

# RHI MAGNESITA (“RHIM”) – AGM USER MANUAL

Annual General Meeting (“AGM”)  
June 18, 2020

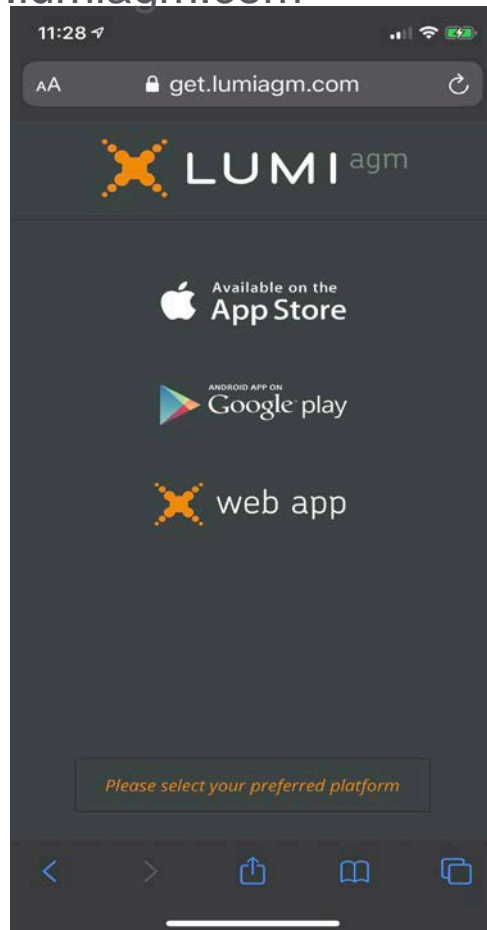
The Annual General Meeting will be held on 18 June 2020 at 14.00 (CET) as detailed in the Notice of Meeting on RHIM website ([www.rhimagnesita.com](http://www.rhimagnesita.com)), the AGM will be held virtually.

Shareholders and Depositary Interest holders who have registered to participate in the AGM before 11 June 2020 at 14.00 (CET) will receive an attendance card from Computershare which will include the weblink, Meeting ID, Username and Password.

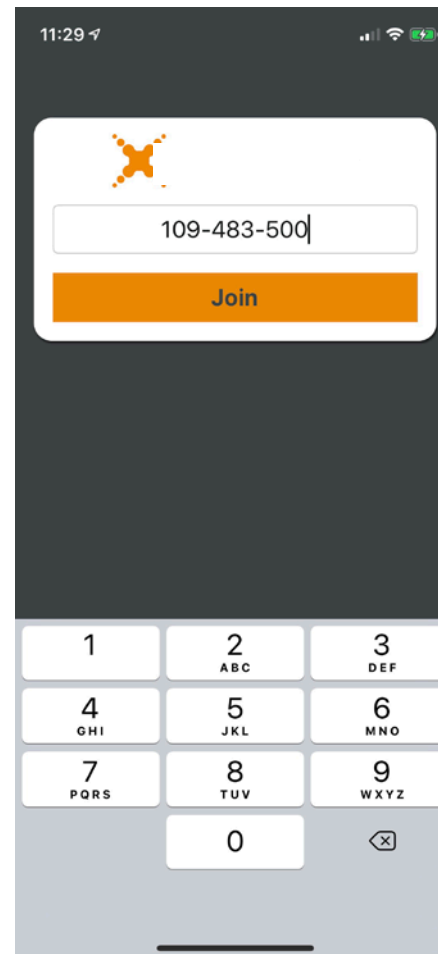
Login will be open from 13.30 (CET) on 18 June 2020. See page 6 for more information.

# Login procedure – AGM day, 18 June 2020

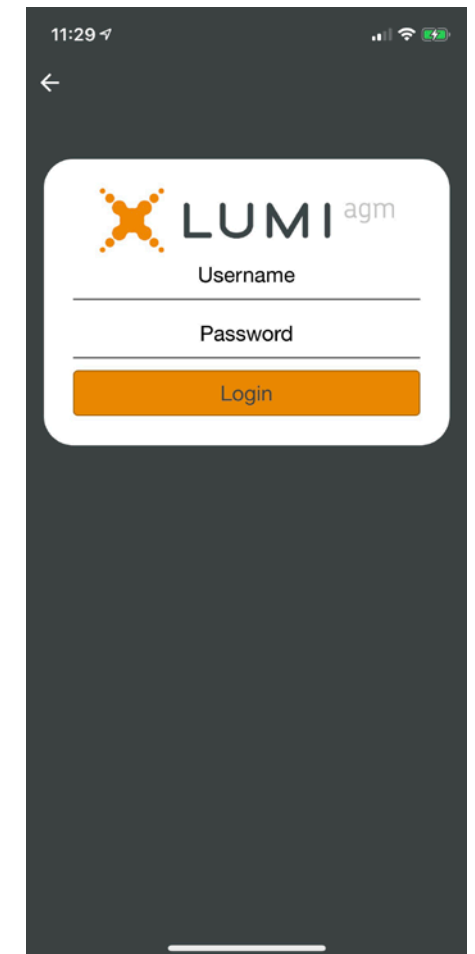
To participate please go to [get.lumiagm.com](https://get.lumiagm.com) in good time prior to the meeting and download the app, or if you want to join from your laptop, go to [web.lumiagm.com](https://web.lumiagm.com)



Fill in meeting ID (see Attendance Card) and press on 'join'



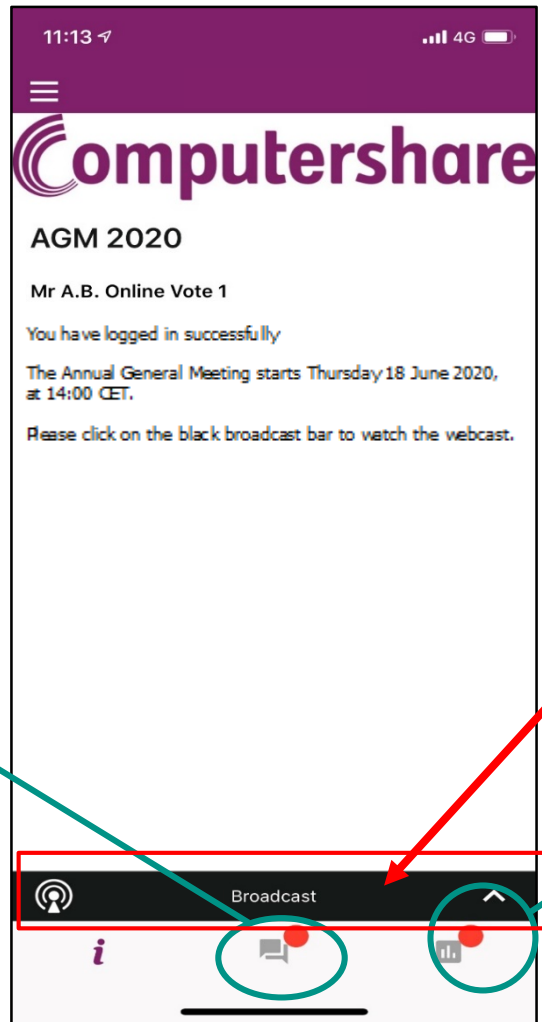
Fill in username and password (see Attendance Card) and press on 'login'





# Login procedure – AGM day, 18 June 2020

Home Screen



*All questions should be submitted by 15 June but if you wish to ask a question in the meeting, please click here:*

*Click here for webcast*

*Please vote on all agenda items*

*This feature will be open during the AGM*

# Frequently asked questions – registration process

Q: How can I register to participate virtually as a shareholder at the RHIM Virtual Meeting?

A: As a RHIM shareholder, you will first need to register before 11 June 2020 at 14.00 (CET) as outlined in the via the instructions in the Notice of Meeting

Q: Where can I login to participate virtually in the Virtual Meeting as a shareholder?

A: You can participate via the Lumi AGM app (iOS and android app available) or via [web.lumiagm.com](http://web.lumiagm.com).

Q: I have already registered for online participation at the Virtual Meeting, but now I would like to participate in-person or through a proxy. Is that possible?

A: Due to COVID-19, participating in person is not possible. Your proxy can be submitted before the Close of Registration, Thursday 11 June 2020 14.00 CET.

# Frequently asked questions – registration process

Q: When can I login to the Virtual Meeting?

A: You can login from 30 minutes before the start of the Virtual Meeting. Once you have done so you are counted as a shareholder attending the Virtual Meeting, even if you leave before the start of or any time during the Virtual Meeting (whether or not due to an internet connection failure). If you join after the start of the meeting you will be allowed guest entrance to watch the webcast, but not the ability to vote or submit questions.

Q: Can I follow/participate in the Virtual Meeting, if I'm not a shareholder?

A: You may follow the Virtual Meeting as a guest. Should you wish to join the webcast as a guest please contact [sally.caswell@RHIMagnesita.com](mailto:sally.caswell@RHIMagnesita.com) and further details will be provided.

Q: How do I know that I can vote during the Virtual Meeting?

A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item. The application will confirm that your vote(s) has/have been received, as shown in example on slide 8 of this guidance manual.

# Frequently asked questions – shareholder meeting

Q: Can I ask questions as a virtual participant of the Virtual Meeting?

A: Yes, when participating online you will be able to follow the proceedings of the Virtual Meeting. Shareholders are requested to submit their questions by 15 June 2020 (see the AGM Notice) to facilitate a smooth meeting. To submit questions or any comments during the Virtual Meeting, you can click on the Q&A icon.

Q: Can I also vote in advance of the Virtual Meeting?

A: Yes, you can by giving a proxy voting instruction via the instructions on the Notice of Meeting.

Q: I have already voted through proxy, do I need to vote again?


A: No, your proxy voting instruction will remain valid.

Q: I have already voted through proxy, can I change my vote during the Virtual Meeting?


A: If you grant a proxy voting instruction your vote has, in fact, effectively been made before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Thursday 11 June 2020, at 14.00 CET.

# Frequently asked questions – shareholder meeting

Q: How can I submit a vote?

A: Once the Chairman has opened the shareholder meeting, you will be able to vote until the close of the last voting item of the meeting if you are a registered shareholder. Press the voting button  to submit your votes. When selecting the button of your choice your vote will be cast automatically. Please submit your votes on all resolutions. You will see a confirmation in your screen.

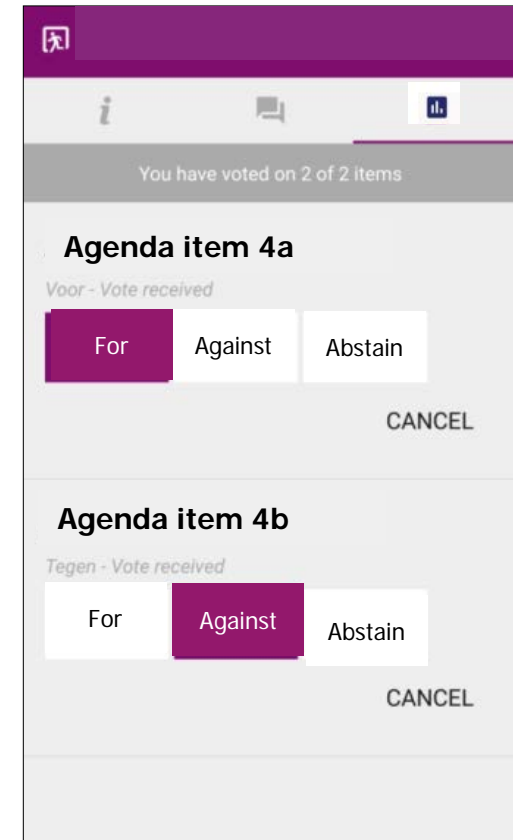
Q: I am unable to vote.

A: Press the voting button  to submit your votes. Please make sure you are connected to the internet.

Q: How can I change my vote?

A: You will be able to amend your votes during the meeting, you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

## Voting Screen





# Frequently asked questions – general questions

Q: I don't have a smartphone, tablet or pc. Will I be able to participate in the Virtual meeting?

A: Use of a smartphone, PC, or tablet is required to participate. If you do not have access to one we recommend that you submit your votes by proxy in advance as you will not be able to attend virtually.

Q: My internet connection isn't working properly. Will I be able to participate the Virtual meeting?

A: You will need a working internet connection during the meeting. On your phone you can also use a mobile (3G/4G) signal if available, or use WiFi.

Q: If there's a failure in my network connection, or my device stops working during the Virtual Meeting will I be able to login and continue to participate in the Virtual Meeting once the connection has been restored?

A: Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting, you will be able to continue participating in the Virtual Meeting after the network connection has been restored. You will also be able to vote on items that have been put to vote in the meantime. The polls for all items are open during the Virtual Meeting and closed after the last voting item on the agenda has been discussed.

Q: My battery is almost empty. What do I do?

A: The shareholder is responsible for a properly functioning and charged device.

# Frequently asked questions – general questions

Q: The device that I will use for online participation has a camera installed: will, or can, I be made visible in the Virtual Meeting to other participants or anyone else?

A: No, that will not be the case.

Q: I appreciate the possibility to participate online at the Virtual Meeting, I wonder how RHIM ensures that online participation will be without issues?

A: The application RHIM offers is relatively new, but has been used for a number of shareholder meetings in the Netherlands since the outbreak of COVID-19. RHIM offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders' meetings in the Netherlands. But even though RHIM has given its best efforts to ensure that shareholders are offered a best-in-market service, it cannot guarantee that shareholders may experience issues that are common to any first generation innovative application. If you are worried you should submit proxies in advance. You will still be able to attend the meeting and ask questions and see the webcast, in the same manner as available for our previous AGMs.

# Frequently asked questions – exercise of rights

Q: Are my votes valid when leaving early? Can I re-join after I have left?

A: Yes, assuming you have logged in successfully prior to the start of the Virtual Meeting this will not affect the votes casted until the moment you left. Re-joining the Virtual Meeting after you've left is possible and you will also be able to vote upon items that have been put to vote in the meantime. The polls for all items are open during the Virtual Meeting and closed after the last voting item on the agenda has been discussed.

Q: I have registered for online participation, but have sold my shares after that. Can I still vote on these shares?

A: Yes, according to The Dutch law the 28th day before the day of the Virtual Meeting is decisive for who will be able to vote at the Virtual Meeting. As registration is only possible after that record date, the right to vote remains even if you have already sold your shares in the meantime.

Q: Will the possibility of online participation affect the proceedings at the general meeting?

A: At the Virtual Meeting the usual proceedings for general meetings of RHIM will be followed. However, the polls for all items are open during the Virtual Meeting and closed after the last voting item on the agenda has been discussed.