

Dear CIWM Corporate Member

CIWM ANNUAL GENERAL MEETING

Friday 11th September 2026 at 12.30pm

Attached with this letter is the formal Notice of Meeting and Proxy Voting Forms for the Annual General Meeting (AGM) of CIWM, which will take place remotely, via video conference using Zoom, on Friday 11th September 2026 at 12.30pm.

The AGM will take place immediately after the CIWM Member Forum which will begin at 11am and members can register for both events at ciwm.co.uk/event-directory/ciwm-members-forum-agm/.

The supplementary documents referred to in the notice are available electronically at ciwm.co.uk/about-us/governance/annual-meetings-and-reports/ - this is both consistent with CIWM's environmental mission and more cost-efficient. If instead you wish to receive a hard copy by post of any of the AGM documents, you can do so either by completing and returning the request slip on the reverse of this letter to CIWM; or by sending a request by email to governance@ciwm.co.uk. Please include your full name, address and membership number to ensure the request is valid. If a valid request to receive documents by post is not received, you will be deemed to have accepted delivery and receipt of these documents electronically.

This meeting will be held remotely via video conference and voting will take place using the video conference software. For this meeting we will be using Zoom. Guidance and frequently asked questions regarding Zoom are included as an annex to this letter. The meeting will be recorded and stored securely online and on CIWM's servers for record keeping.

The link to register for the meeting has been included in the covering email and is shown above. You will need to be logged into your membership account to register for the event. If you experience any issues with your booking, then please contact the Operations Team on 01604 620426 or by email events@ciwm.co.uk. Please note that you must register to attend the meeting.

If you are unable to attend CIWM's Annual General Meeting but wish to vote on any of the resolutions by Proxy then you have two choices. You may **either**: -

- a)** complete and sign the **Proxy Form A** which gives the person named as your proxy (who need not necessarily be a member of the Institution) the authority to vote on your behalf as they think fit, **or**,
- b)** complete and sign the **Proxy Form B** which instructs the person named as your proxy how to vote on your behalf for each resolution.

*To be valid, a Form of Proxy and any other power of attorney or other authority (if any) under which it is signed, or a notarially certified copy of that power of attorney, shall be deposited by post at CIWM, Quadra, 500 Pavilion Drive, Northampton Business Park, Northampton, NN4 7YJ or by email to governance@ciwm.co.uk no later than **12.30pm on Monday 7th September.***

Completion of either Form of Proxy will not prevent you from attending the Annual General Meeting and voting in person should you wish to do so. If you have voted by proxy and then decide to attend in person you must email governance@ciwm.co.uk in advance of the meeting to ensure that your vote is not counted twice.

Yours sincerely



Sarah Poulter
CEO

Annex A – Guidance and frequently asked questions for Zoom

Background and voting

Why is this meeting being held virtually?

Due to the success of previous AGMs, which were held virtually, the feedback we received from members regarding a preference for virtual general meetings, and our commitment to reducing our impact on the environment.

Will I be able to vote?

All voting members (Chartered, Fellow and Life) will be able to vote using the polling mechanism in the meeting software. The votes cast online will be added to proxy votes and then the results announced for each resolution.

How will you ensure only voting members' votes are counted?

The membership number of all attendees will be recorded when they register for the meeting. This data will then be cross checked in the CIWM membership database by staff on the day of the meeting to ensure that the meeting is quorate. The voting system will record who has voted, against their membership number and grade, and this will be checked by CIWM staff.

I cannot attend the meeting but wish to vote, what are my options?

You may vote by proxy using the enclosed Proxy forms.

I do not agree with the meeting being held virtually, what are my options?

If you cannot attend we have preserved your right to vote via proxy. If you have any other feedback, please email governance@ciwm.co.uk.

Software questions

Why are we using Zoom?

This software is established and provides a better user experience compared to other online options.

Do I Need to Install the Zoom App to Join the Webinar?

It's recommended to have the Zoom app installed for a better experience. However, you can join through your browser if you don't have the app installed:

- If you're joining via a **desktop or laptop**, the browser option is available for most modern browsers (Chrome, Firefox, Safari, etc.).
- If you're using **mobile devices**, the Zoom app will be required.

What happens if my IT system blocks the access?

The system will choose the most appropriate download option for your computer. If you are using a work computer where you may not have administrator permissions, we recommend checking your set up in advance, as listed above, to ensure you can set-up your machine appropriately.

How Do I Join a Zoom Webinar as an Attendee?

To join a Zoom webinar, follow these steps:

1. **Receive the Invitation:** You'll receive an email from CIWM a week prior with an invitation to the webinar. You will also receive a reminder the day before.
2. **Click on the Webinar Link:** Click the provided link at the scheduled time of the webinar.
3. **Enter Webinar Information:** You may be prompted to enter your name and email address before joining.
4. **Join:** After entering the necessary information, click "Join" to enter the webinar. If the webinar has a passcode, enter it when prompted.
5. **Waiting room:** You will then be held in a waiting room until the webinar begins. For large webinars this can take a couple of minutes after the advertised start time.

You can also go into the Zoom app directly and use the webinar ID and passcode to join.

What Do I Do If I Have Technical Issues During the Webinar?

If you're having trouble joining or experiencing issues during the webinar:

- **Check your internet connection:** Make sure you have a stable connection to Zoom.
- **Check your audio settings:** Make sure that you have a correctly connected headset or speakers.
- **Rejoin the Webinar:** If you're having trouble, leave and rejoin using the link provided
- **Use the Help Section:** If you experience persistent issues, visit Zoom's help section for troubleshooting tips, or you may contact us using the question function. Other attendees cannot see your questions.

How Do I See the Speaker or Presentation in Full-Screen Mode?

You can switch to **Full-Screen Mode** for a better viewing experience:

- **Step 1:** In the upper-right corner of the Zoom window, click the "**View**" button.
- **Step 2:** Select "**Full Screen**" to expand the presentation to cover your entire screen.
- **Step 3:** Press the esc key to exit full screen mode.

Will I be able to ask questions during the meeting?

Yes, you can either submit questions in advance as outlined on the AGM Notice or you can submit questions using the Q&A feature:

- Step 1: Look for the Q&A button at the bottom of your screen.
- Step 2: Type your question in the field and click "Send."
- The host or panelists can then choose to answer your question live or message back to you directly. Only questions related to the business of the AGM will be answered during the AGM. Questions not relevant to the AGM will be responded to after the meeting.

Other attendees cannot see your questions.

Can I Speak or Share My Video During the Webinar?

Depending on the number of attendees we may have to take any comments and questions via the Q&A function only. This will be determined on the day.

How Do I Leave the Webinar?

When the webinar concludes, you can leave at any time:

Simply click the "**Leave Webinar**" button in the lower-right corner of your Zoom window.

If the host ends the webinar, you will be automatically disconnected.

Is Zoom Secure for Attendees?

Zoom employs several security measures to protect attendees during webinars including using 256-bit AES encryption for webinar data.

Zoom complies with various industry standards like **ISO 27001**, **SOC 2**, and **SOC 3**.

It is also **GDPR** and **HIPAA** compliant, ensuring data privacy and protection for attendees.

For more detailed security practices, you can visit Zoom's **Security White Paper**.

Request for printed copy of AGM documentation

CIWM strongly encourages electronic access to documents since this is both consistent with our environmental mission and more cost-efficient. Electronic delivery of documents is now accepted as the default unless a Member makes a specific, valid, request to receive documents in hard copy by post.

For the 2026 AGM all documents are available at ciwm.co.uk/about-us/governance/annual-meetings-and-reports/ and include

- Notice of meeting (also attached to the covering email)
- Proxy forms (also attached to the covering email)
- 2025 CIWM Annual Report
- Presidential Letter
- 2025 AGM Minutes

If you wish to receive a hard copy of any of these documents please either sign the request slip below and return it to CIWM, Quadra, 500 Pavilion Drive, Northampton Business Park, Northampton, NN4 7YJ or email your request to governance@ciwm.co.uk

To be valid, either method of request must include your full name, address and membership number.

If no valid request is made you will be deemed to have accepted delivery and receipt of these documents electronically.



Please send me a hard copy of CIWM AGM papers.

CIWM Membership Number.....

Full Name.....

Signature.....

Address.....

.....

.....

Post Code



CIWM

ciwm.co.uk
01604 620426
info@ciwm.co.uk

CIWM, Quadra, 500 Pavilion Drive,
Northampton Business Park,
Northampton, NN4 7YJ