



Summary of AGM 2019 Feedback

We value your feedback and endeavour to take on board your comments to improve the smooth running and accessibility of our AGM. Below is a summary of the feedback received last year.

	Poor			Excellent	
Overall satisfaction with event	1 0%	2 0%	3 0%	4 0%	5 100%
Invitation and papers	1 0%	2 0%	3 0%	4 0%	5 100%
General running of the meeting	1 0%	2 0%	3 0%	4 0%	5 100%
Time given to each agenda item	1 0%	2 0%	3 0%	4 20%	5 80%
Opportunity to give input	1 0%	2 0%	3 0%	4 0%	5 100%
Meeting venue and location	1 0%	2 0%	3 0%	4 0%	5 100%

Comments from shareholders and BHA Response

You said	We did
Very informative and has given me a better understanding of the working practice of BHA	N/A
Humility was present	N/A