



## Proxy form for the Annual General Meeting

9th July 2025

**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 Wednesday  
9th July 2025, and at any adjournment thereof. Unless otherwise instructed as below,  
the proxy will vote as they think 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 they think fit in relation to any matter which is properly put  
before the meeting.

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### Proposed resolutions

#### RESOLUTION NO 1

To receive and adopt the Annual Report and Accounts of the Company for the financial  
year ended 31 March 2025 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 reappointment of Graham Edwards OBE as a Director of The Institute with effect from 14<sup>th</sup> July 2025.

FOR ☐ AGAINST ☐

RESOLUTION NO 5

To confirm the appointment of Jacqueline Starr as a Director of The Institute with effect from 1<sup>st</sup> October 2024.

FOR ☐ AGAINST ☐

Signed..... Dated.....



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 they think 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 [Cameron.dukes@icsmail.co.uk](mailto:Cameron.dukes@icsmail.co.uk)
  - received by the Company no later than 10.15am on Monday, 7th July 2025.
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.