

FAQ

How to participate in the 29 April 2020 Shareholders Meeting

In order to protect the health of shareholders, employees and other people involved, and to comply with the legal requirements introduced on account of the Coronavirus emergency, Hera's 2020 Shareholders Meeting will be held behind closed doors.

It is possible for shareholders to take part exclusively through the appointed representative, with no shareholders physically participating.

Participating in the Meeting – exclusively through the Appointed Representative – requires different procedures to be followed with respect to the ones used in the past.

Let's take a closer look:

What are the procedures required to participate and vote in the Meeting?

Shareholders may take part only by way of the Appointed Representative, to whom they must give their proxy.

Who is the Appointed Representative, to whom I have to send the proxy and my voting instructions?

Hera has chosen ComputerShare SpA as the Appointed Representative, and shareholders who intend to participate must send a proxy with voting instructions concerning all or some of the items on the agenda.

What are the deadlines for sending the proxy form to the Appointed Representative?

The form must be sent within 27 April. It is advisable to send it as soon as possible, to allow ComputerShare SpA to verify the correct compilation of the form once received. Any inconsistencies or errors may thus be corrected by shareholders in time.

How can the proxy form and voting instructions be sent to the Appointed Representative?

Three ways are possible:

- By email, sending the form, once filled out, to hera@pecserviziitolit.it: those having Certified Email (PEC) can send a copy of the proxy form as a pdf; those having a Secured Electronic Signature, qualified or digital (FEA), can also send it as a pdf by ordinary email; those having ordinary email can send a copy of the proxy by email as a pdf, but must also send the original documents, as soon as possible, by ordinary mail, to Computershare S.p.A., via Nizza 262/73, 10126, Turin

- online, on the page <https://servizi.computershare.it/eRD/Login/Login.aspx?nos=70772625>: when users first access the site, they are required to register, providing their personal information and a valid email address. They will then be sent access credentials, required to log in and to gain access to the guided compilation of the form.
- By fax, sending the form, once filled out, to the number 011.0923202

What documents and information must one have at hand in order to fill out the proxy form?

An ID card and information concerning the securities account, including the account number and ABI and CAB codes of the intermediary depository, the name of the latter, and, if present, a reference to any communication made by the intermediary.

How does the voting work?

Voting is done by the Appointed Representative, who follows the instructions given by shareholders in the proxy forms sent. In the form, indeed, indications for voting are expressed separately for each proposed resolution. In order for the form to be valid, it must contain information about the party having voting rights (specifying the number of shares held) and the proposed resolutions, the vote itself, the date and a signature.

Which shareholders can participate in the Meeting?

All those possessing voting rights at the end of the 20 April 2020 business day (record date) have the right to participate in the Shareholders Meeting, provided that the Company receives the related communications from the authorised intermediaries within 24 April.

With this new procedure for the Meeting, do shareholders still have the right to ask questions?

Shareholders may ask questions concerning the items on the agenda within 22 April 2020. The questions must be sent to the Company by using the dedicated [form](#) or by fax using the number 051.287244. All questions must be accompanied by the Shareholder's personal information (name and surname, or registered name for companies or institutions, place and date of birth and tax code).

Is it possible to revoke the proxy and voting instructions conferred to the "Representative Appointed by the Company"?

The proxy and voting instructions can be revoked within 27 April 2020.

Is there a help line?

The Designated Representative is available for explanations or information at the following contacts: by email at sedeto@computershare.it or by phone dialling +39 011 0923215