

**BEST**

### Marks & Spencer

Marks & Spencer revealed the slowest rise in its retail sales figures in six quarters this July after a sluggish summer, but it didn't let the bad news get in the way of putting on a good AGM. The M&S team went to Earl's Court in London and scored points with investors as much for the effective management of the meeting as the tasty snacks available.

'The chairman managed the meeting very effectively, the chief executive put on a good presentation and the level of interaction was good,' says Deborah Gilsham, corporate governance manager at Co-operative Insurance Society. 'The firm took questions from shareholders submitted via the website, which I thought was pretty novel, and it also broadcast the

AGM online and made it available after the meeting.'

Gilsham, whose company produces an annual shortlist of the best AGMs in the UK, says it's surprising how often directors nod off during meetings and board members fail to show up. 'It's a problem, not just at new companies,' she notes. At one Amstrad AGM, chairman Alan Sugar failed to attend, 'which just sends a

message to shareholders that the company doesn't want to listen,' Gilsham says.



**Your Board**

 David Whalley Non-Executive Director	 Martin Lane-Fox Non-Executive Director	 Sir David Michie Group Chairman/CEO	 Greg Dyson Chief Executive
 Paul Davis Non-Executive Director	 Graham Oakley Group Finance Director	 James Farley Group Director	 Jack Harrison Non-Executive Director
 Stephen Stone Non-Executive Director	 Robert Storer Non-Executive Director	 Robert Storer Non-Executive Director	 Robert Storer Non-Executive Director

