RECOMMENDATIONS FOR ACHIEVING THE BEST AUDIO & VIDEO PERFORMANCE

When connecting to the Annual Shareholders' Meeting via video communication,
please take note of the following points:

Recommendations for ideal video communication

1. Internet access: Your upload/download bandwidth should be a stable 5 Mbps; we recommend 10 Mbps or above. Please make sure you have a stable Wi-Fi connection or connect your device to the internet via a LAN cable. If possible, please close all other applications that use a lot of bandwidth and CPU.

2. VPN connections: Please note that connecting via an active VPN (virtual private network) may reduce the quality of your live audio and video or could potentially prevent access to your camera and/or microphone completely.

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 latest software updates, e.g., Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari. You will need to check the settings in your browser to allow it to access your camera and sound.

4. Access: Please note that you must be logged into the Internet Service with the Shareholder Control Number that you used to register your request to speak. After your name has been called by the chair of the meeting, to prepare for your live appearance, a dialog box will be displayed in the Internet Service that will enable you to enter the virtual waiting room. Upon confirmation, you can enter the virtual waiting room. We will then test the technical functionality of your audio and video connection.

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: Once the functionality of your system has been successfully tested, you will be connected live to the Annual Shareholders' Meeting as soon as the chair of the meeting calls you by name. After the chair 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 close email programs and messenger services on your device other than the Internet Service in order to prevent notifications from appearing that could distract you from your live appearance and be heard by other meeting participants.