



**Measures and Guidelines for the 2020 Annual General Meeting of Shareholders
Under the Pandemic Situation of Coronavirus Disease 2019**

The Company has determined the Measures and Guidelines for the 2020 Annual General Meeting of Shareholders under the Pandemic Situation of Coronavirus Disease 2019 ("COVID-19") in compliance with the disease control measures set out by the government authorities in order to prevent and minimize the risk of transmission of COVID-19 as follows:

1. Shareholders are encouraged to **appoint an independent director as proxy** to attend the meeting on their behalf in order to reduce overcrowding at the meeting area.
 - General shareholders: please use Proxy Form B (as enclosed).
 - Foreign shareholders who have appointed a custodian in Thailand: please use Proxy Form C (can be downloaded from the Company's website).

Shareholders may submit the proxy form and the registration documents as per the details set out in the Invitation to the 2020 Annual General Meeting of Shareholders to the Company **within Friday July 17, 2020** using the reply envelope provided by the Company (no postal stamp required), OR via registered mail to the Company Secretary Office at the following address:

BTS Group Holdings Public Company Limited
Company Secretary Office
TST Tower, 15th Floor, No. 21 Soi Choei Phuang, Viphavadi-Rangsit Road
Chomphon, Chatuchak, Bangkok, Thailand 10900

2. Shareholders are encouraged to **submit questions that are relevant to the meeting agenda in advance** together with the name, address, telephone number, and email address (if any), to the Company Secretary Office via email at CompanySecretary@btsgroup.co.th, or at the address above.
3. Shareholders who are unable attend the meeting in person may **watch the meeting via live streaming** which the Company will arrange to be broadcasted specifically under the present situation on the Company's website at <http://www.btsgroup.co.th/en>. Shareholders can enter their shareholder registration number (10 digits) provided on the Notice of Meeting Form (Registration Form with QR Code as enclosed) to register for the live streaming. The broadcast will be viewable at 1.30 p.m. onwards.
4. **In the event that shareholders wish to attend the meeting in person**, the Company kindly ask for cooperation to strictly comply with the following precautionary measures against COVID-19 pandemic:
 - 4.1 **Wear a face mask at all time** while present at the meeting area, clean hands frequently with alcohol-based sanitizing gel, and practice physical distancing of at least 1 – 1.5 meters from others;
 - 4.2 **Check-in and check-out at the meeting area (Thai Chana Platform)** by using the mobile phone to scan the QR Code provided or notifying the name and phone number to the Company's officers for the purposes of monitoring the number of participants and follow-up (if necessary) pursuant to the disease control measures set out by the government authorities.

The Company will allow only shareholders and proxies to enter the meeting area. **Other persons accompanying the shareholders or proxies will not be allowed to enter the meeting area;**

- 4.3 **Complete the COVID-19 Screening Form** (as enclosed) truthfully and correctly for submission to the Company's officers at the screening checkpoint and take a body temperature.

If a shareholder or proxy has a body temperature of 37.5°C or higher, shows sign of respiratory symptoms (cough, sore throat, nasal congestion, shortness of breath or difficulty in breathing) or any other indications, or has a risk of COVID-19 infection, the Company reserves the rights to not allow such person to enter into the meeting area. Medical staff at the screening checkpoint will provide recommendations as appropriate;

- 4.4 **Put on the screening checked sticker** at all time while present at the meeting area;

- 4.5 **Sit at the assigned seating number.** Seats are not allowed to be changed or re-located. The Company will assign the seating number to shareholders or proxies who pass the screening and complete the registration on a first come, first served basis.

The Company will arrange seats to be positioned at least 1 – 1.5 meters apart which will limit the number of seats in the meeting room to accommodate participants to approximately 240 seats only.

In the event that the seats are fully occupied, the Company reserves the rights to not allow additional shareholders or proxies to enter the meeting room. No seats will be added and no standing in the meeting room. In that case, the Company kindly ask for shareholders and proxies to cast their votes and hand in the voting cards to the Company's officers to record such votes; and

- 4.6 **Submit questions in writing** to the Company's officers in order to prevent and minimize the risk of spreading of the disease through the use of microphones.

5. The meeting will be conducted concisely to limit exposure from staying among a large group of people for a long period.

6. Other arrangements by the Company

- 6.1 Cleaning and sanitizing the meeting area, including providing alcohol-based sanitizing gel at various service points;

- 6.2 **No food and beverages will be provided** and eating is not allowed in the meeting area; and

- 6.3 **No distribution of the Invitation to the 2020 Annual General Meeting of Shareholders, Annual Report 2019/2020 and Sustainability Report 2019/2020** in publication form at the meeting.

Shareholders and proxies may experience inconveniences due to the limitation on the number of participants, possible delays from the screening and registration processes, as well as other arrangements necessary for preventing and minimizing the risk of transmission of COVID-19. The Company kindly asks that shareholders and proxies spare the time for the screening and registration processes and hereby apologizes for any inconveniences.

Should there be any change in the pandemic situation of COVID-19 as well as additional announcements and policies regarding the disease control measures set out by the government authorities, the Company may adjust the Measures and Guidelines for the 2020 Annual General Meeting of Shareholders in order to correspond with the pandemic situation and the announcements and policies of the government authorities at the time, which will be further notified via the Stock Exchange of Thailand's website and the Company's website.