

Advice and recommendations for connecting via video communication

Tips for optimal functionality

1. **Internet access:** The upload and download bandwidth must be at least 5 Mbit/sec, the recommendation is 10 Mbit/sec. Please connect your device to your Internet access preferably via a LAN cable, or at least make sure you have a stable WLAN connection. If possible, please close all other applications that require bandwidth and computing power.
2. **VPN/Firewalls:** Please note that when connecting via an active VPN connection (virtual private network) or when using a firewall, the transmission quality may be reduced or the VPN or firewall settings may even completely prevent a connection from being established.
3. **Device:** Please use hardware with landscape orientation and an integrated or wired camera. For better audio quality, please use a headset. Please use one of the following browsers in the current software version: Google Chrome, Microsoft Edge or Safari. Please also ensure that your device has a sufficient power supply.
4. **Access:** Some time after you have submitted your request to speak in the InvestorPortal, you will receive a request to allow access to your camera and microphone in order to enter the virtual waiting room.
5. **Functional check:** After entering the virtual waiting room, you will be welcomed by our technical staff (operator) so that we can check the picture and sound quality. Afterwards, please stay in the virtual waiting room, where you can continue to follow the general meeting.
6. **Connection:** After the successful testing of the functionality, you will be connected live to the general meeting as soon as the chairman of the meeting calls you by name. After the chairperson has given you the floor, you can begin your live performance. For the duration of your live appearance, your audio and video images will be transmitted in the livestream on the InvestorPortal. Please ensure that your audio signal and video image remain activated for the entire duration of your live speech.
7. **End of your speech:** Shortly after your live appearance, the waiting room will be closed for you. You can then continue to follow the General Meeting via the livestream. If you would like to speak again, please submit another request to speak in the InvestorPortal.

Recommendations for your live appearance

1. **Clothing:** Please avoid small checked tops, as these patterns could create a moiré effect ("flickering") in the camera image.
2. **Environment:** Ensure a quiet environment with as little noise as possible and a neutral background. If possible, place your terminal on a firm surface and try to avoid sudden movements of the hands, which can lead to blurring.
3. **Lighting:** Please illuminate yourself well. However, avoid bright light sources in your background or from the side, such as a bright window.
4. **Camera position:** If possible, place your camera in the way that you are in the centre of the picture and looking frontally into the camera. Set the camera in 16:9 landscape format.
5. **Miscellaneous:** Please mute mobile phones and do not place them near the terminal used for video communication. Otherwise, interference may be caused. If possible, we ask you to close e-mail programmes and messenger services outside the InvestorPortal on the device to avoid notifications that distract you from your live performance and could be audible in the broadcast.