

Shareholders Engagement Practices

Benchmark and enhance your channels for
an effective shareholder communication

A virtual classroom organised by



25 and 26 February 2025



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Academy – Euronext Group

At Academy we aim at sharing **capital markets expertise** by turning it into world-class training courses and programmes.

Our programmes reflect the evolution and trends of **financial markets and their eco-systems**.

Key assets of our learning centre are our centrality in capital markets, and our **internal and external faculty**, whose contributors are drawn from practitioners, academics, advisors and financial market specialists.

As an Exchange system, being at the centre of financial markets, we understand not just what happens now, but also what's changing - so we can design our courses to equip you for the world of today and tomorrow.

An accredited Management System Certificate

Academy meets the management system standards UNI EN ISO 9001:2015, sector EA:37 since 2007.

The accreditation guarantees internationally recognised quality service standards and allows companies to apply for public funding to finance individual and company training projects.





**Upcoming
courses**

Investor Relations Certification Programme

18 March – 9 July 2025, Blended Certification Programme

Check our courses calendar [here](#).

Course Description and take aways

Description

Effective shareholder engagement is critical to building **trust**, **fostering long-term partnerships**, and **driving sustainable growth**.

This two-day course offers a comprehensive understanding of shareholder engagement—from its foundational principles to cutting-edge strategies for addressing evolving expectations.

Through expert insights and practical examples, participants will learn to navigate complex regulatory landscapes, enhance transparency, and create meaningful dialogues that align shareholder interests with corporate goals.

Group works, knowledge and experience sharing among course participants will represent added-value elements to the programme.

Take-Aways

By attending this course, participants will:

- **Understand the Fundamentals:** Gain clarity on the role of shareholder engagement in corporate governance, including the regulatory framework and diverse shareholder types.
- **Manage Shareholder Expectations:** Learn tools and techniques to address key interests such as financial returns, ESG concerns, and risk management.
- **Build Strong Relationships:** Develop strategic approaches to shareholder communication using innovative digital platforms and best practices for events like annual general meetings.
- **Adapt to Trends:** Stay ahead of the curve by integrating ESG priorities into shareholder dialogues and addressing emerging challenges.
- **Navigate Crises Effectively:** Acquire strategies to maintain shareholder trust and transparency during financial, reputational, or operational disruptions.
- **Evaluate Success:** Measure the impact of engagement practices and refine approaches based on shareholder feedback and market trends.

Who should attend

This training programme is addressed to:

- General Counsel
- Corporate Secretaty
- Sustainability and ESG managers
- IR professionals
- ESG advisers
- Financial analysts

Faculty

Menno Baks - *Partner*
Loyens & Loeff - Amsterdam

Philippe Hezer – *Senior Associate*
Loyens & Loeff - Amsterdam

Nicolas Meunier - *Chief Revenue Officer*
Euronext Corporate Solutions

Francesco Paolo Virgilio – *Head of IR Advisory*
Euronext Corporate Solutions

Anna Dumanska
Investor Relations Director, ESG
Prosus

Heather Robertson
Investor Relations Professional
*Board Member - **NEVIR***

Jonathan Berger
Head of Investor Relations
ASA International

Methodology

Learning tools

The workshop will take place on Teams.

Learning material

The course material will be provided to the delegates in pdf format the day after the course has taken place.

Certificate of attendance

The certificate of attendance will be sent in digital format after the end of the course.

Course Agenda

Day 1 | 25 February 2025

9.20

Welcome and introduction to the course

9:30am – Introduction to Shareholder Engagement

- Definition and importance of shareholder engagement
- Types of shareholders (retail, institutional, activist, etc.)
- Regulatory landscape and corporate governance frameworks
- Transparency and disclosure requirements
- Examples of shareholder engagement

Menno Baks - *Partner*

Loyens & Loeff - Amsterdam

Philippe Hezer – *Senior Associate*

Loyens & Loeff - Amsterdam

10:45am - Coffee break

Building Strong Shareholder Relationships

11:00am - Developing an Engagement Strategy

- Setting clear objectives for engagement
- Communication tools: digital platforms, annual reports, one-on-one meetings
- **Tools for strengthening shareholder engagement with the support of the technology:** digital proxy statements, interactive proxy statements, data analytics and virtual data room
- Best practices for annual general meetings

Nicolas Meunier - *Chief Revenue Officer*
Euronext Corporate Solutions

Francesco Paolo Virgilio – *Head of IR Advisory*

Euronext Corporate Solutions

12:15pm - Evaluating and Evolving Engagement Practices

- Measuring success: metrics and feedback mechanisms
- Incorporating shareholder feedback into business strategies
- Adapting to changing shareholder expectations and trends (e.g., ESG focus).

Nicolas Meunier - *Chief Revenue Officer*
Euronext Corporate Solutions

Francesco Paolo Virgilio – *Head of IR Advisory*

Euronext Corporate Solutions

12:45pm - Wrap up & close day

Day 2 | 26 February 2025

9:30am - ESG and Sustainable Investment Trends

- Growing focus on sustainability among shareholders
- Integrating ESG into shareholder communications: the ESG engagement process
- Shareholder engagement on ESG issues: a way to lower the company downside risk

Anna Dumanska

Investor Relations Director, ESG

Prosus

11:15am - Coffee break

11:30am - Crisis Management in Shareholder Engagement

- Engaging shareholders during crises (financial, reputational, or operational)
- Transparency and damage control strategies
- Communicating a recovery plan effectively

Heather Robertson

Investor Relations Professional

*Board Member - **NEVIR***

Jonathan Berger

Head of Investor Relations

ASA International

12:30pm - Wrap up & session close

Terms and conditions

The registration form is a legally binding agreement between Euronext Corporate Services Italy S.r.l. and the applicant (or the company the applicant works for) and is defined by the following conditions:

Virtual classroom schedule

25 and 26 February 2025: 9.30 – 12.30 CET

Registration

The applicant can submit the registration form, duly filled out, to Academy 7 days prior to the course date via:

- **EMAIL** academy@euronext.com
- **WEB** [Academy website](#)

To register after this date, please contact the following phone number:

- **TEL +39 02 72426.086**

Participation will be confirmed in writing by the Academy administration.

Registration fee

The **individual registration** fee is € **980** + VAT (if applicable).

Early Bird registration by 31 January 2025: 10% discount on the individual registration.

NEVIR member: 20% discount on the individual registration.

Discounts

Multiple registrations - Discounts are available for multiple registrations of the same company. In particular:

- Two participants: 10% discount on the total amount
- Three participants: 15% discount on the total amount

Payment method

Fees must be paid:

- Upon receipt of the email from Academy confirming the applicant's registration (sent approximately 7 days prior to the course date)

or

- Upon receipt of the invoice from Euronext Corporate Services Italy S.r.l. (Academy is part of the Euronext Corporate Services Italy S.r.l. Company)

Payment must be made via **BANK TRANSFER** to:

Euronext Corporate Services Italy S.r.l.

P.zza degli Affari, 6

20123 Milano

Tax Code **11734560961**

VAT No. **IT11734560961**

Intesa San Paolo S.p.A.

P.zza Cordusio, 4

20123 Milano

IBAN - **IT22 N030 6901 6261 0000 0125 565**

BIC - **BCITITMM**

A copy of the bank transfer must be emailed to Academy at academy@euronext.com.

An invoice will follow and will be sent to the email addresses given on the booking form.

Intellectual property rights

The Client acknowledges and agrees that the contents made available during the training (including, but not limited to, videos, pictures and texts) are property Euronext Corporate Services Italy S.r.l. or are supplied by Euronext Corporate Services Italy S.r.l. in virtue of certain contractual arrangements with third parties and cannot be reproduced, distributed or used for business purposes without the prior written consent of Euronext Corporate Services Italy S.r.l. or the entity having the relevant rights on the same.

Liability

Whilst every effort is made by Euronext Corporate Services Italy S.r.l. to ensure that the contents of the training (including, but not limited to, videos, pictures and

texts) are accurate and up to date, Euronext Corporate Services Italy S.r.l. shall not be liable whatsoever for any inaccuracy or misleading information, nor for any consequential damage or expense or any loss of profit or any liability to third parties incurred as a result of reliance on such information, which is provided for educational purpose only. Euronext Corporate Services Italy S.r.l. total liability under this agreement shall be limited to the maximum amount represented by the Fees paid to the latter by the Client.

Traceability of financial flows

Euronext Corporate Services Italy S.r.l. and the Client assume all obligations regarding the traceability of the financial flows provided by Law 136/2010, as subsequently amended and implemented (the "Traceability Obligations").

In relation to the payments to be made pursuant to the present Contract, the Client, if it is a public contractor pursuant to decree law 163/2006 (Code of public contracts for works, services and supplies), to ensure the enforcement of Law 136/2010 and subsequent amendments, undertakes to communicate to Euronext Corporate Services Italy S.r.l., by the form attached to the Contract, the identification bidding code (CIG) and, in case, the unique code of project (CUP).

In particular, in fulfilling the Traceability Obligations, Euronext Corporate Services Italy S.r.l. will communicate to the Client:

- (i) the bank accounts details to be used, also nonexclusively, for the payments to be made by the Client pursuant to the present Contract;
- (ii) the personal details and the fiscal code of the persons delegated to operate on them, indicating the relevant role and powers, within 7 (seven) days from the creation of the accounts above (or, in case of existing accounts, within 7 (seven) days from their first use in relation to the payments made by the Client).
- (iii) Any possible amendment of the information indicated in points (i) and (ii) above, will have to be communicated by the Client within 7 (seven) days from occurrence.

Let it be understood that, save for possible derogations and partial exemptions to Law 136/2010, failure to use instruments suitable to permit the full traceability of the

financial flows (for instance, bank or post transfer) and the failure to comply with any other Traceability Obligations, are ground to terminate the present Contract.

Euronext Corporate Services Italy S.r.l. Services undertakes, in particular, to inform the Client and the Prefecture (territorial office of the Government of the province where the Client has its registered office) if it becomes aware of breaches by its contractual counterparties, if any, in relation to the Traceability Obligations.

Cancellation Policy

According to article 1373 C.C., to withdraw from this contract applicants must send a written notice via email to academy@euronext.com:

- The fee will be fully refundable up to 7 working days prior to course date.
- A 50% refund will be provided for cancellations made during the 6 days leading to the course,
- Fees are non refundable for cancellations made 1 day prior to the course date.

Substitution of attendee (from the same company) may be made at any time.

Academy accepts requests to replace the course with another Academy course. The rescheduled training must take place within 12 months.

Changes to the program

Euronext Corporate Services Italy S.r.l. reserves the right to postpone or cancel the course and notify the participant via fax or email at least 1 week before the course date; in this case, the participant is entitled only to a full refund of the course fee. In addition, Euronext Corporate Services Italy S.r.l. is entitled to make changes to the programme and seat of the training and/or substitute the expected panellists with others with equal skills and competence.

Governing law and jurisdiction

The present agreement shall be governed by Italian law. The parties assign to the Court of Milan the exclusive jurisdiction over any dispute arising out the present agreement, this including – but not limited to – any proceedings regarding the validity, the construction, the performance and/ or the termination of the agreement.

Booking form

Please read the terms and conditions on the previous page. Fill out the form and send email to academy@euronext.com.

For further information +39 02 72426086 – academy@euronext.com

Shareholders Engagement Practices

Virtual Classroom – 25 and 26 February 2025

REGISTRATION FEE

Individual		<input type="checkbox"/> € 980 + VAT (if applicable)
2 participants	10% discount	<input type="checkbox"/> € 1,764 + VAT (if applicable)
3 participants	15% discount	<input type="checkbox"/> € 2,499 + VAT (if applicable)
Early bird registration 31 January 2025	10% discount	<input type="checkbox"/> € 882 + VAT (if applicable)
NEVIR members	20% discount	<input type="checkbox"/> € 784 + VAT (if applicable)

PARTICIPANT INFORMATION

Name and Surname			
Jop title			
Company			
Email		Phone	
Job Field			Knowledge level of the subject
<input type="checkbox"/> General Management	<input type="checkbox"/> ICT	<input type="checkbox"/> ESG and Sustainable Business	<input type="checkbox"/> Basic
<input type="checkbox"/> HR, Organisation and Development	<input type="checkbox"/> Legal	<input type="checkbox"/> Finance	<input type="checkbox"/> Intermediate
<input type="checkbox"/> Administration and Control	<input type="checkbox"/> R&D	<input type="checkbox"/> Risk Management	<input type="checkbox"/> Advanced
Nature of business			
<input type="checkbox"/> Listed/unlisted company	<input type="checkbox"/> Bank	<input type="checkbox"/> Advisory	<input type="checkbox"/> Energy
<input type="checkbox"/> Lawyer	<input type="checkbox"/> Investment Bank	<input type="checkbox"/> Private Equity	<input type="checkbox"/> Funds
Company Address			
Street	N.	Zip code	City
			Country

BILLING INFORMATION

The invoice must be addressed to:

Company name/Participant name and surname

VAT number

Department

Billing reference name

Street

N.

Zip code

City

Country

Phone

Email

ELECTRONIC INVOICE (IF APPLICABLE)

According to the Italian Law no. 205 of 27.12.2017 and to Provision no. 89757 of 30.4.2018 of the Italian TAX Authority and subsequent amendment and/or integrations, the Client duly holder of an Italian VAT code/Tax identification code) provides with:

Certified Email Address (PEC):

Or Recipient Code:

In order to receive the electronic invoice through the Italian Exchange System (SDI) according to the above information

Phone

Email

SPLIT PAYMENT (IF APPLICABLE)

According to the art. 17-ter of the Italian D.P.R. no. 633/72 (as subsequently amended and implemented), the Client (duly holder of an Italian VAT code/Tax identification code) declares that:

is subject to the "Split Payment" VAT regime is not subject to the "Split Payment" VAT regime

and undertakes to communicate any change of such regime.

PRIVACY

The data collected are necessary for Euronext Corporate Services ("ECS"), a subsidiary of Euronext N.V., to process your request for registration for the course/event (the "Programme") as well as to send you information about the Programme. Detailed information about the manner in which ECS collect and process your personal data and how you can exercise your rights is set out in the Privacy Statement of ECS, accessible at: [Privacy Policy | Euronext Corporate Services](#).

I accept the General Terms and Conditions of the service and I declare that I have read and understood the Privacy Statement regarding the processing of personal data. *

YES

In addition to the declaration above, I also inform that:

I give my consent (which I can revoke subsequently in any case) to the receipt of newsletters, marketing and promotional communications, sent by any means by ECS and by the companies of the Euronext Group, to which my data will be communicated, relating to their products and services. *

YES

NO

* **mandatory field**

Signature and company seal

Date:

Academy

Comprehensive, quality education is fundamental for the development and growth of the economy. As part of a pan-European market infrastructure at the centre of European capital markets, Academy's main objective and activity is turning capital markets expertise into world-class training courses and programmes and making them relevant to the wider financial community of today and of tomorrow. Key Academy assets are our centrality in capital markets, and our internal and external faculty, made up of practitioners, academics, advisors and financial market specialists. Interactive and innovative learning methods make all Academy programmes an inspiring experience.

Contacts

academy@euronext.com
+39 02 72426 086



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