

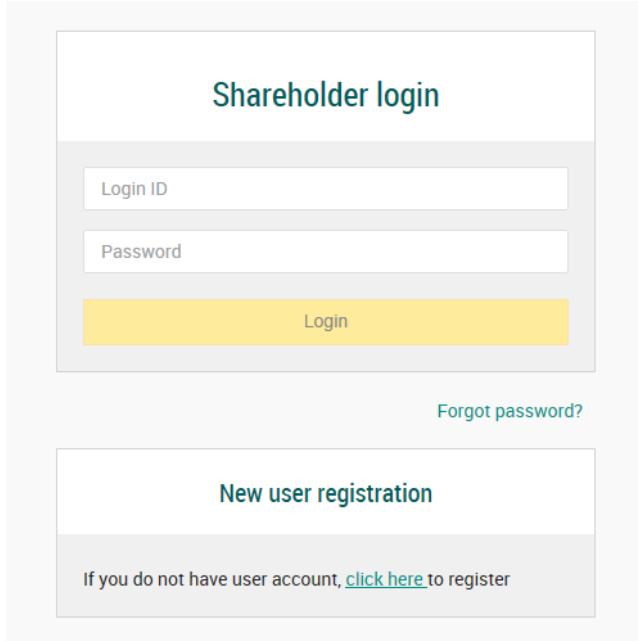
Manual and FAQ* – Hybrid Annual General Meeting

* Applicable to virtual participation and voting at the Annual General Meeting of Akzo Nobel N.V.

**Manual –
Hybrid Annual General Meeting
(‘AGM’)**

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

1. Click [here](#) to login to the shareholder portal, enter your Login ID and Password and click ‘Login’



The screenshot shows a web interface for shareholder login and registration. At the top, the text "Shareholder login" is centered. Below this, there are two input fields: "Login ID" and "Password". A yellow "Login" button is positioned below the password field. To the right of the "Login" button, there is a link "Forgot password?". Below the login section, the text "New user registration" is centered. At the bottom, a message states: "If you do not have user account, [click here](#) to register".

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

2. Select the upcoming AGM of AkzoNobel and click ‘Attend meeting virtually’

Home Meetings Register

AkzoNobel

Annual General Meeting of Shareholders >

On 23 April 2020 14:00 CET

Give voting instructions

Attend meeting in person

Attend meeting virtually

go back

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

AkzoNobel

3. Fill in all the details of registration for this meeting

Register for virtual participation

AkzoNobel Akzo Nobel N.V.
On 23 April 2020 | 14:00 CET

Cancel

1/4 Shares and Account

Securities

Security class
Ordinary shares

Intermediary
ABN AMRO Registrar

ISIN
NL0013267909

Number of securities
 Entire holding
 Partial holding

Enter number of securities
8

Account

Register for virtual participation

AkzoNobel Akzo Nobel N.V.
On 23 April 2020 | 14:00 CET

< Back Cancel

2/4 Phone, Terms and Conditions

Verification of phone number

Mobile phone number:
+31 622800115

Re-enter mobile phone number:
+31 622800115

Terms and Conditions

Phone
The phone number can not be changed once verified and must be used till meeting ends.

Cancel Acknowledge and Accept

The phone number will be used for the two-state verification process (by SMS verification)

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET) AkzoNobel

4. Notification will be displayed with highlighted risks and terms of use (including reference to AkzoNobel's Hybrid Meeting Terms). Please read the notification and if you agree click on 'Accept and Proceed'

The screenshot shows a registration form titled "Register for virtual participation" with a modal window titled "Important Information" overlaid on top. The form includes fields for phone number verification and terms and conditions. The modal contains a warning about risks of virtual participation and a list of terms to be accepted.

Register for virtual participation

2/4 Phone, Terms and Conditions

Verification of phone number

Mobile phone number:
+31 622800115

Re-enter mobile phone number:
+31 622800115

Terms and Conditions

Phone
The phone number can not be changed once verified and is

Cancel

Important Information

You are about to confirm that you want to virtually participate in the General Meeting.

In case you wish to proceed, please acknowledge and accept the risks which are inherently related to virtual attendance and participation in the General Meeting by checking the relevant checkbox set out below and click the "Accept and Proceed" button to gain access to the Virtual Participation Section.

The risks related to virtual attendance and participation in the General Meeting include, amongst others, any failure in virtual meeting equipment, software, network infrastructure, servers, internet or telephone connectivity, video or voice equipment whether or not caused by an information security incident (which includes any unauthorized use, hacking, a Denial of Services attack, a denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network access code and any other cyber-attacks) or caused by any type of mechanical failure such as any electrical power outage during the General Meeting as well as any other unforeseen technical difficulties or disruptions whether relating to the Website in general, the Virtual Participation Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder.

To avoid such risks the Securities Holder should attend the General Meeting in-person or by proxy.

By checking the boxes below, you confirm:

- that you acknowledge and accept the risks listed above and to have read and understood and agreed to our terms and conditions applicable to the registration and use of the Virtual Participation Section.
- that you are a person authorized to accept these risks on behalf of the Securities Holder.


The Terms of Use for using the Website and the Virtual Meeting Section in particular apply and can be found here: [Terms of Use](#)

Back Accept and Proceed

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

5. Enter the verification code as received on your mobile phone


Register for virtual participation

 Akzo Nobel N.V.
On 23 April 2020 | 14:00 CET

[← Back](#) [Cancel](#)

3/4 Verification code

Enter code

 A new verification code was sent to your mobile phone.
[Send Again](#)


Code

[Verify](#)

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

6. The registration was completed successfully

Register for virtual participation

 You successfully registered to join for virtual participation

Now that you have requested to virtually participate during the meeting your intermediary will have to provide an approval.

Please confirm your account number and telephone number to your intermediary

ABN AMRO Registrar
corporate.broking@registrar.co
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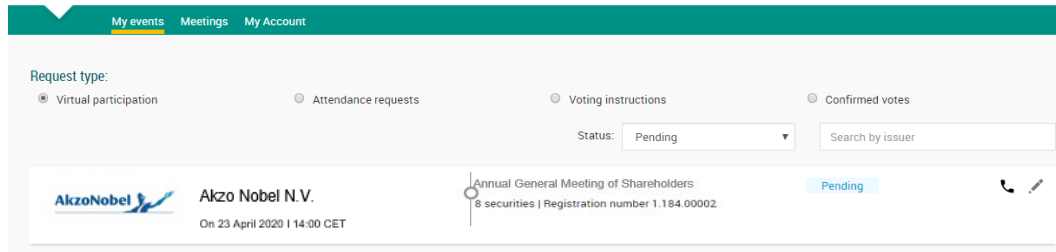
Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.
corporate.broking@nl.abnamro.com

[To my events](#)

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

7. The created request can be found in 'My events' (observe pending state)



The screenshot displays the 'My events' section of the AkzoNobel portal. At the top, there are navigation tabs for 'My events', 'Meetings', and 'My Account'. Below this, the 'Request type:' section includes four radio button options: 'Virtual participation' (selected), 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. A 'Status:' dropdown menu is set to 'Pending', and a 'Search by issuer' input field is present. The main content area shows a single event entry for Akzo Nobel N.V. with the following details:

- Company:** Akzo Nobel N.V.
- Event:** Annual General Meeting of Shareholders
- Details:** 8 securities | Registration number 1.184.00002
- Date/Time:** On 23 April 2020 | 14:00 CET
- Status:** Pending

There are also icons for a telephone and a pencil next to the event entry.

I. Registration procedures – before April 16, 2020 6:00 p.m. (CET)

AkzoNobel

8. Once approved by the intermediary, the shareholder will receive a confirmation email

Email details

Sent to: astrid.paepel@nl.abnamro.com

Subject: IMPORTANT: Confirmation request to vote virtually

Sent date: April 15, 2020 16:00

Email body:



Dear Ms. Paepel,

Your request to vote virtually during the meeting has been successfully processed.

We hereby inform you that your intermediary has confirmed your entitlement to vote virtually.

How to vote virtually during the meeting?

Please click on this link below:

<https://cbp-at05.eu-gb.mybluemix.net/shareholderlogin?gmicv=5m9l539g9X1a3aNDI=&vReqId=0yu490vrrGkZ2Yp0A=#&aid=-JkLq-PE5Aw0dtMtg0&reqType=VP>

Note:

The virtual meeting environment will be made available shortly before the start of the meeting as set out in the convocation note of Akzo Nobel N.V.V. Please check the meeting date and time and log in to www.abnamro.com/shareholder before the meeting starts. Make sure you join on time. If you join after the meeting starts, you will not be entitled to vote. Voting virtually will be enabled after the meeting is opened by the chairperson. Please note that you will receive login information necessary to vote virtually at the phone number you provided during your registration. You will need this phone number to vote virtually throughout the meeting.

Please email corporate.broking@nl.abnamro.com for all queries.

You can also contact helpline number +31 203442000 for any problems with joining the meeting virtually.

II. Login procedures – on April 23, 2020 before 2:00 p.m. (CET)

1. Click [here](#) to login to the shareholder portal, enter your Login ID and Password and click 'Login'

click here to register'."/>

Shareholder login

Login ID

Password

Login

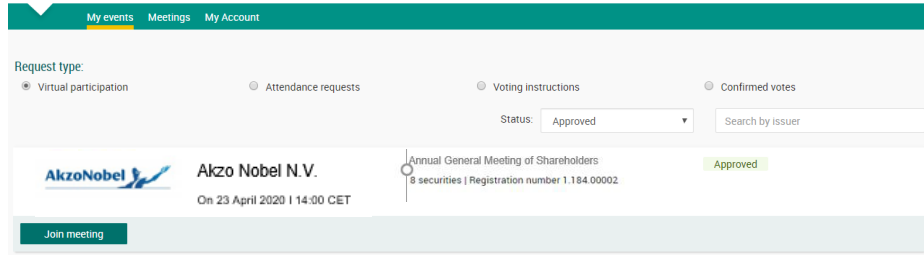
[Forgot password?](#)

New user registration

If you do not have user account, [click here](#) to register

II. Login procedures – on April 23, 2020 before 2:00 p.m. (CET)

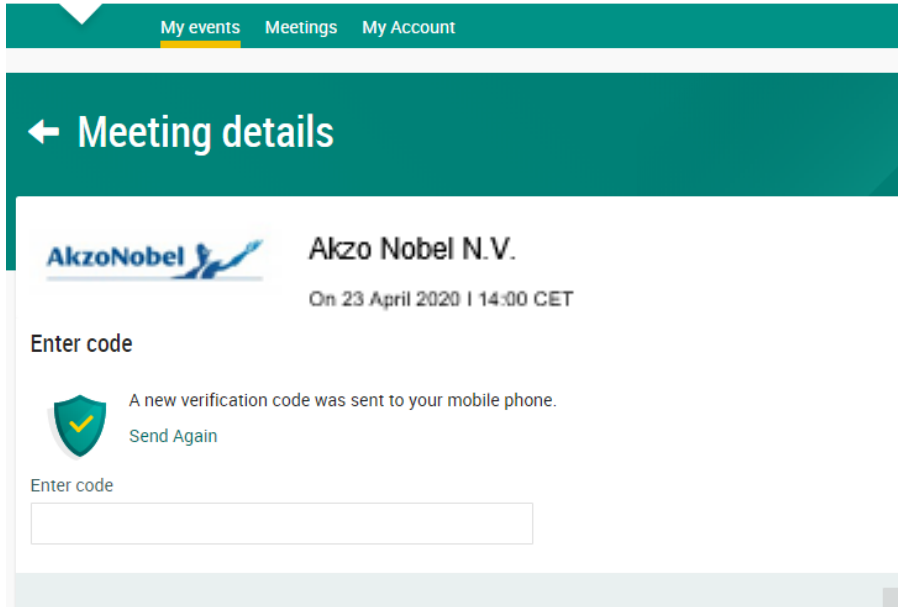
2. Join the meeting in 'My events'



The screenshot displays the 'My events' section of the AkzoNobel portal. At the top, there are navigation tabs for 'My events', 'Meetings', and 'My Account'. Below this, the 'Request type' section includes radio buttons for 'Virtual participation' (selected), 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. A 'Status' dropdown menu is set to 'Approved', and there is a 'Search by issuer' input field. The main content area shows a meeting request for 'Akzo Nobel N.V.' with the title 'Annual General Meeting of Shareholders' and '8 securities | Registration number 1.184.00002'. The meeting is scheduled for 'On 23 April 2020 | 14:00 CET'. A green 'Approved' label is visible next to the meeting details. At the bottom left, there is a green 'Join meeting' button.

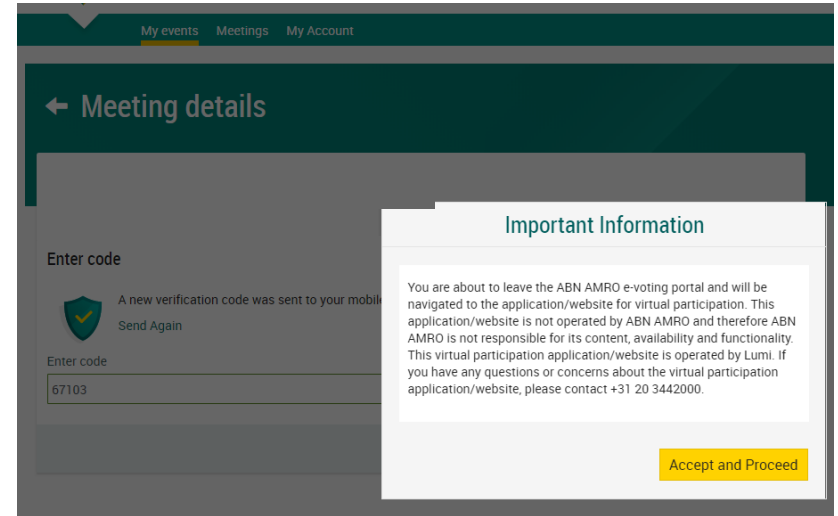
II. Login procedures – on April 23, 2020 before 2:00 p.m. (CET)

3. Enter the verification code as received on your mobile phone



The screenshot shows the 'Meeting details' page for Akzo Nobel N.V. on April 23, 2020, at 14:00 CET. The page has a green header with navigation links for 'My events', 'Meetings', and 'My Account'. Below the header, there is a green bar with a back arrow and the text 'Meeting details'. The main content area features the AkzoNobel logo and the text 'Akzo Nobel N.V. On 23 April 2020 | 14:00 CET'. Underneath, there is a section titled 'Enter code' with a green shield icon containing a checkmark. To the right of the icon, it says 'A new verification code was sent to your mobile phone.' and 'Send Again'. Below this, there is a text input field labeled 'Enter code'.

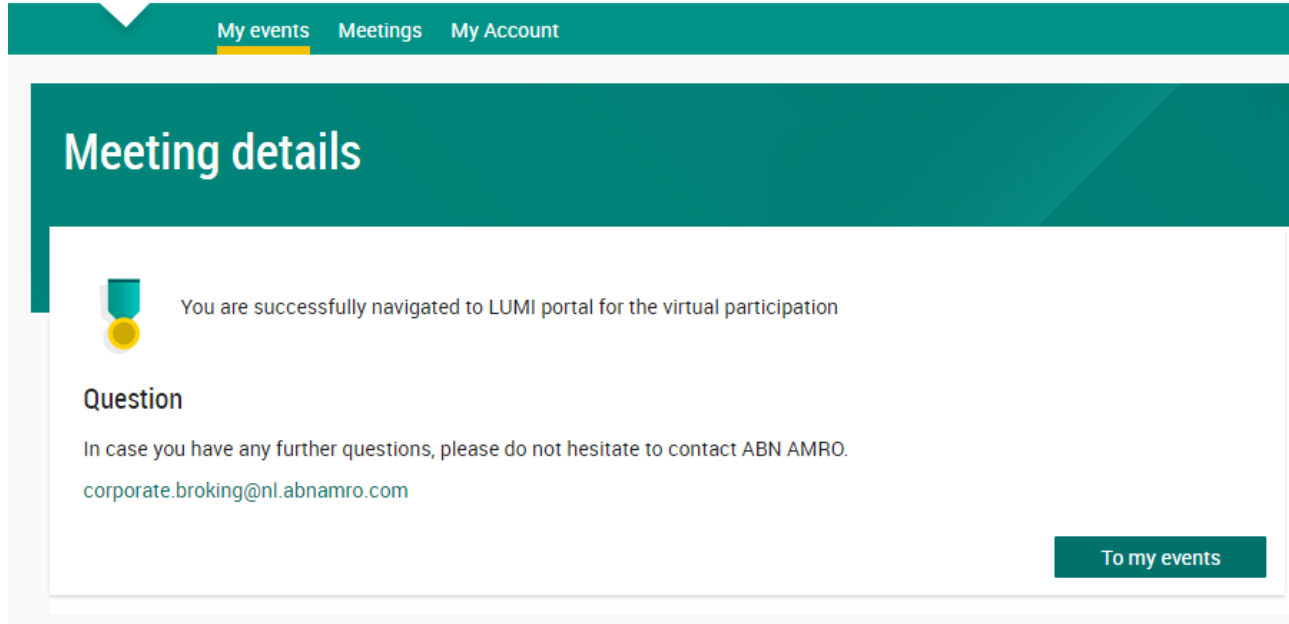
4. Notification will be shown, please read and accept to proceed



The screenshot shows the same 'Meeting details' page as in the previous step, but with an 'Important Information' modal overlay. The modal has a title 'Important Information' and contains the following text: 'You are about to leave the ABN AMRO e-voting portal and will be navigated to the application/website for virtual participation. This application/website is not operated by ABN AMRO and therefore ABN AMRO is not responsible for its content, availability and functionality. This virtual participation application/website is operated by Lumi. If you have any questions or concerns about the virtual participation application/website, please contact +31 20 3442000.' At the bottom right of the modal is a yellow button labeled 'Accept and Proceed'. In the background, the 'Enter code' section is visible, showing a green shield icon, the text 'A new verification code was sent to your mobile phone.', 'Send Again', and an input field containing the code '67103'.

II. Login procedures – on April 23, 2020 before 2:00 p.m. (CET)


5. You are successfully logged in



The screenshot displays a web interface with a teal header bar containing navigation links: 'My events' (highlighted with a yellow underline), 'Meetings', and 'My Account'. Below the header is a teal banner with the text 'Meeting details'. The main content area is white and features a teal and yellow icon on the left. To the right of the icon is the text: 'You are successfully navigated to LUMI portal for the virtual participation'. Below this is a section titled 'Question' with the text: 'In case you have any further questions, please do not hesitate to contact ABN AMRO. corporate.broking@nl.abnamro.com'. A teal button with the text 'To my events' is located in the bottom right corner of the content area.

My events Meetings My Account

Meeting details

 You are successfully navigated to LUMI portal for the virtual participation

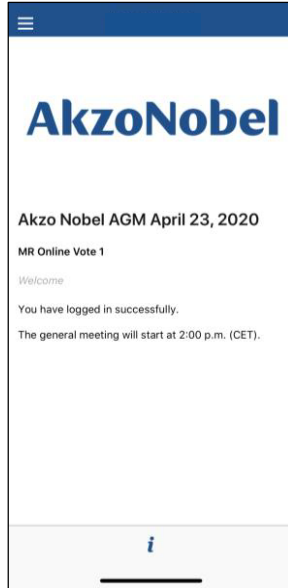
Question

In case you have any further questions, please do not hesitate to contact ABN AMRO.
corporate.broking@nl.abnamro.com

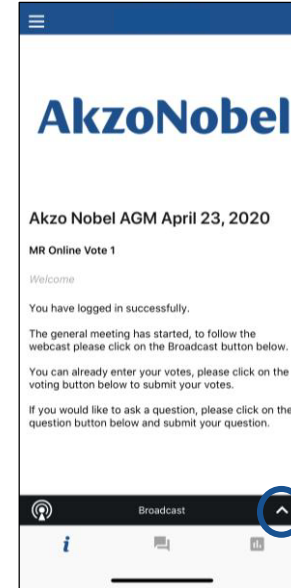
To my events

II. Login procedures – on April 23, 2020 before 2:00 p.m. (CET)

6. 1:00 – 2:00 p.m. (CET) registration open



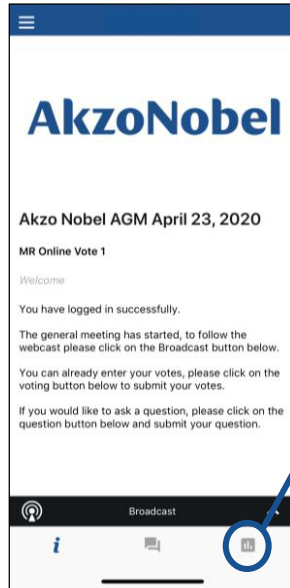
7. 2:00 p.m. (CET) follow the webcast



*Click here
for webcast*

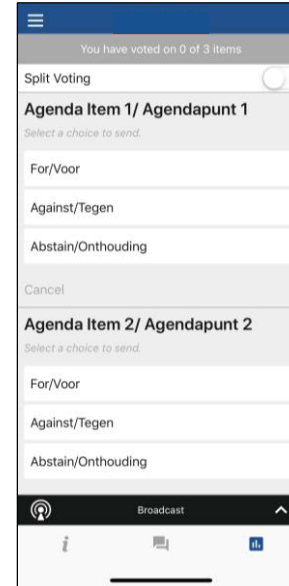
II. Login procedures – on April 23, 2020

8. 2:00 p.m. (CET) voting is open



**Click here
to vote**

9. Please vote on all agenda items. This feature will be open during the AGM



AkzoNobel

FAQ – AGM

Frequently asked questions - registration

Q: How can I register to virtually participate and vote at the AGM?

A: As a AkzoNobel shareholder, you will first need to create a profile via www.abnamro.com/evoting. After the profile is created you can follow the steps of registration as provided in this manual.

Q: If I don't know my login details for the ABN AMRO platform, where can I find them/request new details?

A: You can request a new password via the website www.abnamro.com/evoting under 'Forgot password?' or contact ABN AMRO via ava@nl.abnamro.com or +31 (0)20 344 2000.

Q: I registered myself as to attend the AGM in person, can I also virtually participate and vote at the AGM, in case I can't attend the AGM physically?

A: Changing your attendance is possible until the close of registration, being Thursday, April 16, 2020, 6:00 p.m. (CET) as stated on www.abnamro.com/evoting. After the registration deadline you can't change your attendance.

Q: I cannot login or I have problems logging into the ABN AMRO platform.

A: Please contact ABN AMRO at ava@nl.abnamro.com or +31 (0)20 344 2000

Frequently asked questions - registration

Q: Can I test if I can get into the virtual environment ahead of the AGM?

A: Yes, you can do so after the close of registration, being Thursday, April 16, 2020, 6:00 p.m. (CET), following the guidelines on www.abnamro.com/evoting. Should you face difficulties, please contact ABN AMRO via ava@nl.abnamro.com or +31 (0)20 344 2000.

Q: How do I know if my bank has approved my registration for the AGM?

A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than a few minutes, please do not hesitate to contact ABN AMRO via ava@nl.abnamro.com or +31 (0)20 344 2000. It is advisable to use the testing period before the day of the AGM to test your access to the platform.

Q: As of which moment can I login to the AGM?

A: You can login within a time frame of 30 minutes before the start of the AGM (2:00 p.m. (CET)). Once you have logged in to the AGM you are counted as a shareholder attending the AGM, even if you leave before the start or at any time during the AGM (whether or not due to an internet connection failure).

Frequently asked questions – AGM


Q: How can I follow the AGM?

A: You will be able to follow the meeting via the virtual environment via www.abnamro.com/evoting (where you are able to vote on the shareholders resolutions during the AGM).

Q: How do I know that I can vote at the AGM?

A: Once the Chairman has opened the meeting you will be able to vote until the Chairman declares that the voting will be closed after the last voting item.

Q: How can I submit a vote and know that I virtually voted?

A: During the meeting you will be able to vote. Click on the voting button  to submit your votes. When selecting the button of our choice your vote will be cast automatically. Please submit your vote on all resolutions. The application will confirm that your (vote)s has/have been received.

Q: Can I change my vote during the AGM if I virtually participate?

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

Frequently asked questions – AGM

Q: I have already voted through proxy on the ABN AMRO website or provided a signed proxy to AkzoNobel's Corporate Secretariat or Mr. R.W. Clumpkens, civil law notary in Amsterdam, can I change my vote during the AGM?

A: No, you can only change your voting instruction until the close of registration, being April 16, 2020 at 6:00 p.m. (CET).

Q: What should I do if I am unable to virtually vote during the AGM?

A: Once the Chairman has opened the meeting, you will be able to vote until the close of the last voting item of the meeting, if you are successfully registered (the steps for registration are listed earlier in this manual). Click on the voting button to submit your votes. Please make sure you are connected to the internet.

Q: Can I ask questions or address the AGM as a virtual participant?

A: No, when participating online you will only be able to follow the proceedings of the AGM and to vote. You can submit questions regarding the various agenda items by sending an email to investor.relations@akzonobel.com before the AGM. Our aim is to answer all the submitted questions during the AGM.

Q: How will AkzoNobel ensure that virtually attending and voting at the AGM will be without issues?

A: AkzoNobel offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders meetings in- and outside the Netherlands. Even though AkzoNobel 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.

Q: Is AkzoNobel moving to a virtual-only annual general meeting?

A: No, as Dutch law still prescribes that a physical shareholders' meeting must be held.

Q: Will all upcoming shareholders' meetings of AkzoNobel be in hybrid form?

A: AkzoNobel may decide, at its own discretion, for each shareholders' meeting separately whether the possibility of online participation will be provided next to in-person access.

Q: Are there any rules and conditions applicable to the AGM?

A: Yes, we refer to our Hybrid Meeting Terms which can be found [here](#). The Hybrid Meeting Terms apply to shareholders who participate at the AGM via the online platform.



Q: Why should I choose for online participation when I can grant a proxy voting instruction as I did before?

A: When you participate online, you will be able to take into account the deliberations (just before and) at the AGM before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been made before the meeting takes place and you will only be able to change your voting instruction until the close of registration, being April 16, 2020 at 6:00 p.m. (CET).

Q: What will AkzoNobel or ABN AMRO do with my personal info which I am requested to complete when opting for virtually attendance and voting?

A: AkzoNobel adheres to its GDPR policy, which can be found [here](#). ABN AMRO also adheres to its GDPR policy, which can be found on <https://www.abnamro.com/en/footer/privacy-statement.html>

Q: If I don't have a smartphone, tablet or PC, can I still virtually attend and vote at the AGM?

A: Unfortunately in that case you can't virtually attend and vote at the AGM.

Q: What should I do if my battery is almost empty?

A: Please note that the shareholder is responsible for a properly functioning and charged device.



Q: My internet connection is not working properly. Will I be able to attend and vote at the AGM?

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

Q: How do I know this is a safe way to vote?

A: The website of ABN AMRO has been thoroughly tested by various parties.

Q: Which device should I use to virtually attend and vote at the AGM?

A: You can virtually attend and vote at the AGM with any device that has a working internet connection, is charged and is successfully logged in to the virtual environment via www.abnamro.com/evoting. Please make sure you have installed the latest version of your internet browser, Chrome, Firefox, Internet Explorer 11 and 10, Edge and Safari.

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

A: No, that will not be the case.



Q: When I virtual attend and vote at the AGM, will other shareholders be informed that I am participating, or do they have the possibility to know that?

A: No, you will be registered on the registration list of all shareholders attending the AGM (in accordance with the provisions of AkzoNobel's articles of association). However, this information will not be provided to other shareholders of AkzoNobel.

Q: Who can I contact if my question is not listed in this FAQ?

A: Please contact ABN AMRO at ava@nl.abnamro.com or +31 (0)20 344 2000.



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

A: Yes, under the assumption that you logged in successfully prior to the start of AGM, this will not affect your votes casted until the moment you left. Re-joining the AGM is possible after you have left, you will also be able to vote on items that have been put into vote during the time you were not participating. The polls for all voting items are open during the AGM and closed after the last voting item on the agenda has been discussed.

Q: When there is a failure in my network connection, or my device stops during the AGM, will I be able to login and continue to participate in AGM once the connection has been restored?

A: Yes, under the assumption that you logged in successfully prior to the start of the AGM, you will be able to continue participating in the AGM 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 AGM and closed after the last voting item on the agenda has been discussed.

Q: Will the possibility of virtually attending an voting at the AGM affect the proceedings at the AGM?

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

