Computershare

HOW TO HOST A SUCCESSFUL VIRTUAL ANNUAL MEETING

"Computershare guided us through our very first virtual annual meeting, and it was a success. Even though we had a very short time frame to convert our meeting to a virtual format (due to the pandemic), Computershare's client services team was available every step of the way to answer our questions, demo the software, advise us regarding industry practices, and to help us ensure a smooth experience for our shareholders."

– **Corporate Secretary & Deputy General Counsel of Corporate Governance, large banking and financial services corporation**

An Overview of the Virtual Meeting Platform

Computershare's Virtual Meeting Solution allows your shareholders, unitholders, debtholders and members ("voting members") to attend your meeting virtually from anywhere.

By simply accessing a web link, meeting participants will have the ability to experience your meeting live, ask questions and securely cast votes virtually. Your meeting centre site is optimized for any device – desktop, tablet or smartphone – and you can webcast video livestream or audio only with a static image or slideshow presentation. There is no software or integration required for our virtual meetings. All you and your voting members need is access to the internet to participate in the live web broadcast.

2,000	13,500	300
virtual AGMs managed globally in 2020	AGMs managed in the past two years	virtual AGMs managed in Canada in 2020

Setup is straightforward

1	You reply to the questionnaire
2	We handle the rest
3	Share meeting with audience

An Overview of the Virtual Meeting Platform

The Virtual Meeting website provides the following for voting members and guests:

> Voting members are authenticated by logging in with their control number, a 15-digit code printed on their proxy

> Guests may be allowed into the meeting at the issuer's discretion

> For logged-in shareholders, the meeting site will display links to the proxy materials, other documents you wish to post and live ballot

> Features that are only permitted for voting members, such as voting or certain documents, will be hidden from guests

> Authenticated voting members can have access to interactive Q&A

Our Virtual Meeting services include:

> Virtual or hybrid

> Video (live or pre-recorded) or audio (live or pre-recorded with optional slide deck)

> Customized branding on the meeting site

> Meeting access for registered holders, beneficial holders and guests

> Questions and comments (guest access optional)

> On-demand recording hosted for one year

> Voting member access to documents, meeting materials, published questions and answers and ballots only during the live meeting

> Live in-meeting voting capability for floor proposals

Benefits to issuers:

> Voting member and guest registration information, voting and reporting

> Secure voting member authentication and login

> Visibility on who is attending the meeting

> Confidence and control

> Improved shareholder experience and access through efficient use of modern technology

> Increased voting member engagement

> Detailed audit reporting

> Greater transparency and auditability

> Interactive moderated Q&A administrative tool

An Overview of the Virtual Meeting Platform

A powerful, custom meeting centre website

We utilize web-based technology to build your custom meeting website, host disclosure documents and control attendee authentication and login. The newly integrated Zoom meeting feature, supports audio and visual presentations by your meeting speakers and external participants, such as auditors or shareholder proponents.
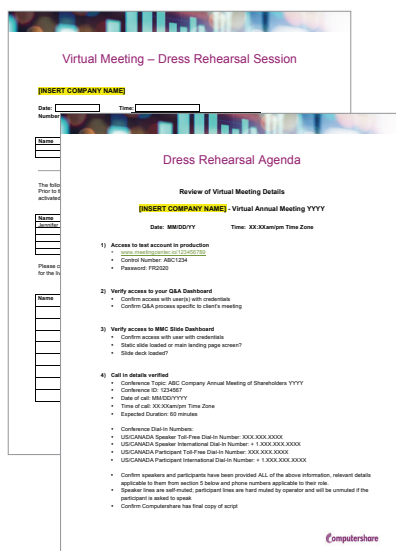
Support during your virtual meeting

During your meeting the following individuals will be on the line for support:

> Dedicated virtual meeting coordinator to ensure smooth execution of the meeting's various elements

> Your client relationship manager

Here's a look at the capabilities you receive from each technology:

How participants vote

Log in the meeting using a unique control number

Votes are recorded and consolidated with pre-meeting tabulation report for final report on ballot results

Live ballots record votes in real time

Setting Expectations

Computershare will work with you to manage all activities prior to your meeting to ensure a successful live event.

The typical timeline for your virtual meeting activities leading up to your live meeting date is four weeks. Below is a snapshot of the activities you'll need to plan for:

Samples:

Questionnaire

Dress Rehearsal

30+ days prior to meeting date

> Receive meeting setup questionnaire from Computershare

21-30 days prior to meeting date

> Send completed questionnaire to Computershare

> Receive sample draft documents, including virtual meeting script, FAQs

> Computershare completes basic setup of meeting website and broadcast resources

14-21 days prior to meeting date

> Receive technical requirements

> Computershare hosts the demo/logistics/planning session

7-10 days prior to meeting date

> Send any additional documents needed for the meeting site (e.g., agenda, rules of conduct) to Computershare

> Send slide deck to Computershare

> These additional materials are hosted and links are added to the meeting site

5-7 days prior to meeting date

> Computershare hosts dress rehearsal meeting
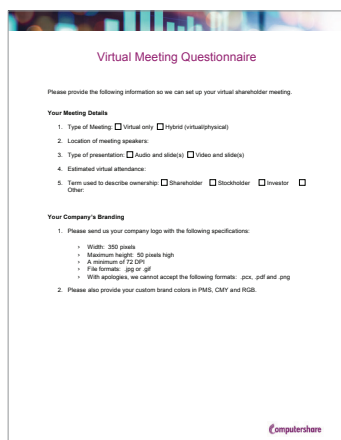
> Review meeting site

Meeting date

> Host live meeting

What You Need to Know to Get Started Before the Meeting

What can you expect now that you're planning your virtual annual meeting with Computershare? Here's what you need to know to get started on your pre-meeting planning.

Confirm your requirements

We'll collect information from you to help us get you setup. We can provide a simple questionnaire that includes the information we will need to include your company's brand colours and logo on your custom meeting centre website.

Communicate with your participants

If you need to notify your participants of a change in location, Computershare can provide advice and guidance, including sample press release language.

Computershare can also facilitate digital participant communications to reach your holders when and where it's convenient for them.

Digital or physical mail

IVR

Client service representative

What You Need to Know to Get Started Before the Meeting

Become familiar with your meeting centre

Your virtual annual meeting centre essentially has two displays. Your participants will have an experience that is different than that of you and your team.

Participant experience:

Your participants will join the meeting from any device and participate in your meeting in a manner similar to participation in a webinar. They will be in "listen and view only" mode. Voting members can interact by voting their shares, submitting questions for the company, and/or viewing meeting materials and other documents the company may have provided.[1]

Participants can access your meeting using laptop or desktop computers or preferred mobile devices.

Company experience:

The team managing your company's annual meeting will access a different platform view that enables control of the meeting.

You will also be able to proactively manage participant Q&A. The questions are not visible to shareholders or meeting guests, unless your company chooses to publish them. Your meeting team will be able to privately view, manage, and address questions at the meeting.

Your Computershare team will provide a link to a Q&A moderator dashboard, as well as:

> Multiple reviews/QC of the company's meeting site to ensure accuracy and completeness

> A walkthrough of the Q&A management tool

[1] With the exception of shareholder proponents that need to present live
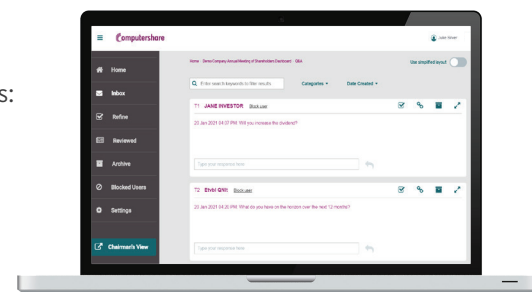
What You Need to Know to Get Started Before the Meeting

Get comfortable with technical meeting logistics

To help you become familiar with the logistics of your meeting centre, you will have early access to the virtual meeting tools. Your Computershare team will host a logistics meeting with you and your team to provide an overview of the system and review the process and plan for the meeting date. We will also explain how calling in will work on the day of your meeting.

Using slides or visual elements.

If you intend to display a static image for your shareholders to view during your meeting, please provide the image in file format JPG or PNG. If you intend to use a slide presentation, the newly integrated Zoom meeting feature allows you to share and present visual content during the meeting. You may send us images or slides through Issuer Online/FileShare and we will set it up.

Practice your virtual meeting ahead of time

Within five days of your meeting date, we will do a dress rehearsal to practice the steps you will take at your virtual annual meeting. Your meeting team, which should include the people designated to moderate the Q&A and control the slides, will receive login credentials ahead of time. We will walk through, review and test every aspect of your virtual annual meeting so you feel confident and prepared for a successful meeting.

Shareholder proponents

If you have shareholder proponents who you wish to have participate in the meeting, their presentation can be facilitated using the Zoom webinar feature. The shareholder proponents will be provided the Zoom webinar meeting details and join in muted, participant mode. When it is time for a particular shareholder to present, the Zoom meeting Host will unmute the shareholder proponent to make their presentation. Shareholder proponents do not control the Zoom meeting or their ability to be heard. Access can be revoked by the Zoom meeting Host as needed. The Zoom meeting is broadcast through the virtual meeting platform for all participants and guests to see and hear the meeting content.
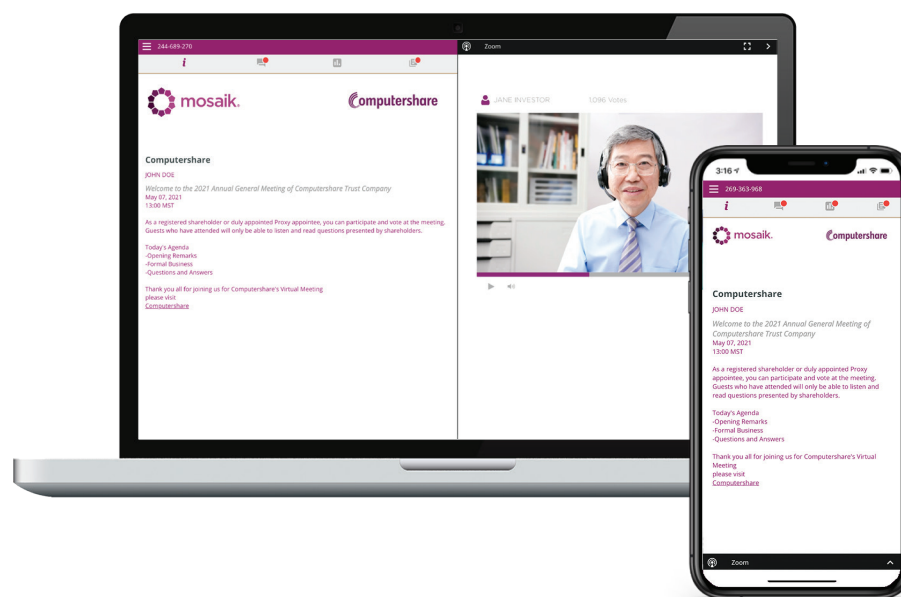
During Your Virtual Meeting

Voting member experience during the meeting

Registered voting members access the meeting using a unique control number and virtual annual meeting password. Beneficial holders who wish to participate in the virtual meeting must fulfill the appointment process outlined in the virtual meeting user guide. Alternatively, if you choose to allow guests, beneficial holders may access as guests.

Your entire audience can access your virtual annual meeting from their preferred device – laptop, desktop, mobile tablet or smartphone*. A majority of participants are using laptops to log in, but mobile usage is growing.

Once the voting member is successfully logged in using their control number and password, the meeting centre, audio, and presentation slides are accessible by clicking the "broadcast" icon or bar on the screen.

We are able to provide additional features, such as French language support, for an additional fee.

*Note the Zoom integration feature is not supported on mobile devices.

During Your Virtual Meeting

Client experience during the meeting

Your static image or slides will be pre-loaded into the virtual meeting platform.

Step 1:

Log in to the meeting by accessing the URL publishing the meeting materials and entering your Login and Password e.g. https://web.lumiagm.com/123456789

Step 2:

Either call into the teleconference line that is dedicated to participants with speaking parts, e.g. the Chair, or join the Zoom webinar for meeting participants. Your virtual meeting operator will provide the appropriate credentials for your meeting.

Step 3:

There are two methods to share presentation content during your virtual meeting: pre-loaded and attendee-driven or if using the Zoom webinar feature, as a live presentation through a screen-share feature. Please consult with your relationship manger to determine the best method for presentations for your virtual meeting.

Note: There is a delay between the conference line and audio broadcast to the meeting, For this reason you should follow along with the presenter over the teleconference bridge or in the room if you're physically seated with them. Do not login as a webcast audience member while managing the slide presentation.

During Your Virtual Meeting

View behind the scenes – for meeting managers
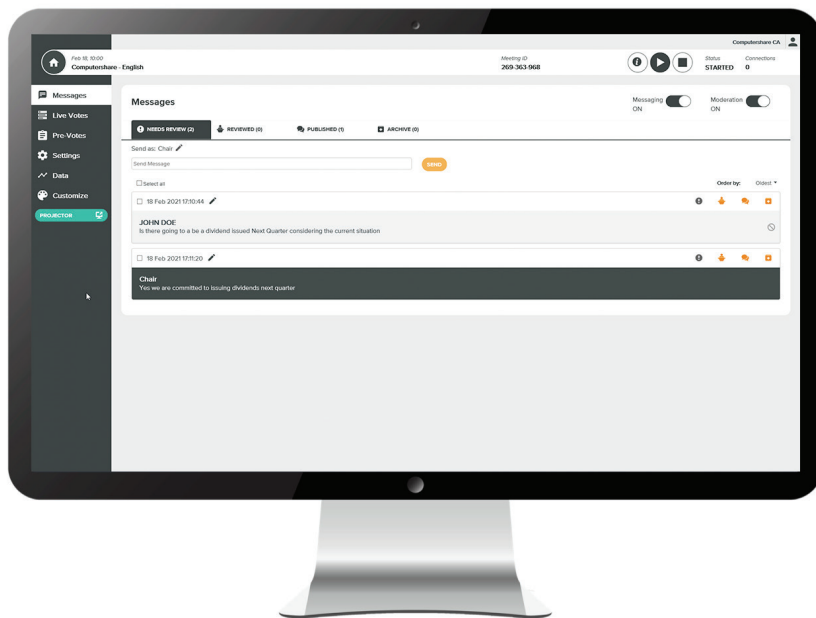
Support during your virtual meeting

During your meeting the following individuals will be on the line for support:

> Designated virtual meeting coordinator on virtual meetings to ensure the smooth execution of the meeting's various elements

> Your client relationship manager

After Your Annual Meeting

You've now completed a successful virtual meeting. Congratulations!

Once your company's virtual meeting is concluded, you can access your reports using your login credentials:

> Virtual meeting attendance report

> List of questions from attendees during the meeting

> Final votes from the virtual meeting

> Recording of the meeting

> Post-meeting survey

If you have any questions along the way, please contact your relationship manager.

List of questions during meeting

Virtual meeting attendance report

Recording of the meeting
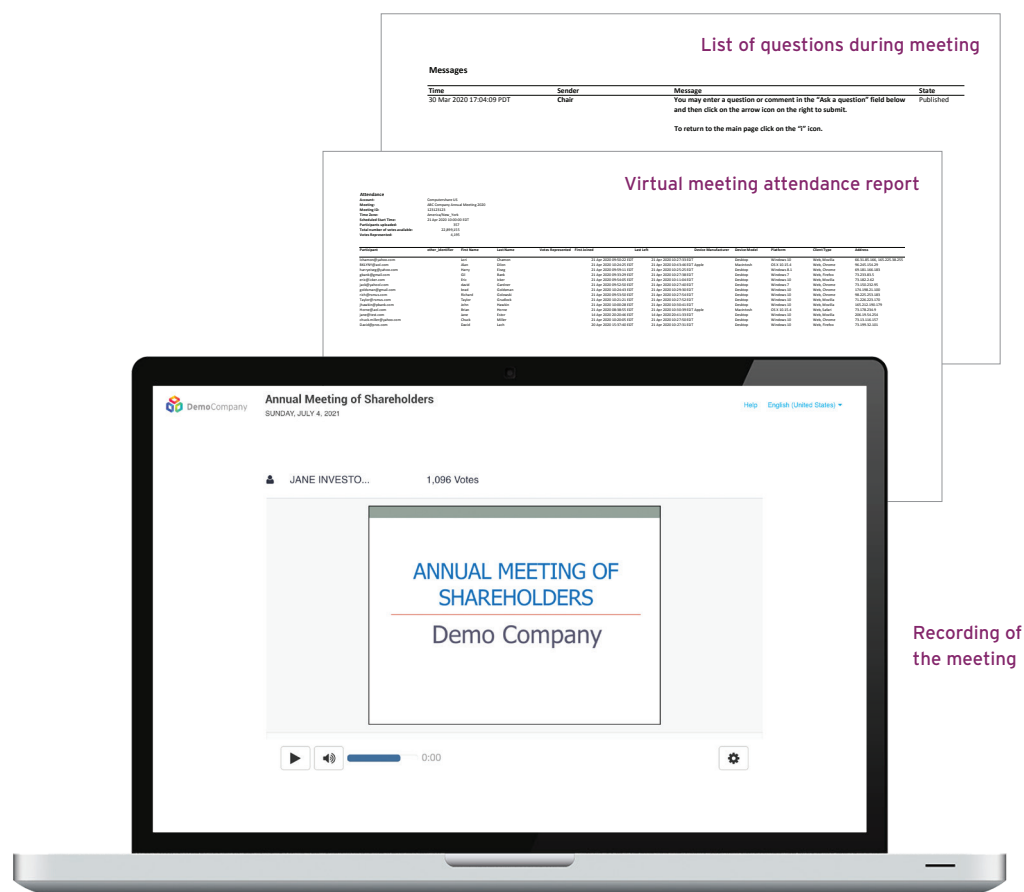
Commonly Asked Questions

General Questions

Can you have a video or audio-only meeting?

Computershare's Virtual Meeting Solution will support live video and pre-recorded video. Audio only, with or without a visual slide presentation, is also available and may mitigate bandwidth and technical concerns to the extent that they exist.

Who will support me on the day of our virtual meeting?

Computershare will support you on the day of your virtual meeting. Computershare will provide the virtual meeting operator and your relationship manager will attend in their usual role as scrutineer of your meeting.

How does it work if we have shareholder proponents that need to present?

Presentations by shareholder proponents can be supported through the virtual meeting platform. Presentations can be in audio form only through a conference line, or in audio/video form through the Zoom webinar. Access is controlled by the client.

Can a company post specific rules of the meeting where, for example, they establish what types of questions will be taken?

Rules of conduct can be posted.

Is there a place to put our meeting documents on the platform?

You can host your meeting documents on your meeting centre site.

Can shareholders attend the meeting using smartphones?

Our meeting platform is mobile enabled so shareholders can attend the meeting and have an optimized experience using smartphones and other mobile devices*.

Will my virtual annual meeting have my company's branding? Can we customize the site?

Your meeting centre site can be customized to include your brand colour and logo. You have the option to include links to your company's website and customize the wording on the page to fit your needs.

*Note the Zoom integration feature is not supported on mobile devices.

Commonly Asked Questions

How does the process work for beneficial holders to vote their shares during a virtual meeting?

The appointment process has two necessary steps to ensure beneficial holders receive their meeting access credentials. Instructions to appoint a proxyholder will be in the notice of meeting and circular documents.

If you are a non-registered holder and wish to attend and participate in the meeting, you should carefully follow the instructions set out on your voting information form and in the management information circular relating to the meeting, in order to appoint and register yourself as proxy.

To appoint and register as a proxyholder, beneficial shareholders MUST visit https://www.computershare.com/***** and provide Computershare with their proxyholder's email address, so that Computershare may provide the proxyholder with a username to attend the virtual meeting.

Investor and Stakeholder Considerations

How do investors, regulators and other external stakeholders perceive full virtual meetings?

In general, in 2020, most investors, regulators and stakeholders were tolerant or supportive of an issuer's choice to hold virtual only meetings given the circumstances. Entering 2021, some regulations, policies and expectations may change and each case is unique. We recommend discussing with your legal counsel and/or proxy solicitor.

Pre-Meeting Set Up

How much advance notice do you need in order to set up the meeting?

You should have your virtual annual meeting set prior to your initial mail date; however, we require at least two weeks prior to the meeting date.

Will we receive a URL for hosting the virtual meeting? How quickly can we receive the active website URL?

You will be assigned a dedicated website for the virtual meeting. We can activate it within a day of receiving the virtual meeting questionnaire.

Meeting Attendance and Logistics

How can we track audience attendance?

Voting members must enter control numbers to access the meeting. Guests are asked for an email address to register. This information is available to you in the attendance report.

Commonly Asked Questions

Can we allow guests to attend the virtual meeting? Is it a requirement?

You have the option to allow guests to attend the meeting. It can be helpful for shareholders who may not have control numbers on hand, beneficial holders who did not complete the appointment process and other interested parties.

Can our chairperson and board members join the meeting remotely?

They will all join the Zoom meeting which will support both audio and visual interaction.

Voting and Engagement

How does a beneficial holder vote at a virtual meeting?

The beneficial shareholder must complete the appointment process and will be provided a username issued by Computershare to access the meeting. This access will allow them to vote online during the meeting.

How quickly are the voting results available?

Voting results will be available shortly after the conclusion of the meeting.

We suggest you continue to report preliminary results at the meeting.

Can proxies be revoked?

Shareholders can change their vote during the meeting until the polls close.

Are voting member questions submitted exclusively in writing or also live?

Voting members can submit questions during the meeting using the chat feature.

How about dual language since some Canadian entities may be in Québec and need the French translation?

We can accommodate dual languages.

Post-Meeting

Will we receive a recording of our annual virtual meeting?

You can access a recording of your meeting for up to a year. You can make it available to shareholders through Computershare's Investor Centre™ platform and we can provide a link if you want to publish it elsewhere.

Investor Centre is a trademark of Computershare.