

Mitie Group plc Annual General Meeting Online Guide



Meeting Access

Visit <https://web.lumiagm.com/133-590-952> on your smartphone, tablet or computer. You will need the latest versions of Chrome, Safari, Edge and Firefox. Please ensure your browser is compatible.

You'll be prompted to enter the Meeting ID shown above. You will then be required to enter your:

- IVC (including any zeros); and
- PIN – the last four digits of your IVC.

Access to the Lumi platform will be available an hour prior to the start of the meeting.



Broadcast

Once logged in, and at the commencement of the meeting, you will be able to follow the proceedings on your device.



Voting

Once the Chair has formally opened voting, the list of resolutions will automatically appear on your screen. Select the option that corresponds with how you wish to vote.

Once you have selected your vote, the option will change colour and a confirmation message will appear to indicate your vote has been cast and received, there is no submit button.

To vote on all resolutions displayed select the “vote all” option at the top of the Screen.

To change your vote, reselect your choice. To cancel your vote, select the “cancel” button. You will be able to do whilst the poll remains open and before the Chair announces its closure.



Q&A

Questions on the day can be submitted either as text via the Lumi messaging function or verbally via the Virtual Mic. Details of how to access the Virtual Mic will be provided on the day of the meeting, once you are logged into the Lumi platform.

To ask a questions via the Lumi Messaging function, select the messaging icon from within the navigation bar and type your question at the top of the screen. To submit your question, click on the arrow icon to the right of the text box.



Requirements

An active internet connection is always required in order to allow you to cast your vote when the poll opens, submit questions and view the Broadcast. It is the user's responsibility to ensure you remain connected for the duration of the meeting.

As well as having the latest internet browser installed, users must ensure their device is up to date with the latest software release.



Duly appointed proxies and corporate representatives

If you wish to appoint a proxy other than the Chair of the meeting and for them to attend the virtual meeting on your behalf, please submit your proxy appointment in the usual way before contacting Link Group on +44 (0) 371 277 1020* in order to obtain their IVC and PIN. It is suggested that you do this as soon as possible and at least 48 hours (excluding non-business days) before the meeting.

If your shares are held within a nominee and you wish to attend the electronic meeting, you will need to contact your nominee as soon as possible. Your nominee will need to present a corporate letter of representation to Link Group, our registrar, as soon as possible and at least 72 hours (excluding non-business days) before the meeting, in order that they can obtain for you your unique IVC and PIN to enable you to attend the electronic meeting.

*Lines are open from 9.00 a.m. to 5.30 p.m. Monday to Friday, calls are charged at the standard geographic rate and will vary by provider. Calls outside the UK will be charged at the applicable international rate.



133-590-952

HOME MESSAGING DOCUMENTS

mitie

Mitie Group Plc AGM 2022 QUESTIONS

(1) You can submit questions before and during the meeting until the Chair concludes the Q&A part of the meeting:

- Select the messaging icon at the top of the screen.
- Type your question using the chat function at the top of the screen.
- Click the orange arrow to submit your question.

(2) Alternatively, questions can be asked online or by telephone (see below).

(3) Questions may be moderated before being passed to the Chairman. This is to combine questions from the various question sources, to avoid repetition and to ensure an orderly meeting. We will endeavour to answer all questions posed but may combine questions that are similar in nature.

(4) You should note that submitting a question will not guarantee that your question is answered during the meeting.

(5) We will publish questions and answers on our website after the AGM.

PARTICIPATING ONLINE

(1) Click [this link here](#), you will then be requested to provide your full name and membership number.

(2) You will then join a queue and will be invited by the Chairman to ask your question.

PARTICIPATING BY TELEPHONE

(1) Call the appropriate participant dial-in number listed below and when welcomed by the operator, ask for the Company's AGM.

(2) The operator will take your full name.

(3) Please either mute or pause your webcast stream once you have called in.

(4) Once joined to the meeting, simply press * then 1 to join the question queue and, when invited to

Broadcast

Welcome
Lumi Annual General Meeting

LUMI



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HOME MESSAGING VOTING DOCUMENTS

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Poll Open

You have voted on 0 of 4 items.

Resolution 1

Select a choice to send.

For Against Withheld

CANCEL

Resolution 2

Select a choice to send.

For Against Withheld

CANCEL

Resolution 3

Select a choice to send.

For Against Withheld

CANCEL

Resolution 4

Select a choice to send.

For Against Withheld

CANCEL

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HOME MESSAGING DOCUMENTS

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Messaging

Ask a question

0 / 1000

ALL MESSAGES MY MESSAGES

Moderator
JAMES BELL (Moderator)

To enter a question or comment, compose your question or comment at the top of the screen and then click on the arrow icon to submit.

To return to the main page click on the Home icon.

Broadcast

Welcome
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