

CP ALL Public Co., Ltd.

**Measures and Guidelines for Joining the Annual General Meeting of Shareholders for the Year 2020
Under the COVID-19 Situation**

With concern for the safety and health of shareholders or proxies (“meeting participants”), employees and meeting organizing team, the Company has set measures and guidelines in joining the Annual General Meeting of Shareholders for the Year 2020 according to the Recommendations for Meetings of the Thai Ministry of Public Health’s Center for Disease Control and the Order of the Centre for COVID-19 Situation Administration (CCSA). These measures and guidelines will increase the process and procedures and the meeting participants may not receive the same amount of convenience as usual. In this connection, the Company kindly requests strict compliance from the meeting participants.

In case there are any changes in the situation or additional regulations from government authorities concerning the organization of shareholder meetings, the Company reserves the right to amend the said measures and guidelines and will inform shareholders via the Company’s website www.cpall.co.th accordingly.

Things to know and prepare prior to the meeting day

1. The Company will disseminate the invitation to the Annual General Meeting of Shareholders and meeting documents 30 days prior to the meeting day via the Company’s website so that shareholders have adequate time to study the information before the meeting.
2. The Company kindly requests shareholders to appoint one of Company’s directors (proxy for shareholders) whose name and details appear in the meeting notice as a proxy. Please send the proxy form that indicates your vote and required documents in the return envelope provided by the Company (stamp not required) to the Company Secretary Office.
3. Shareholders may send their questions in advance. Please indicate your first name, last name, telephone number and e-mail (if you have one) with your questions and send it to the Company prior to the meeting day via the Company Secretary Office e-mail: utsanee@cpall.co.th or fax: 0-2071-8621 or send it along with the proxy form in the return envelope provided by the Company (stamp not required).
4. Due to limitations of the meeting venue in which 2 meter distance is required at every point, the Company does not allow accompanying persons to enter the meeting venue and join the meeting in the meeting room.
5. The Company will not provide snacks, coffee, tea and other beverages to the meeting participants. Only bottled water will be offered at the reception area before the meeting. Meeting participants are prohibited from eating in the meeting premises and meeting room (except for drinking water).
6. The Company will not distribute the hard copy of the Annual Report 2019 and Sustainability Report 2019 on the meeting day in order to reduce risk from physical contact. Shareholders may request a

copy of the reports from the Investor Relations Office via e-mail: investor@cpall.co.th or fax: 0-2071-8617.

7. The Company will use disinfectant spray and cleaning supplies to clean the meeting venue prior to the meeting day. Equipment and surfaces that people come into contact with especially in common areas such as escalator handrails and restroom doorknobs will be regularly cleaned.
8. The Company will place alcohol gel at various points such as the document checking point, registration point, restrooms and in front of the meeting room.

Guidelines for the meeting day after entering the meeting premises

1. The Company has set up a screening point to check every person's temperature before entering the premises. The Company reserves the right to not allow persons who have any of the following symptoms to enter the premises.
 - 1.1. Persons who have fever, with temperature of 37.5 °C or above.
 - 1.2. Persons with symptoms of fever or cough, sore throat, runny nose, sneezes or respiratory symptoms.
2. The Company will arrange a nursing station to provide advice to meeting participants, to provide aid to patients, to diagnose symptoms, and to separate patients from the meeting.
3. Every person in the meeting premises must wear a surgical mask or cloth mask at all times.
4. Queuing at the screening point, document checking point, registration point, and the chairs at the waiting area will be 2 meters apart.

Guidelines for the meeting day when inside the meeting room

1. The Company has limited the number of seats available in the meeting room to be less than 50 seats. Each seat will be placed at least 2 meters apart. Meeting participants are kindly requested not to move the chairs from the position where the Company has placed them.
2. For shareholders or proxies who are unable to enter the meeting room, the Company has reserved a place for watching the live broadcast on screen.
3. The Company will ensure that the meeting is short and concise and finishes within 1.30 hours for the health and safety of all persons in the meeting room.
4. The meeting participants must wear a surgical mask or cloth mask at all times during the meeting. (The mask may be removed only when drinking water.)
5. The Company will not arrange to have microphones in the meeting room for questions or comments or suggestions. Meeting participants who have questions or comments or suggestions should write them on paper and submit them to the Company's employees at the registration point or in the meeting room. Only the questions that the Company receives prior to and on the meeting day that are related to the agenda items that will be voted on will be answered in the meeting room. Other questions not answered in the meeting room will be answered by the Company and disseminated via the Company's website.