



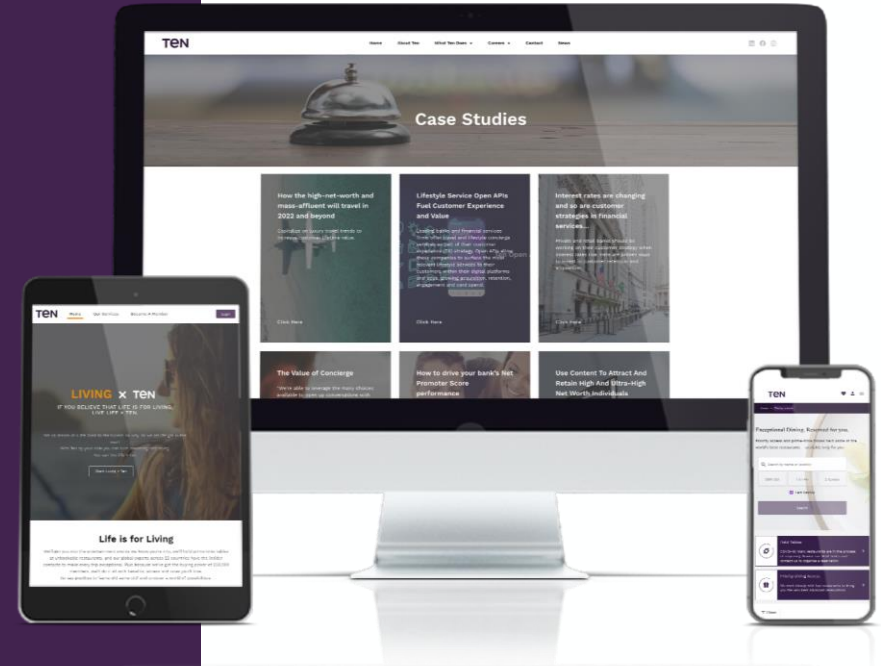
TEN

B Corp General Meeting Shareholder Q&A

July 2022

Ten's Mission

To become the world's most trusted service



General Meeting – 19 July 2022



- Notice of Meeting & letter from the Chairman issued on 28 June 2022.
- Amend the Group's articles of association by a special resolution to adopt B Corp's legal requirement that will commit Directors to a "triple bottom line" approach to building a sustainable business.
- Deadline to submit votes by proxy: 11am on Friday 15 July.
- The Board welcome questions from Shareholders by email to Investorrelations@tengroup.com no later than 11:00 am on Friday 15 July 2022 . Answers will be published on the Group's [website](#).

Qu. 1:

Has Ten Lifestyle Group conducted an initial analysis of B Corp certification benefits? If so, could you share what those will be?

Yes, the Board believe that B Corp certification will formalize the Board's commitment to growing a sustainable business and will have significant positive effects on the Company and stakeholders, including:

- Aligning with the rising ESG priorities of Ten's existing and prospective clients
 - ESG credentials are increasingly being included in the audible requirements of new and prospective clients.
 - Some clients are already B Corp certified or are aspiring to be.
 - Clients increasingly require that Ten's proposition and member communications include or are focused on sustainable choices.
- Demonstrating Ten's ESG credentials to existing and prospective shareholders, members, suppliers and other stakeholders
 - Without a robust and recognised framework, Ten would be required to adhere to multiple client-defined ESG frameworks.
 - B Corp consolidates existing ESG frameworks in clear, measurable and more transparent way.
 - B Corp is a recognised framework for existing and prospective shareholders to assess Ten's ESG impact.
 - B Corp certification will enable Ten to better influence our members and suppliers.

Qu. 1:



Has Ten Lifestyle Group conducted an initial analysis of B Corp certification benefits? If so, could you share what those will be?

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- A competitive advantage as a leader in responsible business practices.
- ESG credentials and commitment to an ESG framework is an increasingly high priority in client tenders.
- Members are increasingly aware of the impact of their lifestyle choices on the environment and society so are looking for ways to make informed choices.
- No direct competitors are currently B Corp certified.

- Helping us attract and retain people who share Ten's values and want to further the Company's mission
- An increasing number of prospective and existing employees are prioritizing mission and values alignment.

Qu. 2:



Was this plan initiated from the Board or has this also been a request of other shareholders or customers?

The plan to apply for B Corp certification was taken by the Board following increased interest in Ten's ESG credentials from clients and shareholders, followed by formal requirements from clients to adhere to a robust, measurable and certified ESG framework.

Without the adoption of a robust and recognised framework such as B Corp, Ten would be required to adhere to multiple client-defined ESG frameworks.

Qu. 3:



Has Ten Lifestyle Group begun the certification research? If so, where do you believe are the company's greatest strengths in terms of certification? What are the areas of opportunity and what changes do you believe the company?

Yes, Ten has completed c.70% of its disclosure report. This exercise has allowed us to identify the following strengths and opportunities:

Strengths

- Governance: Governance structure and characteristics, including anti-corruption practices, financial auditing and transparency.
- Ethical business practices of industries Ten operates in and partners with.
- Data Protection and information security (due to PCI and SOC2 validation cycles).
- Direct emissions, environmental purchasing policies, office sourcing policy, working with landlords on environmental improvements and equipment disposal policies.

Qu. 3:



Has Ten Lifestyle Group begun the certification research? If so, where do you believe are the company's greatest strengths in terms of certification? What are the areas of opportunity and what changes do you believe the company?

Cont.

Opportunities

- Formalizing and globalizing sustainable practices (e.g we use a zero-to-landfill waste collection service in some of our largest offices and are exploring local providers to regional offices).
- Expand the content strategy focusing on offering sustainable choices to members, in line with the direction of a majority of clients.
- Responsible use of data to support member's own lifestyle agendas and provide a channel for increased philanthropy.

An aerial photograph of several divers swimming in clear, turquoise water. The scene is framed by a white geometric border consisting of a large rectangle with a diagonal line in the top-left and bottom-right corners, and a semi-circle in the bottom-left corner. The text "Thank you" is centered in the middle of the image in a large, white, serif font.

Thank you

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