

Shareholder information

Ordinary shareholders

There were 50,969 holders of Ordinary shares at 31 March 2004 and their holdings can be analysed as follows:

	Number of shareholders	Percentage of total number of shareholders	Number of Ordinary shares '000s	Percentage of Ordinary shares
Over 1,000,000	168	0.3	711,623	70.2
100,001 – 1,000,000	548	1.1	180,669	17.8
10,001 – 100,000	1,684	3.3	49,799	4.9
5,001 – 10,000	2,211	4.3	15,540	1.5
2,001 – 5,000	8,259	16.2	25,700	2.6
1 – 2,000	38,099	74.8	30,697	3.0
	50,969	100.0	1,014,028	100.0

Shareholders are further analysed as follows:

	Number of shareholders	Percentage of total number of shareholders	Number of Ordinary shares '000s	Percentage of Ordinary shares
Corporates	12,645	24.8	942,065	92.9
Individuals	38,324	75.2	71,963	7.1
	50,969	100.0	1,014,028	100.0

Registrar

Enquiries concerning holdings of the Company's shares and notification of the holder's change of address should be referred to Lloyds TSB Registrars, The Causeway, Worthing, West Sussex BN99 6DA (telephone: 0870 600 3987). A text phone facility for those with hearing difficulties is available by telephoning 0870 600 3950. In addition, Lloyds TSB Registrars offers a range of shareholder information online at www.shareview.co.uk.

Electronic communications

Shareholders wishing to receive future GUS annual and interim reports electronically rather than in paper format can arrange this at the Registrar's website, www.shareview.co.uk. Voting by proxy in advance of the Annual General Meeting can also be done electronically and details of this facility are provided in the Notice of Meeting in the separate Circular to Shareholders that accompanies this Annual Report.

Internet

A full range of investor relations information on GUS is available at www.gusplc.com. This includes webcasts of results presentations given to analysts and fund managers together with the slides accompanying those presentations.

Dividend Reinvestment Plan

The GUS Dividend Reinvestment Plan ('DRIP') enables shareholders to use their cash dividends to purchase GUS shares. Shareholders who wish to participate in the DRIP for the first time, in respect of the final dividend to be paid on 6 August 2004, should return a completed and signed DRIP mandate form to be received by the Registrars, by no later than 16 July 2004. For further details please contact Lloyds TSB Registrars, The Causeway, Worthing, West Sussex BN99 6DA (telephone 0870 241 3018).

Share price information

The latest GUS share price is available on Ceefax and also on the Financial Times Cityline Service (telephone: 0906 843 2740 - calls charged at 60p per minute).

Share dealing facility

Existing or potential investors can buy or sell GUS Ordinary shares using a postal dealing service provided by Cazenove & Co., whose contact details are: Cazenove & Co., 20 Moorgate, London, EC2R 6DA (telephone: 020 7155 5155).

Financial calendar and Annual General Meeting arrangements

Annual General Meeting and first quarter trading update	21 July 2004
Final dividend record date	9 July 2004
Final dividend to be paid	6 August 2004
First half trading update	13 October 2004
Interim results announcement	18 November 2004
Third quarter trading update	January 2005
Second half trading update	April 2005
Preliminary announcement of annual results	25 May 2005

The Annual General Meeting will be held at the Marriott Grosvenor Square, Grosvenor Square, London W1A 4AW and begins at 11.30am on Wednesday, 21 July 2004.

Registered office

GUS plc, One Stanhope Gate, London W1K 1AF