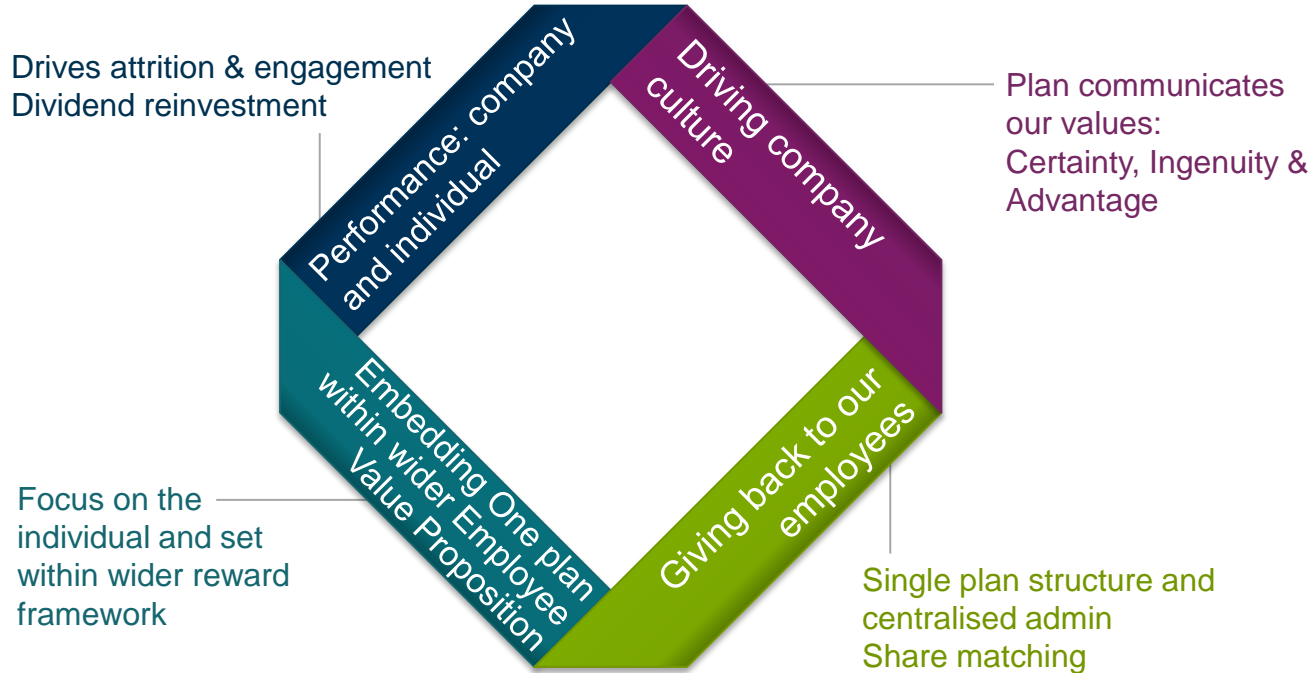
External Operating Environment



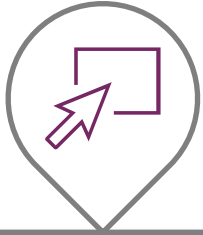
Organisational Goals and HR Ambitions



Organisational Goals and HR Ambitions



Plan Design



Eligible participants **enrol online** at any time



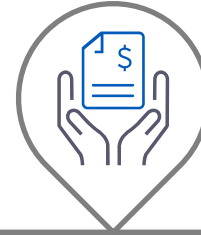
Participants decide **how much to contribute** to the plan each month – this amount can be **stopped, restarted, or modified at any time**



Contributions are **exchanged into plan currency** (Australian dollars)



Computershare shares are **purchased monthly** and these **Investment Shares are delivered to the participant's Share Plan Account**



For every Investment Share purchased, the participant received **one Matching Share for free** – these are released after the **2 year holding period**



Cash dividends are reinvested, and the participant receives **Dividend Shares** in their Share Plan Account

One Plan



Average monthly contribution



Take up rate



Eligible countries and jurisdictions



11

Denmark, Germany,
Ireland, Italy, Jersey,
Netherlands, South Africa,
Spain, Sweden,
Switzerland, UK

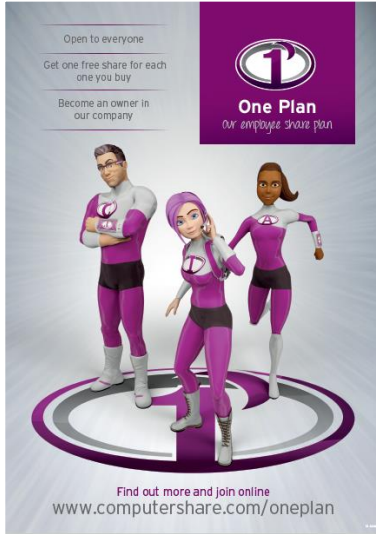
One Plan



The plan is tailored for specific countries

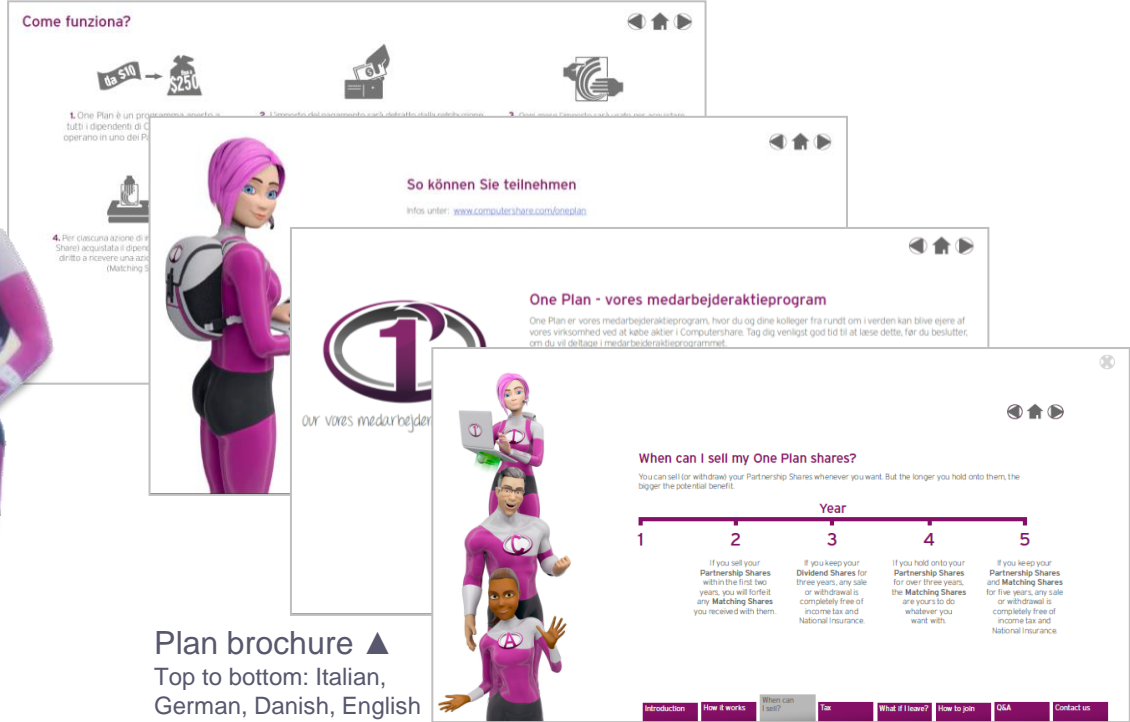
	Plan type	Min contribution	Max contribution	Take up rate
Denmark	ESPP	DKK 70	DKK 1,600	48%
Germany		€10	€220	38%
Italy		€10	€220	48%
Jersey		£10	£150	52%
Netherlands		€10	€220	83%
South Africa		ZAR 100	ZAR 320	39%
Spain		€10	€220	50%
Sweden		SEK 85	SEK 2,000	100%
Switzerland		CHF 9	CHF 230	11%
UK	SIP	£10	£150	37%
Ireland		€10	€220	

Plan Communications



Campaign poster ▲

“Saving Superhero” cut-out
in offices ►



Plan brochure ▲
Top to bottom: Italian,
German, Danish, English

Plan Communications



Computershare

our employee share plan

Computershare Plc
The Pavilions
Brisford House
Bristol BS09
United Kingdom
0870 702 2000

SRN: 012345

Dear [Name],

One Plan - Our employee share plan

Our new share plan is now open for enrolment and you can join at any time. You can join any time for as little as £10 a month, and can change, stop or start your monthly payments at any time.

About the new plan

For every share you buy you'll get the right to receive one share for free. At the end of the holding period, Matching Shares will be delivered to your Share Plan Account and they'll become yours.

For more information about One Plan you can read the brochure online at www.computershare.com/oneplan.

Your current plan

Remember from August you will no longer be able to make monthly contributions into your current plan. If you wish to continue investing in a share plan then you'll need to join One Plan. You can join One Plan now, however if you don't want to miss any share plan payments, you'll need to join One Plan by 23rd June 2017.

Find out more

If you have any questions about One Plan or how to join, please email OnePlan@computershare.com.

We'll also be holding a live #AskAdvantage session on CPTV on the 16th June from 10:30am - 1pm GMT, where Advantage herself will answer any questions you may have about the plan.

Yours sincerely,

V. Ullat
Vishal Ullat
Group Head of Director Continental Europe

How to join
Visit www.computershare.com/oneplan

- 1 Create a PIN and answer the security questions
- 2 Select apply
- 3 Enter the amount you wish to contribute (you can stop or change this at any time)
- 4 Confirm

www.computershare.com/oneplan

One Plan
our employee share plan

Dear [Name],

I'm pleased to inform you that enrolment in One Plan is now open. You can join any time for as little as £10 a month, and can change, stop or start your monthly payments at any time.

Plus for every share you buy, we'll give you a matching share free.

Joining the plan will make you an owner in our company. As a shareholder you'll be able to receive dividends and vote on resolutions proposed at the Company's General Meetings.

Find out more

For more information about One Plan you can [read the brochure](#).

We'll also be holding a live #AskAdvantage session on CPTV on the 16th June from 10:30am - 1pm GMT, where Advantage herself will answer any questions you may have about the plan.

If you have any questions about One Plan or how to join, please email OnePlan@computershare.com.

Yours Sincerely,

Raz Sarkar
Raz Sarkar
CEO UCIA

How to join

START HERE SRN: [[SRN_number]]

1. Create a PIN and answer the security questions
2. Select apply
3. Enter the amount you wish to contribute (you can stop or change this at any time)
4. Confirm



Invitation letter ▲
Invitation email ▲



One Plan

- Anybody can join
- Purchase shares
- Buy 1 get 1 free
- Receive dividends
- Vote at the AGM

Information video with CEO UCIA ▲

Measuring the value of an Employee Share Plan



2014 survey



Key people

Alex Bryson
London School of Economics (LSE) and
National Institute of Economic and Social Research (NIESR)

John Forth
National Institute of Economic and Social Research (NIESR)



39% response rate (3,819)



9 countries surveyed

where Computershare operates a share plan

Australia, Canada,
Hong Kong,
Germany, Ireland,
New Zealand, South
Africa, UK, USA



3 main aims to investigate



understanding of the share plan



participation and employee investment



employee commitment to the company

Measuring the value of an Employee Share Plan



Plan participants are happier and more loyal



said the plan reduced the chance of leaving the company
vs. 26% of non-participants



are less likely to be looking for another job
vs. 21% of non-participants



agree the company is a good place to work
vs. 66% of non-participants



feel very loyal to the company
vs. 63% of non-participants



are satisfied with their jobs
vs. 65% of non-participants

Measuring the value of an Employee Share Plan



Plan participants are more motivated, more invested



do at least 10 hours of overtime a week

vs. 17% of non-participants



less unplanned absence and less often

vs. 2.7 days for non-participants

Attracting and retaining talent



most valued incentive

after a company pension



joined the plan because they felt positively about the company

Investment



of participants joined because they thought it would be a good investment



of participants joined in order to save money

Plan Evolution: Employee Feedback

An employee survey was undertaken to understand employee views about our One Plan.
Here's what we learned:



35%
completion rate



Why don't people invest?

28% didn't have spare money
30% didn't understand enough about the plan



How should we communicate?

60% of people across all age groups prefer email, with under 20s preferring face-to-face communication



Why do people invest?

33% supporting future financial security, with even spreads across house deposits, home improvements, holidays



From **recently acquired business**, a larger percentage of employees had a negative experience with previous share schemes

Plan Evolution: New Strategy



Promote the **features** of One Plan **more effectively** in a new campaign



The **1:1 matching ratio** and tax benefits should be front and centre of key communications



Targeted communications by demographic group



New communications campaign with **new straplines** and **evolved imagery**

Wider HR Strategy: MyBenefitsHub





An Award Winning Plan

In 2016, three of our clients won GEO Awards – and so did the One Plan!
Computershare won the GEO Award for **Best Plan Effectiveness**



Unilever

NOKIA



Computershare



Thank You

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