

INTRODUCTION

This document provides general guidelines in relation to IT requirements for GDT Events bidders and highlights some common issues. We recommend you discuss this document, and any connectivity issues that may be experienced, with an experienced IT professional.

We recommend that you check these guidelines regularly as they will be updated from time to time.

BASIC IT REQUIREMENTS FOR BIDDERS

The bidding website is designed to be a simple computer based web browser experience for bidders. The basic requirements for successfully using the bidding website are:

- ✓ **A minimum internet connection speed of 1Mbps** or better is required for good performance and the minimum supported speed is 512Kbs. Upload and download speeds can be tested using various speed tests available on the internet, for example www.bandwidthplace.com.
- ✓ Minimum **computer requirements** are CPU speed of 2.5GHz, and at least 2GB of free RAM after the computer has started and any critical programs are loaded.
- ✓ At least 30% of your system drive (typically the C: drive) should be free.

We recommend that you use one of the following **web browsers**:

- ✓ Google Chrome
- ✓ Microsoft Edge
- ✓ Firefox
- ✓ Safari for Mac

We recommend using a **browser version** no more than two years older than the most recent release.

Important note: Internet Explorer is not supported by any of GDT's websites including the bidding site, if you are using Internet Explorer while bidding on www.globaldairytrade.com you may experience website malfunctions which will prevent you from bidding.

- ✓ **JavaScript** must be enabled on your browser.
- ✓ If you are using an old computer you may improve your bidding experience by ensuring that you don't have **other applications** open during bidding.
- ✓ Bidders using **hand held mobile devices** may experience difficulties. If you do use one of these devices we strongly recommend that you set your user preferences to show only the products and contract periods that you are bidding on.

CHECK YOUR BROWSER COMPATABILITY

Public website and MyGDT

Bidders can check their browser compatibility on the GDT public website and MyGDT by clicking on the following link.

<http://www.globaldairytrade.info/systemcheck/system-check.html>

You will see a browser compatibility check screen similar to that below. We recommend that you take a screen shot of this.

System Compatibility

Browser info

Browser: Chrome
Browser version: 113
OS: Windows

Browser compatibility checks

| System | Browser | Compatibility |
|----------------------------|-------------|------------------------------------|
| GDT Public website | Chrome v113 | Supported by GDT's public website. |
| MyGDT | Chrome v113 | Supported by GDT's MyGDT Portal |
| GDT Events Bidding website | Chrome v113 | Supported by the Bidding website |

Other options

| Option | Value | Compatibility |
|-----------------|---------------|--|
| Screen size | 1536 x 824 | Screen size is within the recommended dimensions |
| Cookies allowed | Yes | Cookies are enabled in your browser |
| Browser images | Yes | Images are enabled |
| Browser mode | Standard mode | Standard mode is ideal |

Additional system info

User Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/113.0.0.0 Safari/537.36 Edg/113.0.1774.42

If any items are marked in red please first consult your IT colleagues who should be able to help resolve the issue. If the issue persists please contact help@globaldairytrade.info. Please submit a copy of the browser compatibility check with any query that you submit to GDT.

USE OF WIRELESS DEVICES

Users of wireless devices are cautioned that some publicly available wireless services may not be suitable for use with the bidding website during a Trading Event (for example, Wi-Fi in cafes and airports and some cellular services). There are several potential issues outside our control that may affect the ability of wireless devices to maintain a usable connection during a Trading Event.

Private wireless services, such as home or office Wi-Fi can generally be used for bidding without connection problems.

Where possible connect direct to the internet instead of through your companies VPN.

