

**AkzoNobel**

# **Manual and FAQ\* – Hybrid Annual General Meeting**

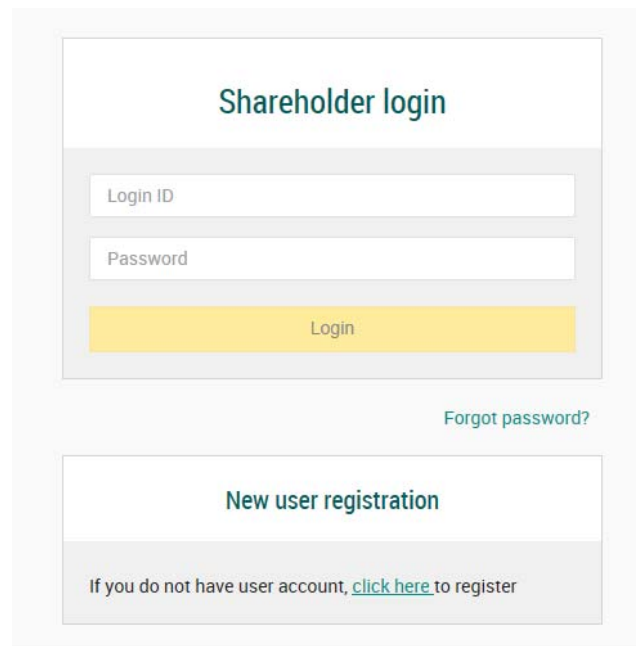
\* Applicable to virtual participation and voting at the Annual General Meeting of Akzo Nobel N.V.

**AkzoNobel**

**Manual –  
Hybrid Annual General  
Meeting ('AGM')**

## I. Registration – before April 19, 2021 6:00 p.m. (CET)

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

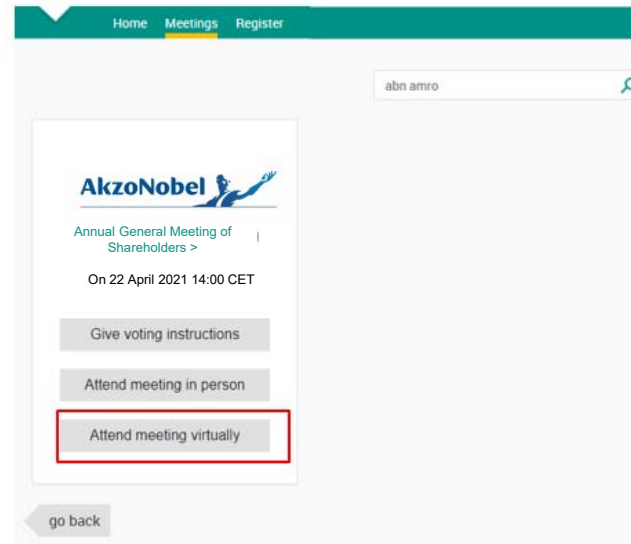


The screenshot shows a web interface for shareholder login and registration. At the top, the text "Shareholder login" is centered. Below this, there are two input fields: "Login ID" and "Password". A yellow "Login" button is positioned below the password field. To the right of the "Login" button, there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



## I. Registration – before April 19, 2021 6:00 p.m. (CET)

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



## I. Registration – before April 19, 2021 6:00 p.m. (CET)

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

**Register for virtual participation**

AkzoNobel Akzo Nobel N.V.  
On 22 April 2021 | 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 22 April 2021 | 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 – before April 19, 2021 6:00 p.m. (CET)

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 mobile application interface for registering for virtual participation. A modal window titled "Important Information" is overlaid on the registration form. The form in the background includes fields for "Mobile phone number" and "Re-enter mobile phone number", both with a country code dropdown set to "+31" and a value of "622800115". Below these fields is a "Terms and Conditions" section with a "Phone" sub-section stating "The phone number can not be changed once verified and m". A "Cancel" button is visible at the bottom of the form. The modal window contains the following text:

**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 unauthorised 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-attack) 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.

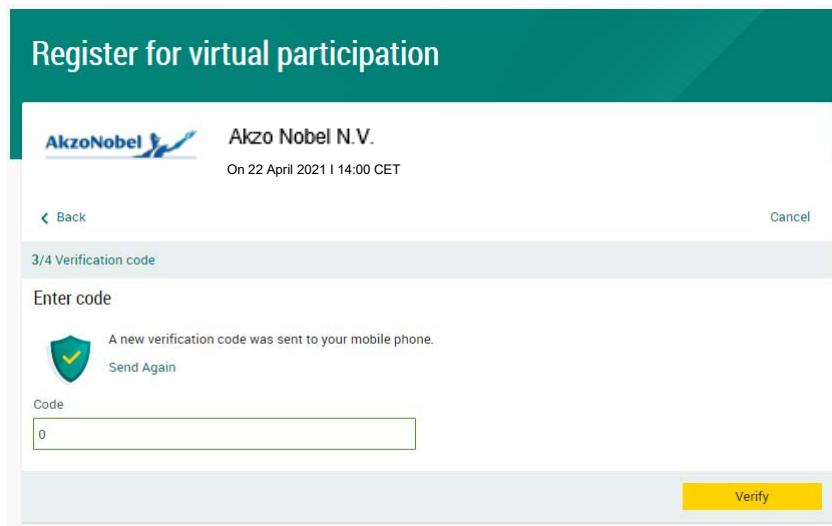
The Terms of Use for using the Website and the Virtual Meeting Section in particular apply and can be found here: [Terms of Use](#)

Buttons: "Back" and "Accept and Proceed"



## I. Registration – before April 19, 2021 6:00 p.m. (CET)

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



The screenshot shows a mobile app interface for "Register for virtual participation". At the top, there is a green header with the text "Register for virtual participation". Below this, the AkzoNobel logo and "Akzo Nobel N.V." are displayed, along with the date and time "On 22 April 2021 | 14:00 CET". Navigation options include a "Back" arrow and a "Cancel" button. The screen is titled "3/4 Verification code" and "Enter code". A message states "A new verification code was sent to your mobile phone." with a "Send Again" link. Below the message is a "Code" input field containing the digit "0". A yellow "Verify" button is located at the bottom right of the screen.




## I. Registration – before April 19, 2021 6:00 p.m. (CET)

6. The registration was completed successfully

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

### 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

Question

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




[To my events](#)

[My events](#) [Meetings](#) [My Account](#)

Request type:

Virtual participation  Attendance requests  Voting instructions  Confirmed votes

Status: Pending

	<b>Akzo Nobel N.V.</b> On 22 April 2021   14:00 CET	Extra Ordinary Or Special General Meeting 8 securities   Registration number 1.184.00002	<a href="#">Pending</a>  
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## I. Registration – before April 19, 2021 6:00 p.m. (CET)

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 16, 2021 | 16:00 CET

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://otpg-at05.eu-gb.mybluemix.net/ahareholderlogin?gmid=5tm9l539g0X1a3aNDI=8vpReqId=Dyu490vrGkZ2JypQA=#&iid=#JkLqX-\\_PESAw04bMTg0&reqType=VP](https://otpg-at05.eu-gb.mybluemix.net/ahareholderlogin?gmid=5tm9l539g0X1a3aNDI=8vpReqId=Dyu490vrGkZ2JypQA=#&iid=#JkLqX-_PESAw04bMTg0&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. Please check the meeting date and time and log in to [www.abnamro.com/ahareholder](http://www.abnamro.com/ahareholder) 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.

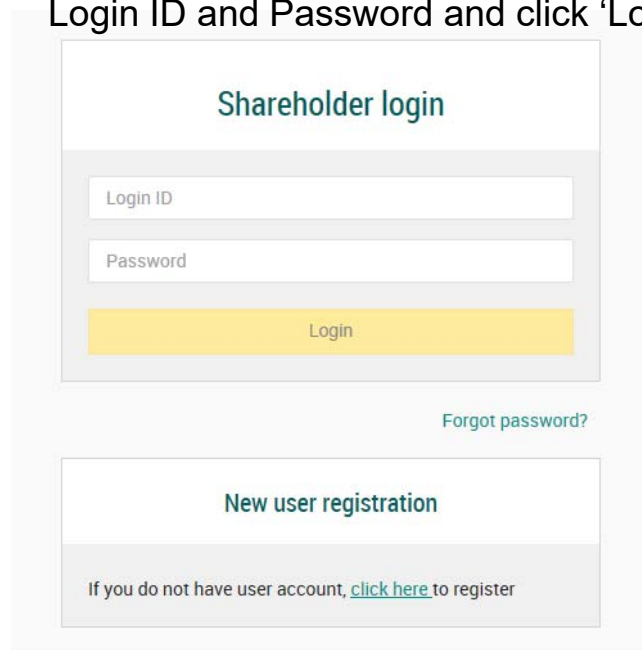
Please email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) for all queries.

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



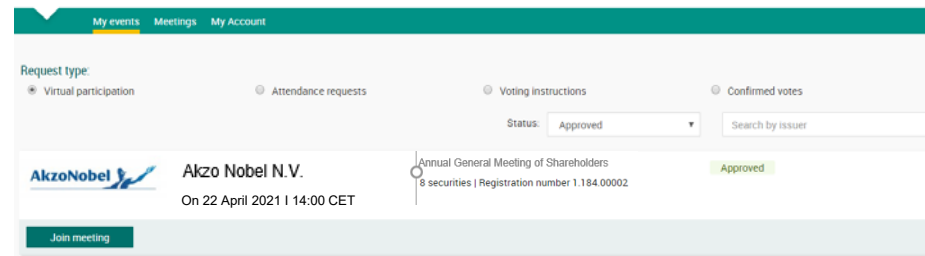
## II. Login – on April 22, 2021 before 2:00 p.m. (CET)

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



The screenshot shows the 'Shareholder login' section of the AkzoNobel shareholder portal. It features a 'Login ID' input field, a 'Password' input field, and a yellow 'Login' button. Below the login fields is a 'Forgot password?' link. Underneath is a 'New user registration' section with a link to register if the user does not have an account.

2. Join the meeting in 'My events'

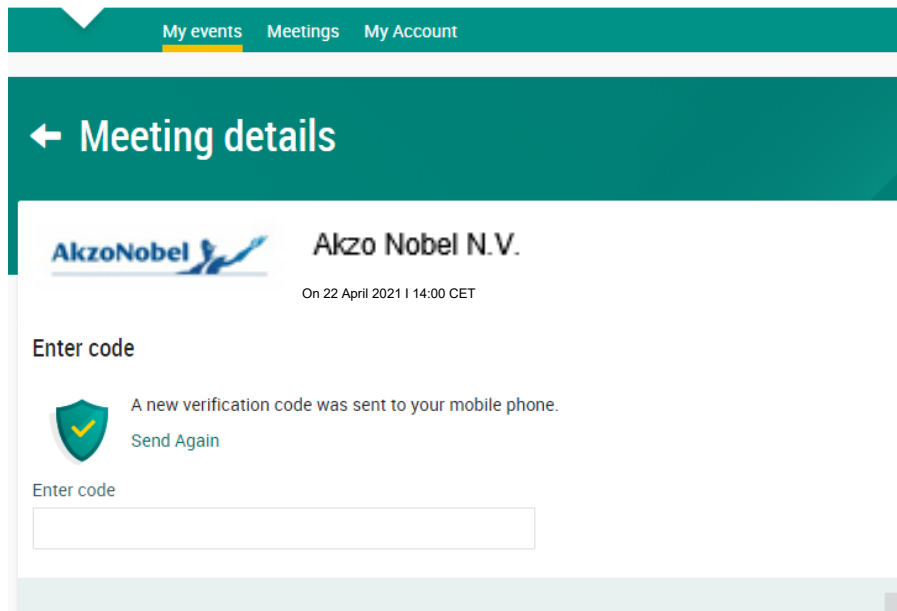


The screenshot shows the 'My events' page in the AkzoNobel shareholder portal. The page has a green header with 'My events', 'Meetings', and 'My Account' tabs. Below the header, there are radio buttons for 'Request type' with options: 'Virtual participation' (selected), 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. There is a 'Status' dropdown menu set to 'Approved' and a 'Search by issuer' input field. The main content area displays the AkzoNobel logo, 'Akzo Nobel N.V.', and details for an 'Annual General Meeting of Shareholders' on '22 April 2021 | 14:00 CET'. It also shows '8 securities | Registration number 1.184.00002' and an 'Approved' status. A green 'Join meeting' button is visible at the bottom.



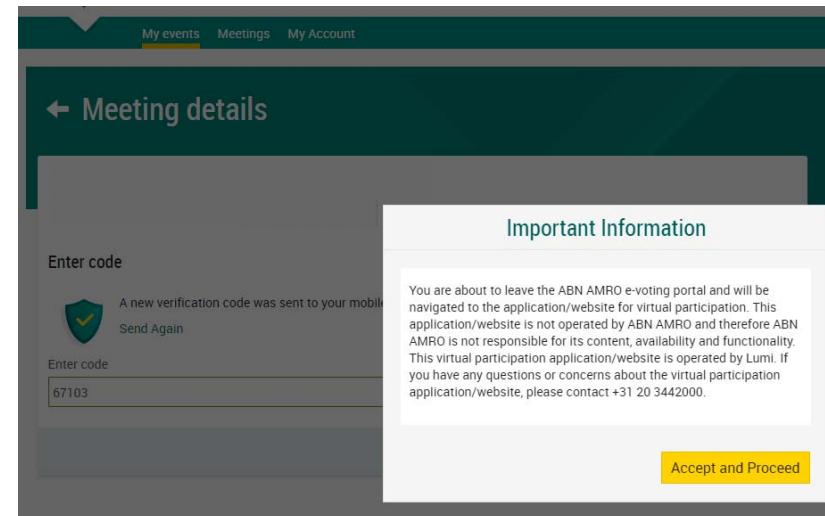
## II. Login – on April 22, 2021 before 2:00 p.m. (CET)

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



The screenshot shows the 'Meeting details' page for Akzo Nobel N.V. The page header includes 'My events', 'Meetings', and 'My Account'. Below the header, there is a back arrow and the text 'Meeting details'. The main content area displays the AkzoNobel logo and 'Akzo Nobel N.V.' with the date and time 'On 22 April 2021 | 14:00 CET'. Under the heading 'Enter code', there is a shield icon with a checkmark and the text 'A new verification code was sent to your mobile phone.' Below this is a 'Send Again' button. At the bottom, there is an 'Enter code' label and an empty text input field.

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

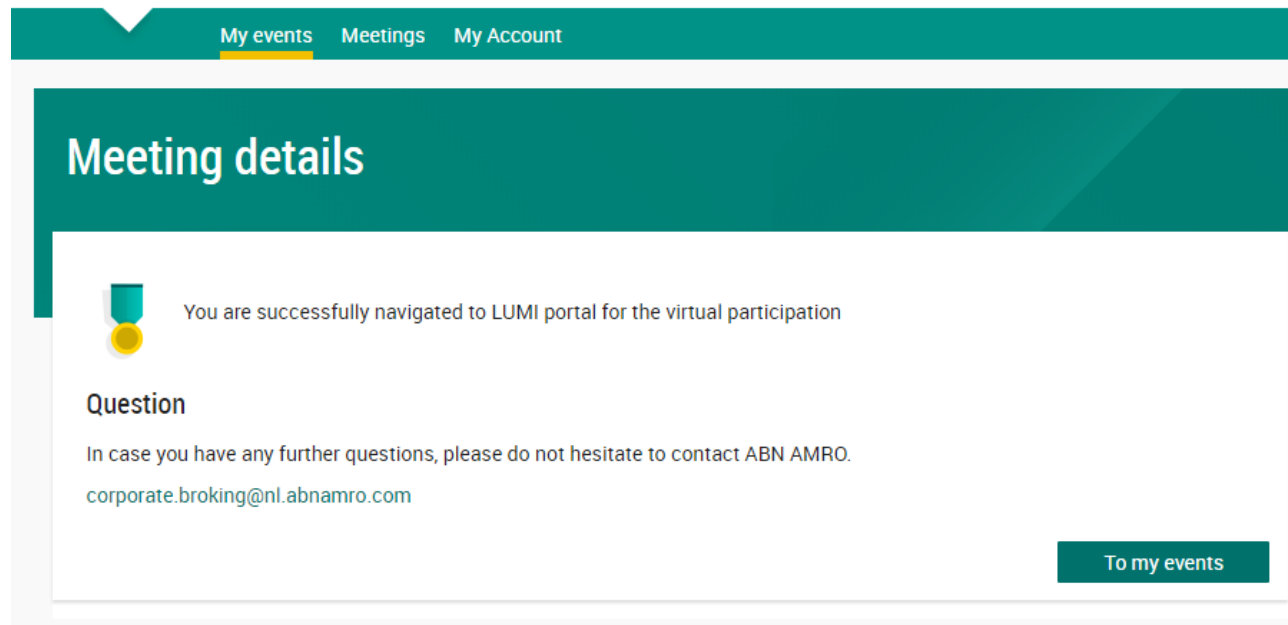


The screenshot shows the 'Meeting details' page with an 'Important Information' modal dialog box overlaid. The dialog box contains the following text: 'You are about to leave the ABN AMRO e-voting portal and will be navigated to the application/website for virtual participation. This application/website 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 dialog box is a yellow 'Accept and Proceed' button. In the background, the 'Enter code' section is visible, showing a shield icon with a checkmark, the text 'A new verification code was sent to your mobile phone.', a 'Send Again' button, and an 'Enter code' label with a text input field containing the code '67103'.



## II. Login – on April 22, 2021 before 2:00 p.m. (CET)

5. You are successfully logged in



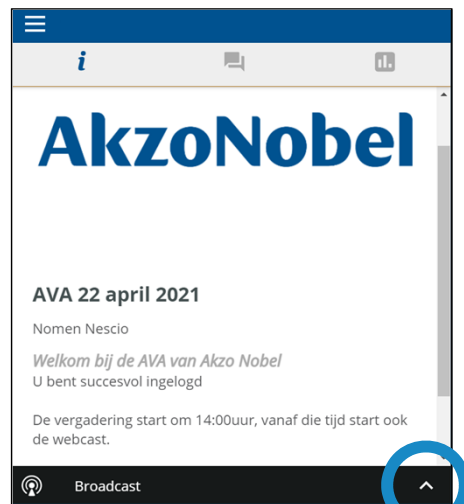
The screenshot displays a user interface for the LUMI portal. At the top, there is a teal navigation bar with three tabs: 'My events' (highlighted with a yellow underline), 'Meetings', and 'My Account'. Below the navigation bar is a teal header section with the text 'Meeting details'. The main content area is white and contains a notification icon (a teal square with a yellow circle) and 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 labeled 'To my events' is located in the bottom right corner of the content area.



## II. Login – on April 22, 2021 before 2:00 p.m. (CET)

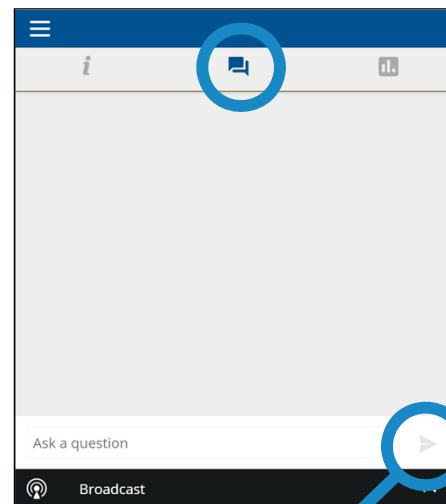
6. 1:00 – 2:00 p.m. (CET) registration open

7. 2:00 p.m. (CET) follow the webcast, raise questions & vote



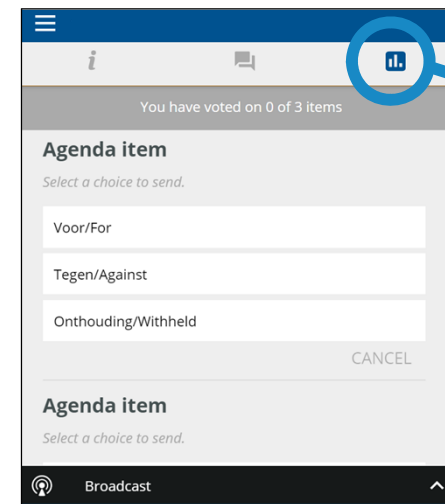
*Click here*

*for webcast*



*Click here*

*to submit your question*



*Click here to submit your vote*

**AkzoNobel**

**FAQ – AGM**

## Frequently asked questions - registration

**AkzoNobel**

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](http://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](http://www.abnamro.com/evoting) under 'Forgot password?' or contact ABN AMRO via [ava@nl.abnamro.com](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000.

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

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



## Frequently asked questions - registration

**AkzoNobel**

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 19, 2021, 6:00 p.m. (CET), following the guidelines on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Should you face difficulties, please contact ABN AMRO via [ava@nl.abnamro.com](mailto: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](mailto: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 1 hour 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

**AkzoNobel**


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](http://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, can I change my vote during the AGM?

A: No, you can only change your voting instruction until the close of registration, being April 19, 2021 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: Yes. Shareholders are invited to submit questions regarding the agenda items in advance, and ultimately by **6:00 p.m. (CET) on Monday April 19, 2021**, by sending an email to [investor.relations@akzonobel.com](mailto:investor.relations@akzonobel.com). Our aim is to answer all questions submitted in advance during the meeting. Besides, shareholders can also submit questions during the meeting using the chat function via the online platform. The aim will be to answer all questions during the AGM as the agenda allows.



## Frequently asked questions – general questions

**AkzoNobel**

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](#). HMd(2) Hybrid Meeting Terms apply to shareholders who participate at the AGM via the online platform.



## Slide 19

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**HMd(2)**

link to be updated

Hek, M.A. de (Marleen), 26-Feb-21

## Frequently asked questions – general questions

**AkzoNobel**

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 19, 2021 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.



## Frequently asked questions – general questions

**AkzoNobel**

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, 4G or 5G) 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](http://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.



## Frequently asked questions – general questions

**AkzoNobel**

Q: When I virtually 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](mailto:ava@nl.abnamro.com) or +31 (0)20 344 2000.



## Frequently asked questions – shareholders' rights



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.

