

Protocol and guidelines for attending the meeting regarding the outbreak of Coronavirus 2019 (COVID-19)

In respect of the outbreak of COVID-19, the Company is deeply concerned about the health of all shareholder, therefore, the Company would like to set the protocol and guideline to prevent the spread of COVID-19 for 2020 Annual General Meeting of Shareholders which is in line with the guideline of the government and related organizations.

The Company would like to request for your cooperation as follows:

1. The Company requests for your cooperation to appoint an independent director as your proxies for 2020 Annual General Meeting of Shareholders instead of attending in person. The Company will arrange limited seats, and once the seats are filled, none of shareholders will be allowed to enter the meeting area. In order to minimize the risk of gathering a large number of people. The shareholders are able to download proxy via <https://www.centralretail.com/en/investor-relations/downloads/shareholders-meeting>.

Shareholders are able to submit the proxy together with accompanying documents to the Company via the envelope enclosed with this invitation (no postage stamp needed – domestic mail only) by 24 August 2020.
2. You are requested to submit questions in advance prior to the 2020 Annual General Meeting of Shareholders via <https://www.centralretail.com/en/investor-relations/shareholder-information/submission-of-agm-2020-questions>.
3. **All attendee has to follow the guideline of the Department of Disease Control, Ministry of Public Health by wearing face mask at all time.**

Protocol for attending the meeting

1. Screening
 - 1.1 The Company will provide screening point before entering the meeting area. The Company reserves the right to deny the entry of individuals with any of the following symptoms:
 - (1) Any individual with a body temperature of 37.5 degrees Celsius and over.
 - (2) Any individual showing symptoms of fever, cough, sore throat, runny nose, lost sense of smell, shortness of breath, or pneumonia.
 - 1.2 Shareholder who has symptoms prescribed in 1.1 may authorize an independent director to be your proxy by filling out Proxy Form B and giving clear vote instructions.
2. Registration

All meeting attendee has to register in and out by scanning Thai Chana's QR Code or registration book.
3. Meeting's protocol
 - 3.1 The Company will maintain a 1-meter distance between each attendee. Thus, the meeting room will be able to arrange 168 seats, once the seats are filled (first come, first served), the Company reserves the right to deny the entrance to the meeting room and shareholders will allow to seat at the spare seats which is limited. In this case, shareholders may consider to appoint an independent director to be your proxy.

- 3.2 All attendees must sit only in their designated zone and must not move to another seat.
 - 3.3 All attendees are requested to avoid touching their face (eyes, nose, and mouth) with unwashed hands.
 - 3.4 All attendees are requested to avoid sharing personal items with others.
 - 3.5 The Company will not provide any food. For drinking water, the Company will provide only bottled water. All attendees must not eat any food or snacks in the meeting area throughout the entire meeting.
 - 3.6 The Company will convene the concise meeting – within 2 hours.
4. Protocol for submitting questions in the meeting room
 - 4.1 Write down the questions on paper and submit to the staff or
 - 4.2 Ask questions via microphone provided by the Company. The Company will clean the microphone for public sanitization.
 - 4.3 The Company will answer only the questions that relevant to the meeting agenda where voting is involved.
5. Other
 - 5.1 Hotel will sanitize and clean the meeting area 1 day prior to the meeting.
 - 5.2 All attendees are requested to regularly wash your hand. Also, the Company will provide alcohol gel appropriately.

If there are any changes or any guidelines from government, the Company will announce via the Stock Exchange of Thailand and the Company's website. Shareholders are requested to follow such announcement closely.

The Company hereby apologizes for any inconvenience that may arise during the screening and registration due to the additional and strictly processes than usual.