

Frequently Asked Questions Coles 2023 AGM

1. When is Coles' AGM?

Coles' AGM will be held as a hybrid meeting on Friday 3 November 2023 at 10.30am (AEDT). Shareholders and proxyholders will be able to register from 9.30am (AEDT).

2. How do I attend the AGM in person?

The AGM will be convened at Melbourne Convention and Exhibition Centre, Melbourne Room, 1 Convention Centre Place, South Wharf, Melbourne, Victoria if you wish to attend in person.

Please note that in the interests of health and safety, restrictions and precautionary measures may be imposed on attendance (at the physical venue), if necessary.

3. How do I attend the AGM online?

If you prefer to participate in the AGM online, log on to the Lumi online platform using the following instructions:

1. Enter Meeting ID **301239077** at <https://web.lumiagm.com> in your web browser. You will need internet access and 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 registered on your holding (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 9.30am (AEDT) on the morning of the meeting.
5. To register as a guest, enter your name and email address. Guests will not be able to vote or ask questions.

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

4. 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 the AGM online as a shareholder and vote or ask a question at the AGM.

However, you do not need your SRN/HIN if you are attending in person or if you are attending the AGM online 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 Investor Services on 1300 171 785 (within Australia) or +61 3 9415 4078 (outside of Australia). As your SRN/HIN may only be provided by post for security reasons, please ensure you contact Computershare Investor Services by no later than Friday 27 October 2023. For security reasons it is important that you keep your SRN/HIN confidential.

5. Can I vote prior to the AGM?

Yes. Shareholders can cast a direct vote online at 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 Wednesday 1 November 2023 to be valid.

6. Can I submit questions prior to the AGM?

Yes. Shareholders can submit questions in advance of the AGM online at www.investorvote.com.au when lodging a direct vote or proxy vote online, by sending an email to colesagm@computershare.com.au or by submitting their question when returning their hard copy Voting Form.

Questions must be received by no later than 5.00pm (AEDT) on Tuesday 31 October 2023.

7. Can I vote during the AGM?

Yes. Shareholders (or their proxies, attorneys or corporate representatives) will be able to vote live at the AGM (if you are attending in person) or via the Lumi online platform (if you are attending online) if they register as a securityholder or proxyholder. Please refer to questions 2 and 3 above for further details on how to attend.



For further details, please refer to the Online Meeting Guide at www.colesgroup.com.au/agm.

8. Can I ask questions during the AGM if I'm attending online?

Yes. Shareholders (or their proxies, attorneys or corporate representatives) will be able to ask written or oral questions if they register as a securityholder or proxyholder.

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

Written questions

If you are attending online, 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.

Oral questions

To submit an oral question, click on the 'Request to speak' button at the bottom of the broadcast window. Once you complete the details, click the 'Submit Request' button. After clicking 'Submit Request', if prompted, click 'allow' in the pop up to grant access to your microphone. Please then click 'Join Queue' to confirm that you are ready to join the live audio facility.

You will be asked to count to 5 to test your microphone. You will then hear the meeting while waiting to ask your question. When it is your turn

to speak, you will be introduced to the meeting and a beep will indicate your microphone is live.

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.

9. What if I experience technical difficulties while attending online 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 3 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 6 above.

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

Attendance and participation by 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 separate 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 8 above for details on how to ask questions online during the AGM and questions 2 and 3 above for details on how to attend the AGM in person or online.

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

Yes, you can attend in person (see question 2 above) or online by logging in and registering to attend the AGM using the details in question 3 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.

12. If I am late attending 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 3 above on how to log in to the meeting online and question 2 above for details on how to attend the meeting in person.

13. 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 after the conclusion of the AGM.

14. Who can I call for help registering or using the online AGM platform?

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

If you require technical assistance, please call Lumi on +61 2 8075 0100.