

CAPITA

Investor
relations services
tailored to **your**
exact needs

Shaped to fit your business



Four ways to better investor relations

Nick Dawson, Managing Director,
Capita Investor Relations

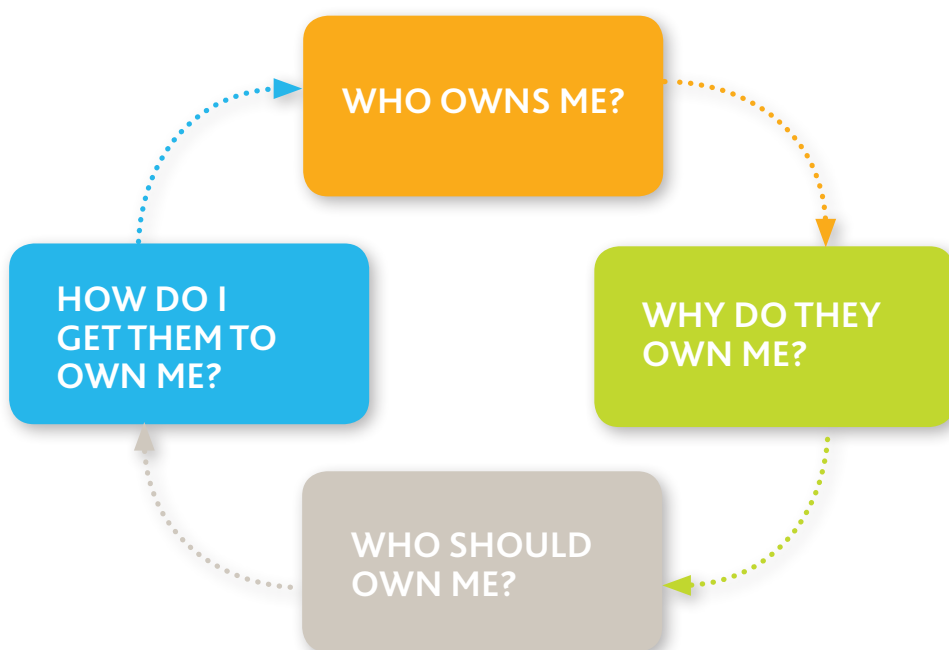


With many years experience dealing with both investor relations experts and novices in large and small companies, we know there is no such thing as 'one size fits all'. With this in mind, we have created a suite of services for you to pick and choose from. You can ask us for as little or as much help as you need - all neatly bundled around what we have identified as the four key investor relations questions.

Underpinning these factors is a set of features which make us your partner of choice:

Why choose us:

- **Accuracy** – highly experienced analysts with rigid quality control procedures. Our link to the raw share register also provides unrivalled insight into stock lending and CFD positions
- **Speed** – a combination of continual investment in our systems together with register access enables unsurpassed turnaround times
- **Depth** – through our specialist sector teams who all have access to the data that is used by Investment Banks, we can supply real context to your analysis
- **Service** – being London-centric, means we are only ever a few hours from a face to face meeting with our clients to provide whatever support is necessary.



Whichever market you operate in, you'll find us there.

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Capita Investor Relations

WHO OWNS ME? Shareholder information

Often the identity of the majority of shareholders is hidden within Nominee Accounts. We can uncover the individual investors and provide you with regular analysis of who is buying and selling your stock.

We do this by using our own data, coupled with statutory disclosure facilities (such as Section 793 of the UK Companies Act 2006). What's more we will properly store and index the responses so that you fully comply with your statutory obligations.

Rely on us to provide you with:

- Snapshots of register changes – daily if you want
- A suite of reports that cover:
 - Holders at institution and fund level
 - Buyers and sellers
 - Historic shareholder analysis
 - Geographic analysis
 - Fund type analysis
 - Investment style analysis
 - Weighting analysis.

WHY DO THEY OWN ME? Sector and market intelligence

We can help you to understand your shareholder base and interpret changes. We will also provide you with our predictions on how we think your shareholder base is likely to change in the future giving you insight and analysis tailored to meet your interests and concerns.

And because we are completely independent, you will get an objective assessment, without any spin, even if it's not always what you want to hear.

Talk to us about:

- Daily snapshots of market news and prices
- Weekly market intelligence
- Monthly review – summarising key developments critically benchmarked against your chosen peers
- Perception studies (analysts and brokers).



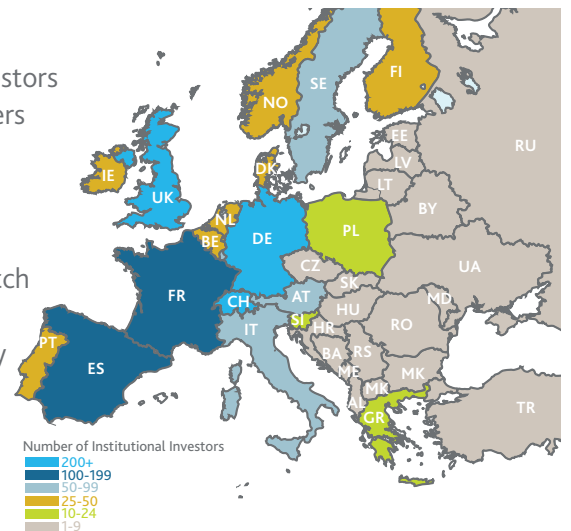
WHO SHOULD OWN ME? Investor targeting

Every business needs to have the right investors on board - our targeting service identifies the people you should be talking to.

What we can offer you:

- A complete list of global investors likely to invest in your stock
- A shortlist you can target with a road show

- An analysis to confirm the suitability (or not) of the investors recommended to you by others
- Geography, investment style, assets under management – we can search on any set of characteristics to get the match you are looking for, so that you only meet the most likely investors.



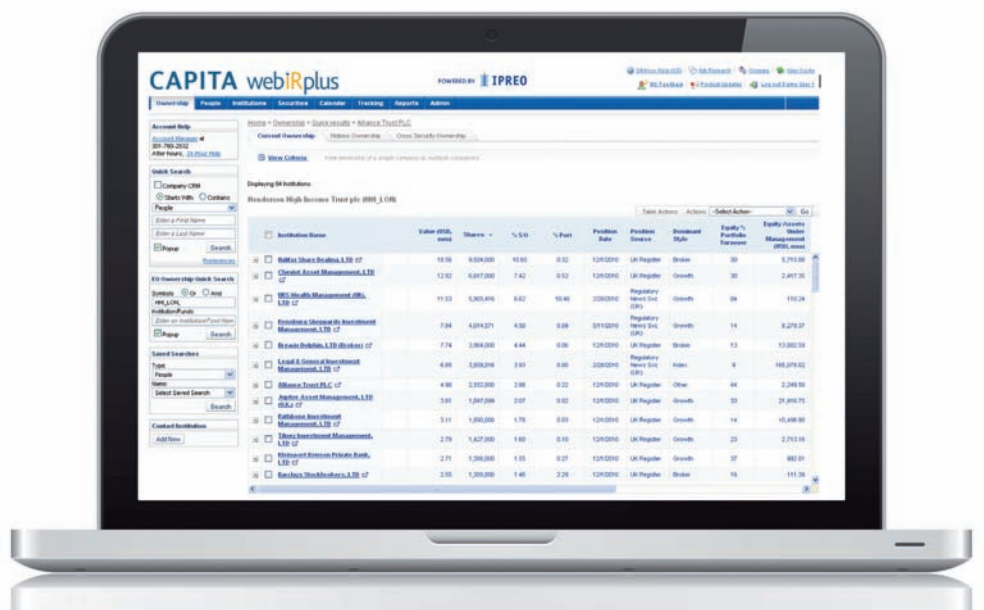
HOW DO I GET THEM TO OWN ME? Staying in touch

webIRplus

Having all of your investor data in one place puts you in control. With our webIRplus portal you can stay one step ahead at all times.

Use webIRplus to:

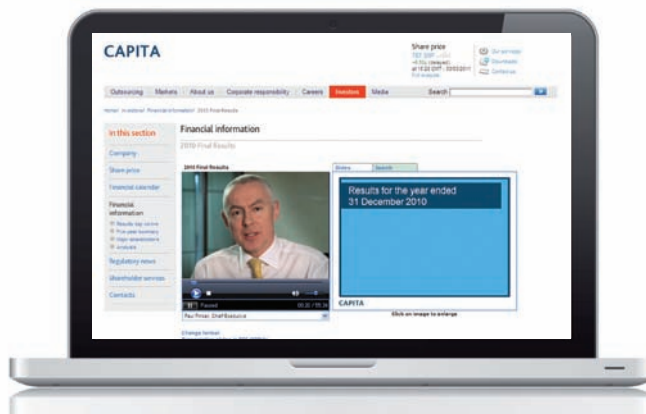
- Analyse your share register
- Communicate with investors and track interactions
- See who owns your peers
- Profile potential investors
- Maintain your list of buy and sell side contacts
- Compare broker research and company reports.



Webcasting

Webcasts of results announcements and AGMs can help you reach a wider audience. They can bring you closer to your investors, particularly internationally who may not be able to watch a live broadcast due to time differences.

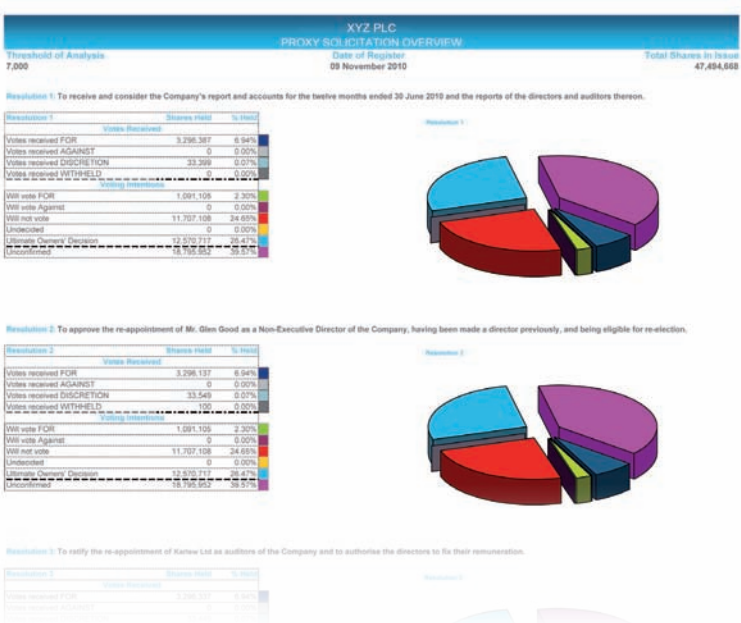
We can help you take the step up to video if you are currently providing an audio service only.



Shareholder solicitation

However well you know your shareholders, ensuring they are able and willing to vote on potentially contentious resolutions can be a challenge. To add additional complexity, when shares are out on loan the voting entitlement rests with the borrower rather than the lending party, leading to confusion over who exactly has the right and ability to vote.

Our highly experienced shareholder solicitation team will manage the whole process for you from initial consultation, through real time updates during the voting process, to post event feedback.



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About us

Capita Investor Relations is part of Capita Registrars. Our core service is register management. This includes administration and shareholder communications and corporate action advisory services.

We also provide expert company secretarial services, supporting our clients with corporate governance solutions, company administration, consultancy and mentoring.

Alongside this Capita IRG Trustees helps companies with their share plans and share dealing needs.

No other UK registrar is part of a FTSE 100 Group. The Capita Group Plc is the UK's leading provider of business process outsourcing and integrated professional support service solutions and interacts with 33 million people across the UK on behalf of clients in both public and private sectors.

www.capita-ir.co.uk

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