

## News Release

<b>Date:</b>	4 September 2018
<b>Subject:</b>	Hybrid AGMs could revive companies' engagement with shareholders, says Computershare and ICSA

MELBOURNE – Hybrid AGMs can help companies boost shareholder engagement and improve corporate strategy, according to a paper from Computershare and The Institute of Chartered Secretaries and Administrators (ICSA).

In the paper, the world's leading share registrar and the global company secretary body identify issues that are common at company meetings around the world, including decreases in shareholder attendance, an absence of institutional investors, a lack of engagement by retail investors and the unrepresentative nature of those who attend AGMs in person.

The paper – entitled '[21st Century Annual General Meeting](#)' – recommends that companies create meetings that are part physical and part virtual in order to improve shareholder engagement and retention, shape strategy and streamline administration.

Greg Dooley, Managing Director at Computershare Investor Services in Australia, said: "Companies must move with the times as technology evolves and shareholder preferences change, and we've seen first hand how hybrid models can help bring company meetings into the 21<sup>st</sup> century.

"Computershare runs thousands of AGMs in a broad range of jurisdictions around the world every year, and we've seen that modern meetings are often affected by a declining attendance and unsatisfactory levels of shareholder engagement.

"We've worked with the ICSA to bring together our ideas on how company meetings are evolving and share our experiences of working with clients around the globe to make use of leading technology and enhance the experiences of their shareholders."

The report complements Computershare's paper from September 2017, [The Future of Shareholder Meetings Is Virtually Here](#)'.

In addition to the report, ICSA has produced a video that helps introduce the concept of hybrid meetings within the decision making process around company meetings.

The video is available [here](#).

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**About Computershare Limited (CPU)**

Computershare (ASX: CPU) is a global market leader in transfer agency and share registration, employee equity plans, mortgage servicing, proxy solicitation and stakeholder communications. We also specialise in corporate trust, bankruptcy, class action and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in high integrity data management, high volume transaction processing and reconciliations, payments and stakeholder engagement. Many of the world's leading organisations use us to streamline and maximise the value of relationships with their investors, employees, creditors and customers.

Computershare is represented in all major financial markets and has over 16,000 employees worldwide.

For more information, visit [www.computershare.com](http://www.computershare.com).

**About The Institute of Chartered Secretaries and Administrators**

The Institute of Chartered Secretaries and Administrators (ICSA) is the premier global qualifying organisation for professionals aspiring to become a Chartered Secretary and or a Chartered Governance Professional. With over 125 years of history, we assist company secretaries, governance advisers, non-executive directors and others in the development of their skills, knowledge and experience. The Institute is an international organisation with divisional offices in nine countries and 29,000 members living and working in over 80 countries. Most importantly, it brings its influence to bear on international trade bodies, governments, regulators, NGOs and companies to represent the views and current thinking of those involved in governance.