

## Frequently Asked Questions Coles 2021 AGM

### 1. When is Coles' AGM?

Coles' AGM will be held as a virtual meeting on Wednesday 10 November 2021 at 10.30am (AEDT). Shareholders and proxyholders will be able to register from 9.30am (AEDT).

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

Due to the ongoing uncertainty relating to the COVID-19 pandemic and in the interests of the health and safety of our shareholders, team members and other stakeholders, Coles will hold its 2021 AGM as a virtual meeting.

While we will not be meeting in person, it is our intention to conduct the AGM in a way that will provide a shareholder experience which is as close as possible to a physical AGM.

### 3. If restrictions ease prior to the AGM, will Coles hold a physical AGM?

No. Due to the unprecedented nature of the COVID-19 pandemic, the health and safety impacts of COVID-19 and the ever-evolving circumstances and restrictions, we have decided to proceed with a virtual AGM in 2021.

### 4. How do I attend the AGM?

You can attend the AGM by logging on to the Lumi online platform using the following instructions:

1. Enter Meeting ID **398125821** at <https://web.lumiagm.com> in your web browser. You will need the latest version of Chrome, Safari, Edge or Firefox.
2. Select your registration type: 'Securityholder or Proxy' (including attorneys and corporate representatives) or 'Guest'.
3. To register as a securityholder, enter your SRN/HIN and your postcode (if you are an Australian resident) or country code (if you are an overseas resident).

4. To register as a proxyholder, enter your unique username and password obtained from Computershare Investor Services. These details can be obtained from Computershare Investor Services on +61 3 9415 4024 from 8.30am (AEDT) on the morning of the AGM.
5. To register as a guest, enter your name and email address.

For further information, please refer to our Notice of Meeting and our Online Meeting Guide available at [www.colesgroup.com.au/agm](http://www.colesgroup.com.au/agm).

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

You will need your SRN/HIN if you wish to attend as a shareholder and vote or ask a question at the AGM.

However, you do not need your SRN/HIN to attend the 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 or CHES Notice 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 Wednesday 27 October 2021. For security reasons it is important that you keep your SRN/HIN confidential.

## **6. Can I vote prior to the AGM?**

Yes. Shareholders can cast a direct vote online at [www.investorvote.com.au](http://www.investorvote.com.au) or by returning a hard copy Voting Form using the instructions set out in our Notice of Meeting.

Your direct vote must be received by no later than 10.30am (AEDT) on Monday 8 November 2021 to be valid.


## 7. Can I submit questions prior to the AGM?

Yes. Shareholders can submit questions in advance of the AGM by emailing them to [colesagm@computershare.com.au](mailto:colesagm@computershare.com.au). Shareholders who elect to return a hard copy Voting Form may also enclose their questions with their Voting Form.

Questions must be received by no later than 5.00pm (AEDT) on Friday 5 November 2021.

## 8. Can I vote during the AGM?

Yes. Shareholders (or their proxies, attorneys or corporate representatives) will be able to vote live at the AGM via the Lumi online platform if they register as a securityholder or proxyholder. Please refer to question 4 above for details on how to register.

When the Chairman declares the poll open at the meeting, a voting icon  will appear on your device and the resolutions will be displayed. To vote, select one of the voting options. Your response will be highlighted.



For further details, please refer to the Online Meeting Guide at [www.colesgroup.com.au/agm](http://www.colesgroup.com.au/agm).

## 9. Can I ask questions during the AGM?

Yes. Shareholders (or their proxies, attorneys or corporate representatives) will be able to ask written or oral questions via the Lumi online platform if they register as a securityholder or proxyholder. Please refer to question 4 above for details on how to register.


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

### **Written questions**

To submit a written question, tap on the messaging icon , type your question in the chat box in the screen and select the send icon . Confirmation that your question has been received will appear.

For further instructions, please refer to the Online Meeting Guide at [www.colesgroup.com.au/agm](http://www.colesgroup.com.au/agm).

### **Oral questions**

To submit an oral question, tap on the home icon  HOME and click on the link under the heading “Asking Audio Questions”. Once you have clicked on this link, you will be taken to a new webpage (the online audio facility) where you will be asked to submit your name and the Agenda Item or the topic of your questions. Once you have submitted this information, a further webpage will appear with a “Ready” button. Please click on the “Ready” button to confirm that you are ready to ask your question. During this time, you will be able to listen to the webcast via the new webpage. When it is time for you to ask your question, a “Connect to Meeting” button will appear on your webpage. Please then follow the instructions to connect to the meeting.

Please note that you will need a computer with a working microphone or a smartphone to use the audio facility.

For further details, please refer to the Online Meeting Guide at [www.colesgroup.com.au/agm](http://www.colesgroup.com.au/agm).

### **10. What if I experience technical difficulties and miss my opportunity to ask a question or vote?**

Shareholders (and their proxies, attorneys or corporate representatives) will need to be logged into the Lumi online platform in order to ask questions and vote at the AGM. If you lose your internet connection, you will need to log back into the meeting by following the steps in question 4 above.

To ensure all votes are received by Coles, shareholders are encouraged to submit a direct vote in advance of the AGM, even if they plan to attend the meeting online.

Shareholders are also encouraged to submit questions in advance of the AGM by following the instructions in question 7 above.

### **11. Is there a telephone number I can dial to listen and ask my questions?**

Attendance and participation for shareholders (and their proxies, attorneys or corporate representatives) is only possible via logging in to the Lumi online platform.

It will not be possible to dial into a telephone number to attend and participate due to the difficulties in verifying in real time that callers are Coles shareholders. 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 (and their proxies, attorneys or corporate representatives) can ask written and oral questions using the Lumi online platform. Please refer to question 9 above for details on how to ask questions during the AGM and question 4 above for details on how to attend the AGM.

### **12. If I vote prior to the AGM, can I still attend the AGM?**

Yes, you can log in and register to attend the AGM using the details in question 4 above.

You can attend as a guest if you do not wish to ask a question.

Please note that if you cast a live vote during the meeting, then the direct vote you cast prior to the meeting will be invalidated and your live vote will be taken as your vote.

### **13. If I am late logging into the AGM, am I still allowed entry?**

Yes. 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 log in to the meeting.

### **14. I can't attend the AGM, can I view it later?**

Yes. A recording of the AGM will be available to view at [www.colesgroup.com.au/agm](http://www.colesgroup.com.au/agm) after the conclusion of the AGM.

**15. Where do I get help if needed during the AGM?**

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