

Frequently Asked Questions Coles 2020 Virtual AGM

1. When is Coles' virtual AGM?

Coles Group Limited's (**Coles**) virtual Annual General Meeting (**AGM**) will be held on Thursday 5 November 2020 commencing at 10.30am Australian Eastern Daylight Time (**AEDT**). Shareholders and proxyholders will be able to register from 9.30am (AEDT), which is one hour prior to the commencement of the meeting.

2. Why is Coles not holding a physical meeting for its AGM this year?

In light of the evolving circumstances relating to the COVID-19 pandemic and in the interests of the health and safety of shareholders, team members and other stakeholders, the Board has decided that Coles' 2020 AGM will be held virtually.

While we will not be able to meet in person, it is our intention to conduct the 2020 AGM in a manner that will provide a shareholder experience which is as close as possible to a physical AGM. To this end, the format of our virtual AGM will be similar to that of a physical AGM. Shareholders and proxyholders will be able to participate in real time, by submitting written questions and voting live using our online AGM platform. We will also invite questions and open the poll at the start of the meeting in order to give shareholders and proxyholders as much time as possible to submit questions and vote using the online platform, during the meeting.

3. If restrictions ease prior to the AGM, will Coles hold the AGM at a venue?

Due to the unprecedented nature of the coronavirus pandemic and the ever-evolving circumstances, it is not possible to predict the Government advice and restrictions that will be in place at the time of our AGM. To ensure the safety of our shareholders, team members and other stakeholders, and in line with current Government advice, we will proceed with a virtual AGM this year.

4. How do I attend and participate in the AGM?

To attend the meeting, you will need to log into a Lumi online platform provided by our share registry, Computershare Investor Services. To access the platform, please download the **Lumi AGM app** (if you are accessing via a smartphone or tablet) or enter the following URL in your browser - <https://web.lumiagm.com> (if you are accessing via a computer. You will need the latest version of Chrome, Safari, Internet Explorer 11, Edge or Firefox).

We recommend you log in and register from 9.30am (AEDT) on Thursday 5 November 2020.

To log in, you must have the following information:			
Step 1			
Meeting ID		Coles' Meeting ID is 310816539	
Step 2			
Shareholders, Attorneys, Corporate representatives		Proxyholders	Guests
Australian residents	Overseas residents		
<ul style="list-style-type: none"> • Shareholder Username (SRN or HIN); and • Shareholder Password (postcode of your registered address). 	<ul style="list-style-type: none"> • Shareholder Username (SRN or HIN); and • Shareholder Password (three-character country code of your registered address). Please refer to the Online Meeting Guide. 	To receive your unique username and password, please contact Computershare Investor Services on +61 3 9415 4024 from 8.30am (AEDT) on the morning of the meeting.	<p>Select 'I am a guest' and enter your name and email details.</p> <p>Guests are welcome but will not be able to ask questions or vote at the AGM.</p>

For further information, please refer to our Notice of Meeting and our Online Meeting Guide available at www.colesgroup.com.au/agm.

5. I don't know my SRN/HIN – do I need this for attending the virtual AGM?

You will need your SRN/HIN if you wish to attend as a shareholder and vote or ask a question at the virtual AGM. However, you do not need your SRN/HIN to attend the virtual AGM as a guest. Guests are welcome to attend the AGM but will not be able to ask questions or vote at the AGM.

You can find your SRN/HIN on:

- the Welcome Letter, Issuer Sponsored Holding Statement (**SRN**) or CHES Notice (**HIN**) you received when you first became a Coles shareholder; or
- your most recent Dividend Statement (if you received a hard copy).

If you are unable to locate your SRN/HIN, please contact Computershare on 1300 171 785 (within Australia) or +61 3 9415 4078 (outside Australia). As your SRN/HIN may only be provided by post for security reasons, please ensure you contact Computershare by no later than Thursday 22 October 2020. For security reasons it is important that you keep your SRN/HIN confidential.

6. How do I vote and ask a question ahead of the AGM?

Shareholders who would like to vote in advance of the AGM are invited to do so by logging into www.investorvote.com.au or by returning a hard copy Voting Form using the instructions set out in our Notice of Meeting.

We welcome shareholder questions in advance of the AGM. These can be emailed to Coles' share registry at colesagm@computershare.com.au. Shareholders who elect to return a hard copy Voting Form may also enclose their questions with their Voting Form.

Please refer to our 2020 Notice of Meeting for further information, including voting and question deadlines.

7. How do I vote and ask a question during the AGM?

Our Online Meeting Guide, available at www.colesgroup.com.au/agm sets out detailed step by step instructions for how shareholders and proxyholders are able vote and ask written questions during the AGM.

Shareholders are requested to restrict themselves to two questions or comments initially, and further questions will be considered if time permits.

8. Will I be able to call and ask a question via phone during the AGM?

As it will be difficult to properly verify in real time that all callers are Coles shareholders, we will not be taking questions by phone during the AGM. Our AGM is a forum for our shareholders to participate and ask questions and we want to ensure that we are giving all shareholders the opportunity to ask questions and make comments at the meeting. If a phone line was offered, there would be a risk that non-shareholders would be able to ask questions during the meeting and take question time away from our shareholders.

Shareholders will be able to ask written questions during the meeting. We also welcome shareholder questions in advance of the AGM. These can

be emailed to Coles' share registry at colesagm@computershare.com.au. Shareholders who elect to return a hard copy Voting Form may also enclose their questions with their Voting Form.

9. What is the latest time for lodging online votes and questions before the AGM?

Entitlement to vote	Website to lodge your vote and submit questions before the virtual AGM.	Latest time and date for lodging your vote or proxy appointment before the virtual AGM	Latest time and date for submitting your questions before the virtual AGM
Persons who are registered holders of shares in the Company as at 7.00pm (AEDT) on Tuesday 3 November 2020	Vote: www.investorvote.com.au Questions: colesagm@computershare.com.au	10.30am (AEDT) on Tuesday 3 November 2020	5.00pm (AEDT) on Monday 2 November 2020

10. If I vote prior to the AGM can I still attend the AGM?

Yes, you can log in and register to attend the virtual AGM from 9.30am (AEDT) on Thursday 5 November 2020 by visiting <https://web.lumiagm.com>.

You do not need to log in as a shareholder if you have previously lodged a direct vote and you do not wish to ask a question or cast a live vote during the meeting.

Any direct vote cast before the meeting will stand unless the shareholder submits a live vote during the AGM.

11. If I am a few minutes late logging into the virtual AGM site, am I still allowed entry?

You are welcome to attend the AGM at any time during the course of the meeting. Please refer to question 4 above on how to attend and participate in our AGM.

A recording of the virtual AGM will also be available to view after the conclusion of the AGM at www.colesgroup.com.au/agm.

12. I can't attend the virtual AGM, can I view it later?

A recording of the virtual AGM will be available to view at www.colesgroup.com.au/agm after the conclusion of the AGM.

13. Where do I get help if needed during the virtual AGM?

Please refer to the Online Meeting Guide available at www.colesgroup.com.au/agm or contact Computershare on 1300 171 785 (within Australia) or +61 3 9415 4078 (outside Australia).