

## RECOMMENDATIONS FOR IDEAL ELECTRONIC CONNECTION VIA VIDEO

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When connecting via video communication, please take note of the following points:

### Recommendations for ideal video communication

- 1. Internet access:** Your upload/download bandwidth for video communication should be a stable 5 Mbps; we recommend 10 Mbps. Please make sure you have a stable Wi-Fi connection or connect your device, e.g. Laptop or PC to the internet via a LAN cable. If possible, please close all other applications that are bandwidth and CPU-intensive.
- 2. VPN connections:** Please note when connecting via an active VPN connection (virtual private network) the transmission quality of your live speech may be reduced or your camera or microphone may not be recognized (or shared).
- 3. Device:** Please use hardware that supports landscape orientation and has either a built-in or wired camera. A headset can help improve audio quality. You can use all popular browsers with the current software versions, e.g., Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari. You must allow browser access to the camera and microphone in your settings.
- 4. Access:** Please note that you must be logged into the Online Services for Shareholders with the Shareholder number that you used to register your request to speak. After your name has been called by the chairman of the meeting, to prepare for your live appearance, a dialog box will be displayed in the Online Services for Shareholders that will enable you to enter the virtual waiting room. Upon confirming, you can enter the virtual waiting room. A test of the technical functionality of your audio and video connection will follow.
- 5. Functionality test:** After entering the virtual waiting room, you will be greeted by our technical staff (operator) to check your audio and video quality. Please remain in the virtual waiting room until the operator contacts you.
- 6. Connecting to the meeting:** After the successful check of the functionality, you will be connected live to the Annual Shareholders' Meeting as soon as the chairman of the meeting calls you by name. After the chairman has given you the floor, you can begin speaking.

### Tips for your live appearance

- 1. Environment:** Please ensure that the environment around you is quiet with as little background noise as possible. If possible, place your device on a solid surface and try to avoid making any sudden hand movements that could cause the video image to shake.
- 2. Lighting:** Please ensure that you are well illuminated when speaking (e.g., with a lamp that illuminates your face with a pleasant level of brightness). Avoid bright light sources in the background or from the side, such as a bright window.
- 3. Camera position:** If possible, position your camera so that you can be seen in the center of the frame and are looking head-on into the camera. Set the camera to 16:9 landscape orientation.
- 4. Miscellaneous:** Please mute cell phones and do not place them directly on your device, as this could cause interference. If possible, please quit email programs and messenger services on your device other than the Online Service for Shareholders in order to prevent notifications from appearing that could distract you from your speech and be heard by other meeting participants.