

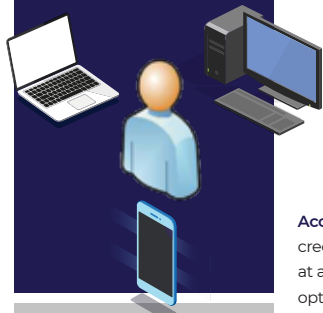
C&R DIGITAL SERVICES VIRTUAL AGM SYSTEM

Shareholder's Information Guide



Experience Our Expertise

Shareholder's access the platform through preferred device



C&R DIGITAL SERVICES VIRTUAL AGM SYSTEM

Virtual AGM System allows for the use of either web technologies (online access) or USSD (Unstructured Supplementary Service Data) quick codes to facilitate remote attendance and participation in an Annual or Extraordinary General meeting (AGM or EGM) within our capital markets.

FUNCTIONALITY

1. Shareholder account registration
2. Proxy Nomination
3. Online AGM Attendance (livestream through the Virtual AGM platform)
4. Voice attendance by dialing a toll-free number for users without smart devices (e.g. shareholders with Symbian phones).
5. Voting - through USSD or the online voting menu
6. Q&A participation - through USSD or the online text box

ONLINE ACCESS

Registration: Fill in registration details on <https://digital.candrgroup.co.ke> and attach the requested documents.

Credentials: Once verified, your log-in credentials will be sent to your email address used for AGM registration.

Access: Log into C&R Digital with your credentials at <https://digital.candrgroup.co.ke> at any time and access the various menu options.

Virtual AGM Attendance: Once logged in click on the '**Attend Event**' link and select the AGM event you are attending. Accept the Terms & Conditions (these can be viewed at the bottom of the page)

Watch: The AGM will automatically be livestreamed to the Virtual AGM display screen

Virtual AGM Menu Options: Menu Options are the tabs at the left corner of the livestream screen. Click the tab for the option you wish to access.

Question & Answer: Select the Q&A menu tab and type your question in the text box provided. You may ask questions at any time during the proceedings even before being prompted.

Voting: When prompted, click the Voting menu tab. Select your preferred vote for each resolution from the drop down menu - For or Against or Abstain. **You must enter the votes for all the voting resolutions** before pressing Submit. You will receive confirmation that your votes have been submitted.

USSD ACCESS

Registration: Dial the USSD Short Code



for C&R Digital Services and register by following the prompts. Ensure to use this short code number as it varies per AGM.

Credentials: Once verified, your log-in credentials will be sent by SMS to your mobile number used for registration. **You must use this telephone number when accessing the system.**

Access: Dial the USSD Short Code ***384*039#** for C&R Digital Services and enter your password. Select the Virtual AGM you are attending.

Virtual AGM Functionality: Follow the prompts to access the Virtual AGM menu.

Listen: Dial the Toll-Free number as provided after access and connect to the AGM virtual meeting room to hear the proceedings.

Question & Answer: Follow the prompts to access the Question & Answer menu with instructions on how to ask a question by SMS (within 160 characters). You may ask questions at any time during the AGM proceedings even before being prompted.

Voting: When prompted, access the USSD voting menu option. Vote for each resolution using the menu prompts on your mobile screen. Confirm and submit your votes. You will receive confirmation that your votes have been submitted.

***USSD option uses short text messaging to access the Virtual AGM menu and to submit questions and vote.**

Proxy: Download the proxy form and complete the form. Attach the required KYC documents, scan and upload on your C&R Digital Services account, or email to proxy@candrgroup.co.ke or deliver the form and KYC documents to C&R Group, Tower B, 1st Floor, IKM Place, 5th Ngong Road.

HUDUMA ZA DIJITALI ZA C&R: MFUMO WA KAWAIDA WA AGM

Mwongozo wa habari za Wanahisa kupata huduma kupitia mtandao.

Ufikiaji wa wanahisa kupitia jukwaa
kupitia kifaa unayopendelea



HUDUMA ZA DIJITALI ZA C&R: MFUMO HALISI WA AGM

Mfumo halisi wa AGM huruhusu matumizi ya teknolojia za wavuti (ufikiaji mtandaoni) au USSD (Takwimu isiyo ya Kusaidia ya Takwimu) nambari za haraka za kuwzesha mahudhuria ya mbali na kushiriki katika Mkutano Mkuu wa Mwaka au Ajabu (AGM au EGM) ndani ya masoko ya mtaji.

UTENDAJI

1. Utendaji - Usajili wa akaunti ya wadao.
2. Uteuzi wa nakala.
3. Mahadhuria ya AGM mtandaoni, mkondo wa moja kwa moja kupitia jukwaa la kawaida la AGM.
4. Mahudhuria ya sauti kwa kupiga nambari la bure kwa watumiaji bila vifaa nadhifu.
5. Kupiga kura kupitia USSD au jukwaa lwa mtandao.
6. Swali na jibu; Ushiriki kupitia USSD au sanduku la maandishi ya mtandaoni.

UFIKIAJI MTANDAONI

Kujiandikisha: Jaza maelezo ya usajili kwenye <https://digital.candrgroup.co.ke> na ambatisha hati zilizo ulizwa.

Uhakikishi: Uhakikisho wako ukithibitishwa, mara moja ufunguo wako katika mtandao zitatumwa kwa anuani yako ya barua pepe uliyotumia kwa mahudhuria ya AGM.

Upatikanaji: Ingia kwenye digitali yako ya C&R na sifa zako kwa <https://digital.candrgroup.co.ke> wakati wowote na ufikie uchaguzi mbali mbali za orodha.

Mahudhuria ya AGM: Mara tu uingiaipo, bonyeza kwenye kiungo cha "**kuhudhuria**" na uchague hafla ya AGM unayohudhuria. Kubali masharti zinazo patikana chini ya ukurasa.

Tazama: AGM itajifichua yenyewe moja kwa moja kwa runinga inyo onyesha AGM.

Orodha ya Uchaguzi ya AGM: Chaguo za orodha ni kibonyeza kwenye kona ya kushoto ya runinga ya moja kwa moja. Bonyeza kidude kwa chaguo unayotaka kupata.

Swali Na Majibu: Chagua kitengo cha swali, kisha chapa swali lako kwenye kisanduku cha maandishi uliyopewa. Unawaezakuuliza maswali wakati wowote, hata majadiliano ikiendelea.

Kupiga Kura: Unapoongozwa, bonyeza kidude cha orodha ya kupiga kura, soma maazimio ya kupiga kura, au kupinga, au kuzuia. **Lazima uingize kura zote kabla ya kushinikiza kuwasiliisha.** Utapokea uthibitisho kwamba kura zako zimewasiliishwa.

UFIKIAJI WA USSD

Ufikiaji wa USSD: Piga nambari fupi ya USSD ya huduma za digitali za C&R na ujisajili kwa kufuata mpendekezo. Hakikisha umetumia nambari hii, kwani inatofautiana kwa kila AGM.



Uhakikisho: Mara baada ya kuthibitishwa, uthibitishaji wako wa kuingia utatumwa na (SMS) kwa nambari yako ya rununu iliutumika kwa usajili. **Lazima utumie nambari ya simu wakati wakufikia mfumo.**

Upatikanaji: Piga nambari fupi ya USSD ***384*039#** ya huduma za digitali za C&R na uingize nywila yako. Chagua AGM halisi unyohudhuria.

Utendaji wa AGM: Fuata pendeketo la kufikia AGM halisi.

Sikiliza: Piga nambari ya bure kama inavyotolewa baada ya kupata na unganisha kwenye chumba cha mkutano cha AGM ili usikilize majadiliano.

Maswali Na Majibu: Fwata pendeketo la kupata maswali na orodha za majibu na maagizo juu ya jinsi ya kuuliza swali kupitia SMS (herufi 160 peke). Unawaeza kuuliza maswali wakati wowote hata majadiliano ikiendelea.

Kupiga Kura: Unapoongozwa, filikia chaguo la orodha ya kupiga kura ya USSD. Piga kura kwa kila azimio kwa kutumia orodha kwenye simu yako ya rununu. Thibitisha na uwasilisha kura zako. Utapokea uthibitisho.

***Chaguo la USSD hutumia ujumbe mfupi wa maandishi kupata menu ya mfumo halisi wa mkutano mkuu na kuwasiliisha maswali na kupiga kura**

Wakala: Pakua fomu ya uwakilishi na ujaze. Ambatisha hati za KYC zinazohitajika, skanisha na pakia kwenye akaunti yako ya Huduma za dijitali za C&R, au barua pepe kwa proxy@candrgroup.co.ke au toa fomu na hati za KYC kwa C&R Group, Mnara wa B, Sakafu ya 1, IKM Place, Barabara ya 5 ya Ngong.