



Caledonia Investments plc

Shareholder FAQs

How do I register for Shareview Portfolio?

You can register for Shareview Portfolio at www.shareview.co.uk/register.

To register you will need your 11 digit Shareholder Reference issued to you by Equiniti Limited (“EQ”). This can be found on recent correspondence issued by EQ such as a dividend confirmation or share certificate.

Once you have registered for Shareview Portfolio and completed the identity checks you will be able to log on.

How do I change my home address on my share certificate?

If you change your address you must inform EQ.

You can update your UK address online via Shareview Portfolio at www.shareview.co.uk. Click on ‘Change my address’ in Quick Links and provide your new details.

See ‘How do I register for Shareview Portfolio’ above for more information on registering.

Further information can be found on the ‘Registering an address change’ page under Manage My Shares at www.shareview.co.uk or by contacting EQ.



What should I do if I get married or change my name?

To register a name change you will need to write to EQ. Further information on the details and supporting documentation required by them can be found on the 'Register a Name Change' page under Manage My Shares at www.shareview.co.uk or by contacting EQ.

My share certificate has been lost or stolen. What should I do?

EQ keeps a record of your name, address and the number of shares you own. If your certificates are lost, stolen or destroyed, EQ can arrange for the issue of duplicate certificates. Simply contact EQ as soon as you can, quoting your Shareholder Reference if possible. You may be charged an administration fee for this depending on the value of the lost share certificate. Once this is done, EQ will send you a duplicate certificate.

My partner/relative has passed away. What should I do about their shareholding?

EQ's Bereavement Team is available to provide help and practical support when a shareholder dies.

You can speak to the Bereavement Team by contacting EQ and selecting the Bereavement Team option. Further information, including a guide on what to do when a shareholder dies and the services that can support you are available from <http://www.shareview.co.uk/bereavementsupport>.

I have lost my dividend cheque/found an out of date dividend cheque. What can I do?

If you have lost a dividend cheque or found an out of date dividend cheque you should contact EQ as soon as possible. EQ will arrange for the cheque to be stopped and then send you the outstanding payment(s) directly to your bank account, provided bank details have been supplied.

For further information including any applicable fees, please visit the 'Request a reissue' page under Manage My Shares on www.shareview.co.uk or contact EQ.



Can I receive my shareholder documents electronically?

You can register to receive communications electronically via your Shareview Portfolio at www.shareview.co.uk. Simply click 'Update my communication preferences' in the Quick Links section when you log into Shareview Portfolio.

How do I transfer my shares?

You may at some point wish to transfer your shares to someone else (for example, your spouse or partner or in an 'off market' sale). As these transactions usually do not involve a stockbroker, you can use a stock transfer form which can be obtained from EQ. Please complete and return the stock transfer form to EQ along with your share certificate via registered post.

Where stamp duty is payable, the completed transfer form must be sent to a HM Revenue and Customs and the duty paid before it can be forwarded to the Registrars.

Where stamp duty is not payable, you will need to complete the form fully, remembering to complete the stamp duty declaration on the reverse. The transfer form and share certificate (totalling at least the number of shares on the transfer) should be forwarded to EQ. Do not worry if the share certificates represent more shares than the transfer. If this is the case, EQ will send you a share certificate representing the balance.

For further information including any applicable fees, please visit the 'Transfer certificated shares' page under Manage My Shares on www.shareview.co.uk or contact EQ.

How can I check my register details?

You can see your share balance online via Shareview Portfolio which gives up to date information on balances, transactions and dividends paid. Please note that you will need your Shareholder Reference number to access this service.

This will be included on any personalised documentation EQ or Caledonia Investments plc ("**Caledonia**") sends you, including dividend confirmations and share certificates. The Shareholder Reference from EQ will be made up of 11 digits. You should quote this



Shareholder Reference whenever you contact EQ to speed up the location of your account.

How do I buy and sell Caledonia Investments plc shares?

You can buy and sell Caledonia shares through a financial adviser or stockbroker, bank or building society. Please note the commission charges for buying and selling shares vary between the different organisations.

You can also use the dealing services provided by Equiniti Financial Services Limited (“**EFSL**”). For further information on EQ’s dealing services including rates and charges, terms and conditions etc. please see www.shareview.co.uk/dealing or contact EQ.

How can I arrange for my dividends to be paid directly to my bank account?

To receive your dividends directly into your bank account on dividend payment date, you will need to provide your bank details.

You can provide your bank details online via Shareview Portfolio at www.shareview.co.uk.

You can also provide your nominated bank account details over the phone by contacting EQ.

Further information on having your dividends paid into your bank account can be found on the ‘Arrange direct dividend payments’ page under Manage My Shares on www.shareview.co.uk.

Can I receive my dividends as shares instead of cash?

Caledonia provides a Dividend Reinvestment Plan (“**DRIP**”), which gives shareholders the opportunity to acquire additional Caledonia shares in a cost-effective way by re-investing their cash dividend. The plan is available to all shareholders provided that they do not live in or are subject to the jurisdiction of any country where their participation in the plan would require Caledonia or the plan administrator to take action to comply with local government or regulatory procedures or any similar formalities.



You can apply to join the DRIP online via Shareview Portfolio at www.shareview.co.uk. Follow the link from 'My Investments' to view your holdings summary, access the Dividend Election page for your holding and follow the instructions onscreen to complete the application.

Shareholders wishing to join the DRIP should ensure that their completed instruction is received by the plan administrator, EFSL, no later than 15 working days before the dividend payment date, otherwise it will only apply from the next dividend that the DRIP is applied to. Having joined the DRIP, dividends will continue to be reinvested until the plan administrator receives written instructions requesting withdrawal from the DRIP.

A DRIP application form along with the latest DRIP Terms and Conditions is also available to download from <http://www.shareview.co.uk/help/usefuldocs> or by contacting EQ.

Can I withdraw from the DRIP?

The DRIP is operated on a mandated basis. Your election to participate will apply to all future dividends until you cancel or otherwise terminate your mandate or sell/transfer your shares.

You may withdraw from the DRIP at any time by contacting EQ. Your notice of withdrawal from the DRIP must be received no later than 15 working days prior to the payment date of a dividend, if you do not wish to be included in the DRIP for that dividend. Where proper notification is received by EQ of a participant's death, bankruptcy or mental incapacity, that participant will cease to participate in the DRIP unless the participant was a joint holder, in which case the DRIP will continue for the remaining joint shareholder.

In the event of the sale or transfer of your shares or your withdrawal from the DRIP any outstanding balance will be repaid to you as soon as possible.

What is the Corporate Sponsored Nominee ("CSN")?

The CSN is a nominee service sponsored by Caledonia and provided by EFSL and is an easy way to hold your Caledonia shares electronically. If your shares are held in the CSN, you will have similar rights and benefits as other shareholders.



The CSN offers you a number of benefits:

- Access competitive dealing rates and faster settlement
- Forget about looking after paper share certificates or paying for duplicate share certificates
- Simplify your personal records with regular share statements
- Benefit from the reassurance of regulation by the Financial Conduct Authority (“FCA”)

You must be aged 18 or over and resident in the UK, European Economic Area (“EEA”), Switzerland, Isle of Man, Channel Islands or Gibraltar, in order to participate in the CSN. For more information on the CSN please visit www.shareview.info/products/csn. You can download the latest CSN Terms and Conditions and relevant transfer forms by visiting www.shareview.info/documents/usefuldocs and selecting ‘Caledonia Investments’ from the ‘Company’ drop down list.

RISK WARNING

The value of investments can fall as well as rise and any income from them is not guaranteed and you may get back less than you invested. Past performance is not a guide to future performance. Neither EQ, EFSL nor Caledonia can provide investment advice. If you are in any doubt as to the risk or suitability of an investment or product you should seek advice from an independent financial adviser.