

# Institute of Customer Service

## Proxy form for the Annual General Meeting – 18<sup>th</sup> July 2023

**Voting instructions** (before completing this form, please read the explanatory notes overleaf)

I/We [name] ..... of [address] .....

being a [membership level] ..... member of the Institute of Customer Service hereby  
appoint the chair of the meeting or [name] ..... of [address]

as my/our proxy to vote for me/us on my/our behalf on the resolutions set out below to be proposed at the Annual General Meeting of the Institute to be held on Tuesday 18<sup>th</sup> July 2023, and at any adjournment thereof. Unless otherwise instructed as below, the proxy will vote as he/she thinks fit.

I/we direct my/our proxy to vote on the following resolutions as I/we have indicated by marking the appropriate box with an 'X'. If no indication is given, my/our proxy will vote or abstain from voting at his/her discretion. I/we authorise my/our proxy to vote (or abstain from voting) as he/she thinks fit in relation to any matter which is properly put before the meeting.

### Proposed resolutions

#### RESOLUTION NO 1

To receive and adopt the Annual Report and Accounts of the Company for the financial year ended 31 March 2023 and the reports of the Directors and auditors thereon. FOR  AGAINST

#### RESOLUTION NO 2

That Gilberts Chartered Accountants be appointed as the Institute's auditors. FOR  AGAINST

#### RESOLUTION NO 3

That the directors be authorised to agree the auditor's remuneration. FOR  AGAINST

#### RESOLUTION NO 4

To confirm the appoint of David MacLeod as a Director of The Institute with effect from 1st January 2023. FOR  AGAINST

Signed .....

Dated .....

## Notes to the proxy form

1. As a member of the Company, you are entitled to appoint a proxy to exercise all or any of your rights to attend, speak and vote at a General Meeting of the Company. You can only appoint a proxy using the procedures as set out in these notes.
2. Appointment of a proxy does not preclude you from attending the meeting and voting in person. If you have appointed a proxy and attend the meeting in person, your proxy appointment will automatically be terminated.
3. A proxy does not need to be a member of the Company but must attend the meeting to represent you. To appoint a person as your proxy insert their full name in the allocated space. You are responsible for ensuring that they attend the meeting and are aware of your voting intentions.
4. You may appoint more than one proxy provided each proxy is appointed to exercise rights attached to different shares. You may not appoint more than one proxy to exercise rights attached to any one share.
5. To direct your proxy on how to vote on the resolutions, mark the appropriate box with an 'X'. If no voting indication is given, your proxy will vote or abstain from voting at his/her discretion. Your proxy will vote (or abstain from voting) as he/she thinks fit in relation to any other matter which is put before the meeting.
6. To appoint a proxy using this form, the form must be:
  - completed and signed.
  - sent or delivered to the Company at 4 Gainsford Street, London SE1 2NE
  - or submitted by e-mail to [paulinearowolo@icsmail.co.uk](mailto:paulinearowolo@icsmail.co.uk) and
  - received by the Company no later than 10.15am on Friday 14th July 2023.
7. Any power of attorney or any other authority under which this proxy form is signed (or a duly certified copy of such power or authority) must be included with the proxy form.
8. Any power of attorney or any other authority under which this proxy form is signed (or a duly certified copy of such power or authority) must be included with the proxy form.
9. If you submit more than one valid proxy appointment, the appointment received last before the latest time for the receipt of proxies will take precedence.
10. For details of how to change your proxy instructions or revoke your proxy appointment, see the notes to the Notice of Meeting.