

# Hybrid General Meeting Manual and Frequently Asked Questions

# Login procedure during Registration period

Before Wednesday 29 April 2020, 5pm CET

Fill in your login details and click  
**Login**, or register for a user account

The screenshot shows a web page titled "Shareholder login". It features two input fields: "Login ID" and "Password". Below these fields is a yellow "Login" button. To the right of the "Login" button is a link that says "Forgot password?". Below the login section is a "New user registration" section with a link that says "If you do not have user account, [click here](#) to register".


Select the upcoming meeting of Arcadis N.V.  
To attend the virtual meeting and to vote during  
the meeting select "Attend meeting virtually"

The screenshot shows a web page for the "Annual General Meeting of Shareholders". The page has a navigation bar with "Home", "Meetings", and "Register". Below the navigation bar is a search bar. The main content area displays the Arcadis logo and the text "Annual General Meeting of Shareholders >". Below this, it says "On 8 May 2020 14:00 CET". There are three buttons: "Give voting instructions", "Attend meeting in person", and "Attend meeting virtually". The "Attend meeting virtually" button is highlighted with a red box. At the bottom left, there is a "go back" button.

# Login procedure during Registration period

Before Wednesday 29 April 2020, 5pm CET

## Register for virtual participation

 **Arcadis N.V.**  
On 6 May 2020 11:14:00 CET

Cancel

### 1/4 Shares and Account

Ordinary shares

Security class  
Depository Receipts

NL0006237562  
ABN AMRO Registrar

ISIN  
NL0011540547

Number of securities  
 Entire holding  
 Partial holding

Enter number of securities  
8

### Account

Securities account number  
543913465


Next

Fill in all details regarding your shares

# Login procedure during Registration period

Before Wednesday 29 April 2020, 5pm CET

## Register for virtual participation

 **Arcadis N.V.**  
On 6 May 2020 | 14:00 CET

[← Back](#) [Cancel](#)

2/4 Phone, Terms and Conditions

### Verification of phone number

Mobile phone number:

+31

Re-enter mobile phone number

+31

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### Terms and Conditions

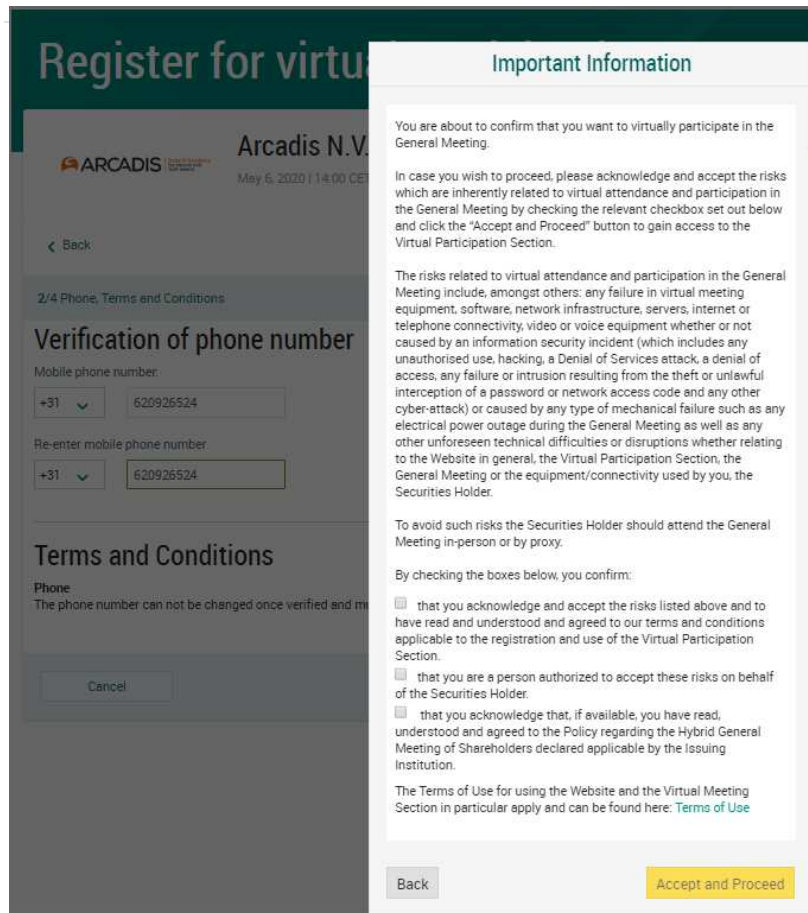
**Phone**  
The phone number can not be changed once verified and must be used till meeting ends.

[Cancel](#) [Acknowledge and Accept](#)

Fill in mobile phone number which will be used for 2-factor authentication

# Login procedure during Registration period

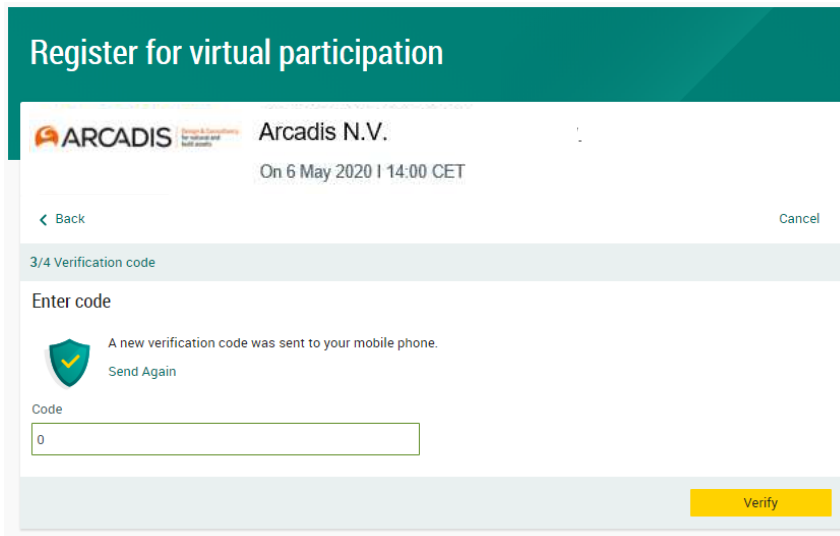
Before Wednesday 29 April 2020, 5pm CET




Notification will be displayed with risks and terms of use. Please review, then click 'Accept and Proceed'

# Login procedure during Registration period

Before Wednesday 29 April 2020, 5pm CET




Register for virtual participation

 **Arcadis N.V.**  
On 6 May 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**

Fill in one-time verification code as sent to your mobile phone number

# Login procedure during Registration period

Before Wednesday 29 April 2020, 5pm CET

## 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](mailto:corporate.broking@nl.abnamro.com)

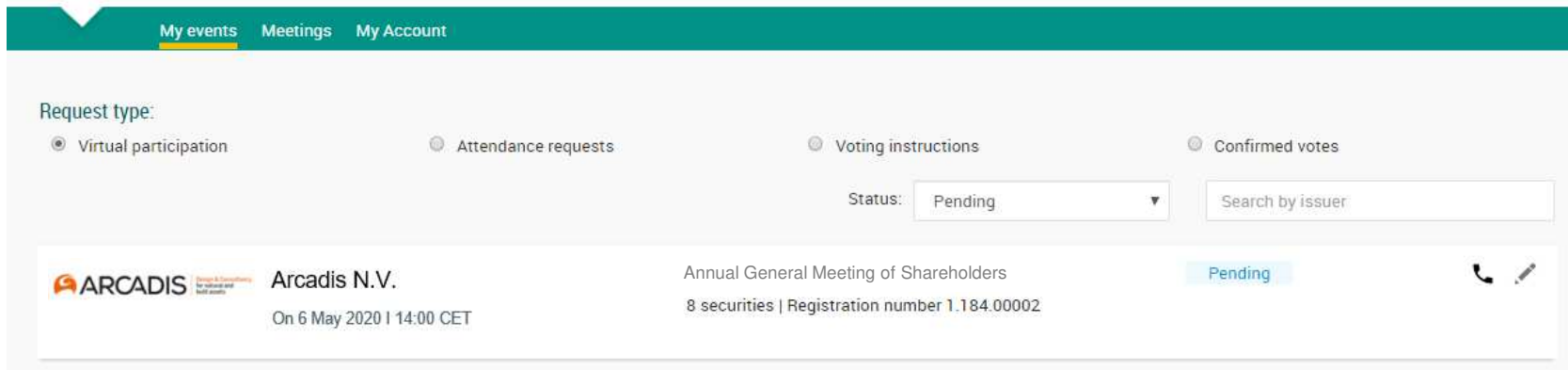
[To my events](#)

Confirmation of successful registration

# Login procedure during Registration period

Before Wednesday 29 April 2020, 5pm CET

Under My Events you will find your request (status: pending, until intermediary approves)






My events Meetings My Account

Request type:

Virtual participation  Attendance requests  Voting instructions  Confirmed votes

Status: Pending

 <b>Arcadis N.V.</b> On 6 May 2020   14:00 CET	Annual General Meeting of Shareholders 8 securities   Registration number 1.184.00002	Pending	 
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# Login procedure during Registration period

**Before Wednesday 29 April 2020, 5pm CET**

Van: [corporatebroking@nl.abnamro.com](mailto:corporatebroking@nl.abnamro.com)  
Datum: 10 apr. 2020 16:00  
Onderwerp: Contact your intermediary Registrar to process your request before 29 Apr 2020 17:00 CET to vote virtually during the Annual General Meeting of Arcadis N.V.  
Aan: ;  
Cc:



Dear Mr. De Grijff,

You have made a request to vote virtually during the Annual General Meeting of Arcadis N.V. on 06 May 2020 14:00 CET. It will only be accepted after it has been processed by your intermediary Registrar.

Please make sure that your intermediary registers you on time for the meeting of Arcadis N.V. by confirming your mobile number and account number to us.

Intermediary contact information

Intermediary : Registrar  
E-mail address : [corporate.broking@nl.abnamro.co](mailto:corporate.broking@nl.abnamro.co)  
Phone number : --

Once your intermediary has confirmed your data and your request to vote virtually during the meeting, you will receive an email from us confirming your registration for the meeting of Arcadis N.V. and information about how to join this meeting.

Yours faithfully,  
**ABN AMRO Bank N.V.**

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

Important information

Voting virtually during the meeting has certain inherent risks, which include, but are not limited to 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-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 Attendance Section, the General Meeting or the equipment/connectivity used by you, the Securities Holder.

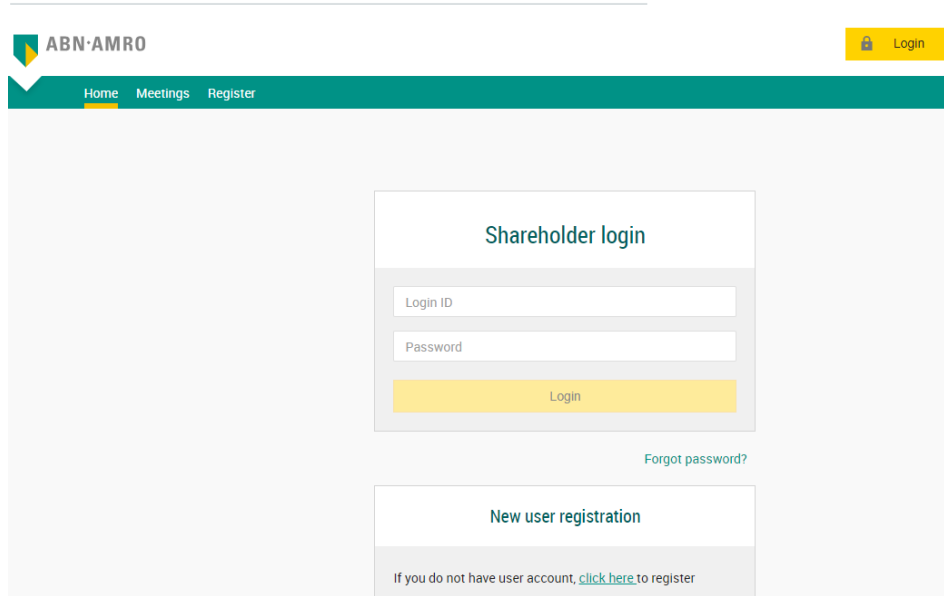
To avoid such risks the Securities Holder should attend the General Meeting in-person or by proxy.

Please be aware of our Terms of Use that apply to our services and have recently been updated, among other things, in connection to the virtual participation, available at [Terms of Use](#).

Once the request has been approved by the intermediary, the shareholder will receive a confirmation e-mail, including further instructions

# Login procedure on the day of the meeting

Before 2pm CET on Wednesday 6 May 2020

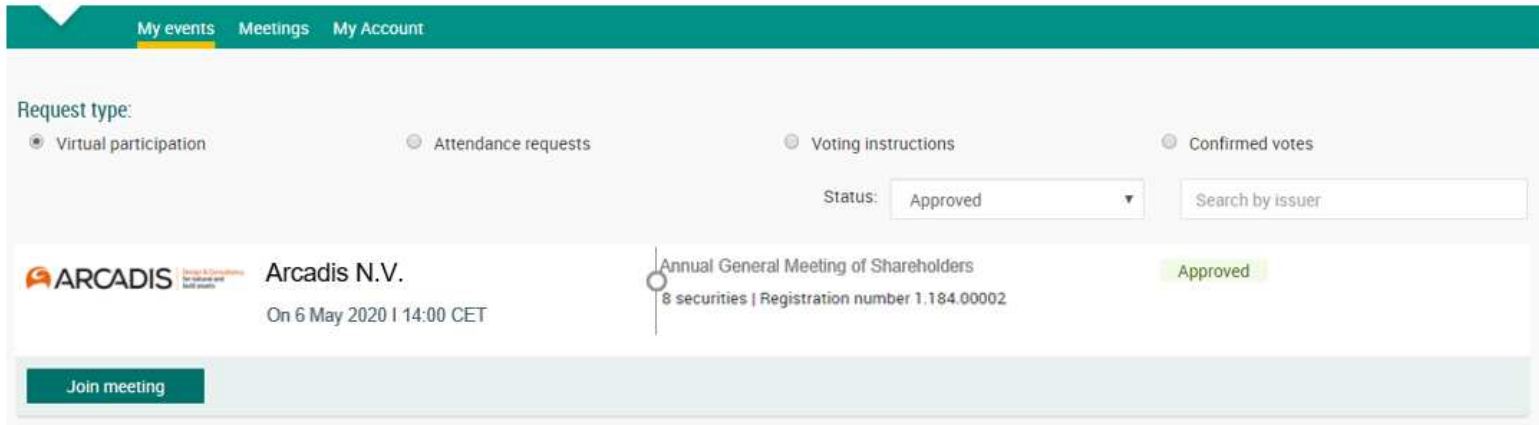


The screenshot shows the ABN-AMRO website's shareholder login page. At the top left is the ABN-AMRO logo. To its right is a yellow 'Login' button with a lock icon. Below the logo is a navigation bar with 'Home', 'Meetings', and 'Register' links. The main content area features a 'Shareholder login' section with two input fields: 'Login ID' and 'Password'. Below these fields is a yellow 'Login' button. Underneath the login section is a 'Forgot password?' link. Below that is a 'New user registration' section with a link to register: 'If you do not have user account, [click here](#) to register'.

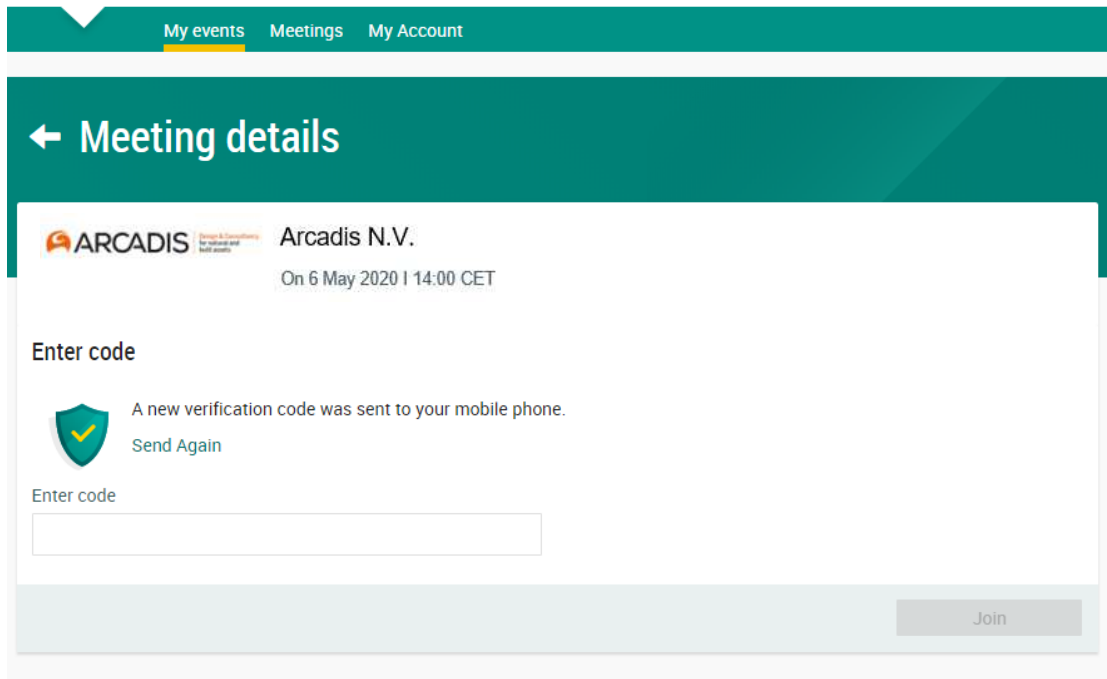
On the day of the General Meeting, log in to the shareholder portal (link provided in confirmation email) and click Login

# Login procedure on the day of the meeting

Go to My events and click 'Join Meeting'

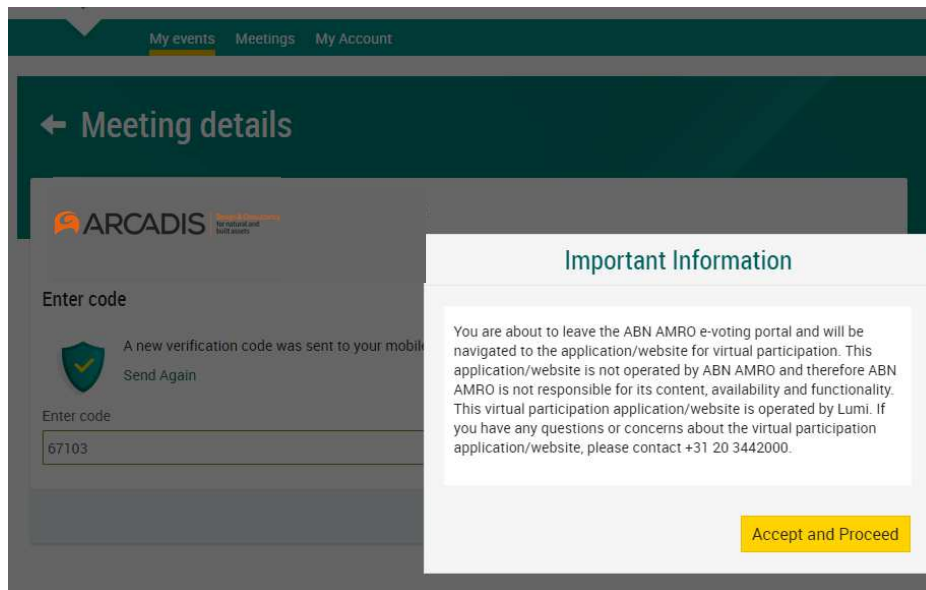


The screenshot shows a web interface with a teal header containing navigation tabs: 'My events' (highlighted), 'Meetings', and 'My Account'. Below the header, there is a 'Request type:' section with four radio button options: 'Virtual participation' (selected), 'Attendance requests', 'Voting instructions', and 'Confirmed votes'. To the right of these options is a 'Status:' dropdown menu set to 'Approved' and a search box labeled 'Search by issuer'. The main content area displays a meeting entry for 'Arcadis N.V.' with the date 'On 6 May 2020 | 14:00 CET'. The meeting title is 'Annual General Meeting of Shareholders' and it includes '8 securities | Registration number 1.184.00002'. A green 'Approved' label is visible to the right of the meeting details. At the bottom of the entry, there is a teal button labeled 'Join meeting'.

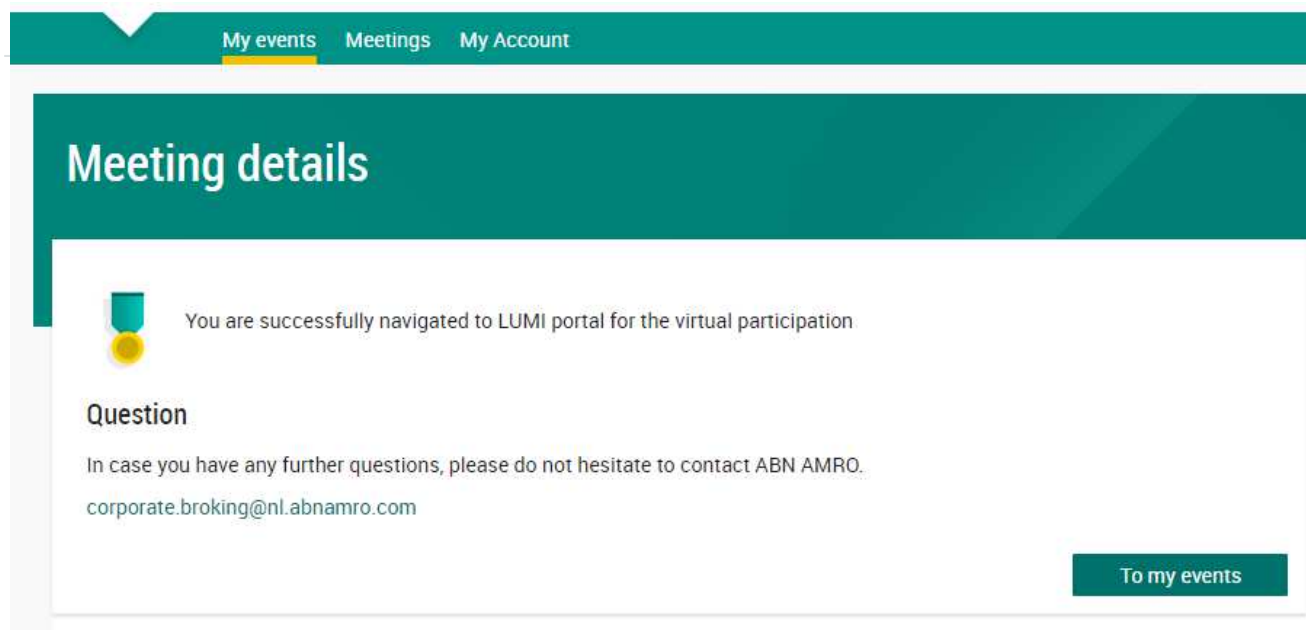


The screenshot shows a web interface for a meeting. At the top, there is a navigation bar with 'My events', 'Meetings', and 'My Account'. Below this is a header for 'Meeting details'. The main content area shows the Arcadis logo and 'Arcadis N.V.' with the date and time 'On 6 May 2020 | 14:00 CET'. Underneath, it says 'Enter code' and displays a message: 'A new verification code was sent to your mobile phone.' with a 'Send Again' link. There is an input field for the code and a 'Join' button at the bottom right.

Type in the one-time verification code as sent to your mobile phone



Once the verification code is successfully validated, a notification will be shown. Click 'Accept and Proceed'

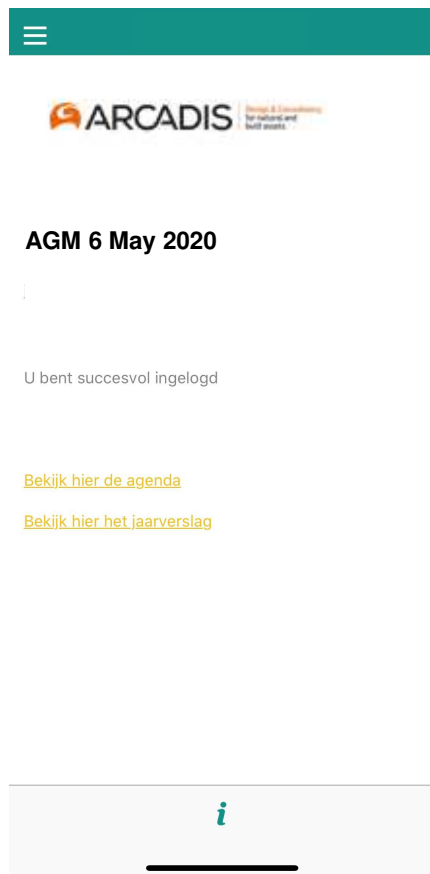


The screenshot shows a web interface with a dark teal header containing navigation links: "My events", "Meetings", and "My Account". Below the header is a teal banner with the text "Meeting details". The main content area is white and contains a confirmation message with a teal and yellow icon: "You 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.

Successfully navigated to LUMI portal (the environment in which meeting is shown and voting is possible)

# Login procedure on the day of the meeting

## 1pm-2pm CET: virtual registration desk open



## 2pm CET: webcast starts



Click here  
for webcast

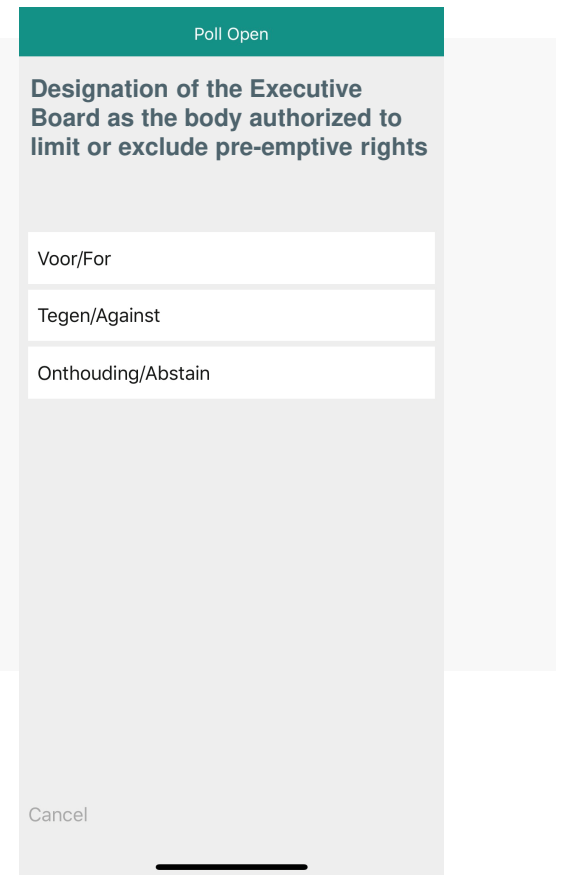
# Virtual voting procedure on the day of the meeting

2pm CET: Voting is open



Click here to vote

Voting on all agenda items is possible during entire AGM. Please vote on all items





## registration process

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**Q:** How can I register to participate virtually as a shareholder in the General Meeting of Arcadis?

**A:** As a shareholder/depositary receipt holder of Arcadis, you will first need to create a profile via [www.abnamro.com/evoting](http://www.abnamro.com/evoting), where you are requested to provide your mobile phone number and custody account number.

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

**A:** You can participate via the ABN AMRO platform and log in via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q:** I do not know my login details for the ABN AMRO platform?

**A:** You can easily request a new password via [www.abnamro.com/evoting](http://www.abnamro.com/evoting) or contact ABN AMRO via: [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com).

## registration process

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**Q: I registered to attend the General Meeting in person, can I also participate virtually (online) in case I cannot attend the meeting physically?**

A: Changing your attendance is possible until the Close of Registration, Wednesday 29 April 2020, 5pm CET as stated on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). After the registration deadline you cannot change your attendance.

**Q: The ABN AMRO platform is not allowing me to log in, what should I do?**

A: Please contact ABN AMRO at [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

**Q: Can I test my access to the virtual environment ahead of the General Meeting?**

A: Yes, you can do this after the Close of Registration (Wednesday 29 April 2020, 5pm CET), following the guidelines on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Should you face difficulties, please contact [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

**Q: How do I know if my bank has approved my registration to attend the General Meeting virtually (online)?**

A: You will receive a confirmation from ABN AMRO by email. This might take a few minutes. In case the confirmation takes longer than that, please do not hesitate to contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200. We advise that you use the testing period before the day of the General Meeting to test your access to the platform.

## registration process

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**Q:** I have not received an email from ABN AMRO, what should I do?

**A:** Please contact ABN AMRO via [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

**Q:** I have already registered for online attendance at the General Meeting, but now I would like to attend in person or through a proxy. Is that possible?

**A:** Yes, as long as you make this change before the Close of Registration, Wednesday 29 April 2020 5pm CET, as further specified on [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q:** As of which moment can I log into the General Meeting virtually?

**A:** You can log in as of 60 minutes before the start of the General Meeting (we target opening of the General Meeting at 2 pm CET). Once you have done so you are counted as a shareholder attending the virtual Meeting, even if you leave before the start or at any time during the General Meeting (whether or not due to an internet connection failure). We encourage you to log in timely and not to do this last minute.

## shareholder meeting

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**Q: How can I follow the General Meeting?**

A: You will be able to follow the meeting via webcast in the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting), or attend in person.

**Q: Can I follow/participate the Hybrid Meeting if I am not a shareholder?**

A: If you are not a shareholder and you wish to follow the webcast, please send a request to [ir@arcadis.com](mailto:ir@arcadis.com).

**Q: What do I need to do to vote at the General Meeting?**

A: You can (i) submit your votes in advance, (ii) attend in person and vote during the meeting, or (iii) attend the General Meeting virtually and vote during the meeting. You can register via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: When do I need to log in when I want to attend and vote during the Meeting?**

A: You will be able to login from 60 minutes prior to the meeting until the meeting starts. The meeting will start at 2pm CET on 6 May 2020. When you log in for the first time *after* the meeting has started, you will not be registered as virtual attendant and you will not be able to vote.

**Q: When can I vote during the 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.

## shareholder meeting

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**Q: How do I know that I have voted at the virtual Meeting?**

A: The application will confirm that your votes have been received.

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

A: No, when participating online you will only be able to follow the proceedings of the Meeting and to vote. You can submit your question(s) in advance via [ir@arcadis.com](mailto:ir@arcadis.com). In your e-mail, please include your name and your registration number (obtained through the ABN AMRO registration process). Please submit no more than two questions per agenda item, and no more than five for agenda item 4.a, adoption of the 2019 financial statements. Note that Arcadis may bundle shareholders' questions by theme. Arcadis may also postpone answering questions if answering the number of questions exceeds the time frame of the General Meeting. Please submit your question(s) before 5pm CET on Tuesday 5 May 2020. We cannot guarantee that questions received after this date & time will be addressed during the General Meeting.

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

A: Yes, you can by giving your voting instruction to a proxy via [www.abnamro.com/evoting](http://www.abnamro.com/evoting).

**Q: I have already voted through a proxy on the ABN AMRO website, do I need to vote again?**

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

**Q: I have already voted through proxy on the ABN AMRO website, can I change my vote during the General Meeting?**


A: 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 Close of Registration, Wednesday 29 April 2020, at 5pm CET.

## shareholder meeting


**Q: I have already voted through a proxy on the ABN AMRO Website, can I still follow the virtual Meeting?**

A: Yes, if you have already voted through a proxy but you wish to follow the webcast, please send a request including your name and your registration number (obtained through the ABN AMRO registration process) to [ir@arcadis.com](mailto:ir@arcadis.com) and you will receive further instructions for following the webcast.

**Q: I am unable to vote.**

A: Once the Chairman has opened the voting 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. Please make sure you are connected to the internet.

**Q: How can I submit a vote?**

A: During the meeting you will be able to vote. 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 voting items. You will see a confirmation in your screen.

**Q: How can I change my vote?**

A: You will be able to amend your votes during the General Meeting. You will be able to vote or amend your votes until the Chairman declares that the voting will be closed (after the last voting item).

## General questions

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**Q: I appreciate the possibility to participate in the General Meeting online, I wonder how ABN AMRO ensures that online participation will be without issues?**

A: The application ABN AMRO offers is relatively new, at least in the Netherlands. In other countries, such as the United States of America and United Kingdom, hybrid shareholder meetings, and even virtual-only shareholder meetings, are more common. ABN AMRO offers the application through third parties that have gathered experience with organizing these hybrid and virtual shareholders meetings outside the Netherlands. But even though ABN AMRO 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 the Hybrid Meeting the first step that Arcadis takes in moving towards a virtual-only shareholders' meeting?**

A: Dutch law still prescribes that a physical shareholders meeting must be held. As long as this rule has not been changed, Arcadis will not switch to virtual-only shareholders meetings. One should be aware, however, that times are changing quickly these days and the development of online tools is an ongoing process.

## general questions

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**Q:** Will all upcoming shareholders meetings of Arcadis be in hybrid form, i.e. open for online and in-person participation?

**A:** Arcadis 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:** 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 at the General Meeting before you decide how to vote. If you grant a proxy voting instruction your vote has, in fact, been cast before the meeting takes place and you will only be able to change your voting instruction until Close of Registration, Wednesday 29 April 2020, at 5pm CET.

**Q:** What will be done with all my personal data which I am asked to provide when opting for (online) participation?

**A:** Arcadis and ABN AMRO adhere to their privacy policies, which can be found on <https://www.arcadis.com/en/global/privacy/> and <https://www.abnamro.com/en/footer/privacy-statement.html>

**Q:** Are there any rules and conditions set by Arcadis that apply to the Hybrid Meeting?

**A:** Yes, we refer to the Hybrid Meeting Policy which can be found on [www.arcadis.com](http://www.arcadis.com). If you participate online, please make sure you have read this policy.



## general questions

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**Q: I do not have a smartphone, tablet or pc. Will I be able to attend the General Meeting virtually ?**

A: Unfortunately, in that case you cannot attend the General Meeting virtually. If you are registered for the meeting, you can always select the option to attend the General Meeting in person.

**Q: My internet connection is not 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 could use a mobile signal (3G/4G), if available, or use WiFi.

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

A: you are responsible yourself for a properly functioning and charged device.

**Q: What are the terms of use?**

A: You can find the terms of use on [www.abnamro.com/evoting](http://www.abnamro.com/evoting). If you participate online, please make sure you have read this policy.

## general questions

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**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 participate in the virtual Meeting?**

A: You can participate with any device that has a working internet connection and successfully logged in to the virtual environment via [www.abnamro.com/evoting](http://www.abnamro.com/evoting). Please make sure to 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 online participation has a camera installed: will I be visible in General virtual Meeting to other participants or anyone else?**

A: No, you will not be visible.

**Q: When I participate online, 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 General Meeting, in accordance with the provisions of the articles of association of Arcadis. Your information will not be shared with other shareholders of Arcadis.

**Q: Who can I contact if my question is not above?**

A: You can contact ABN AMRO via email [corporate.broking@nl.abnamro.com](mailto:corporate.broking@nl.abnamro.com) or by telephone +31 (0)20 344 200.

## exercise of rights

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**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, leaving early will not affect the votes cast before you left. Re-joining the General Meeting virtually after you have 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 voting items are open during the entire General Meeting 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 working during the General Meeting will I be able to log in 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 to attend the 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 entire General Meeting and closed after the last voting item on the agenda has been discussed.

**Q: Will I be able to ask questions or say something during the virtual Meeting?**

A: No, when participating online you will only be able to watch the webcast and to vote. You can submit your question(s) in advance via [ir@arcadis.com](mailto:ir@arcadis.com). In your e-mail, please include your name and your registration number (obtained through the ABN AMRO registration process). Please submit no more than two questions per agenda item, and no more than five for agenda item 4.a, adoption of the 2019 financial statements. Note that Arcadis may bundle shareholders' questions by theme. Arcadis may also postpone answering questions if answering the number of questions exceeds the time frame of the General Meeting. Please submit your question(s) before 5pm CET on Tuesday 5 May 2020. We cannot guarantee that questions received after this date & time will be addressed during the General Meeting.

## exercise of rights

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**Q: Are there any voting restrictions when participating online?**

A: When participating online split-voting is not possible as it is not supported by the platform yet. In order to be able to use split-voting, you should attend the General Meeting in person or by proxy.

**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 Dutch law the 28th day before the day of the General Meeting (Wednesday 8 April 2020, the “**Record Date**”) is decisive for who will be able to vote at the General Meeting. As registration is only possible after the Record Date, the right to vote remains even if you have already sold your shares in between the Record Date and the date on which you register for the General Meeting (ultimately 29 April 2020, 5 pm CET).

**Q: Will the possibility of online participation affect the proceedings at the General Meeting?**

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

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