

**(Translation)**  
**Minutes of the 2021 Annual General Meeting of Shareholders**  
**One To One Contacts Public Company Limited**

**Date, Time and Venue** Held on April 28, 2021 at 10.00 a.m., via Electronic Meeting, it was conducted to strictly comply with Electronic Meeting related laws and regulations. The Meeting broadcasted a meeting from Cosmos Room, 4<sup>th</sup> Floor, Best Western Plus Wanda Grand Hotel, 111 M.4 Chaengwattana Road, Klongklua, Pakkred, Nonthaburi, Thailand 11120. There were directors, managements and auditors attending via Electronic Meeting as follows:

**Directors Present**

- |                                 |  |
|---------------------------------|--|
| 1. Dr. Pakorn Apaphant          | Chairman of the Board of Directors, Independent Director, Chairman of Audit Committee, Chairman of the Nominating and Compensation Committee and Nominating and Compensation Committee Member      |
| 2. Mr. Kanawuthi Wattanadhirach | Director, Co-Chairman of Executive Committee, Chairman of Risk Management Committee, Chairman of Investment Committee, Nominating and Compensation Committee Member and Co-Chief Executive Officer |
| 3. Ms. Kittika Chatchaval       | Independent Director, Chairman of the Corporate Governance Committee, Audit Committee member and Nominating and Compensation Committee Member  |
| 4. Mr. Piyapoj Ruthirago        | Independent Director and Audit Committee Member  |
| 5. Mr. Yuthaveera Achawangkul   | Independent Director, Audit Committee Member and Nominating and Compensation Committee Member  |
| 6. Mr. Priyong Teerasathain     | Independent Director   |
| 7. Dr. Sarayut Rueangsuwan      | Director   |
| 8. Mr. Panom Ratanarat          | Director   |
| 9. Mr. Chaiwat Phithakraktham   | Director, Executive Committee Member, Risk Management Committee Member and Investment Committee Member   |

There were 9 directors of the total 9 directors, participated in the Meeting, equivalent to 100 percent of the total number of directors.

**Managements**

- |                           |                             |
|---------------------------|-----------------------------|
| 1. Ms. Warunee Poodee     | VP-Operation                |
| 2. Mr. Pachara Kittiyawat | AVP- Finance and Accounting |

**Representatives of EY Office Co., Ltd.**

- |                             |               |
|-----------------------------|---------------|
| 1. Ms. Siriwan Suratepin    | Audit Partner |
| 2. Mr. Tatchawich Graivapan | Audit Manager |

**Preliminary Proceedings** Moderator welcomed directors, shareholders and proxies, informed the meeting that there were 3 shareholders attended the meeting in person, representing 250,700 shares, equivalent to 0.0895 percent of total paid-up shares of the Company and 26 shareholders by proxy, representing 127,778,920 shares, equivalent to 45.6353 percent of total paid-up shares of the Company. There were a total of 29 shareholders, representing 128,029,620 shares, equivalent to 45.7249 percent of total paid-up shares of the Company and the required quorum was met under the Articles of Association of the Company.

Moderator introduces Chairman, directors, managements and auditor to the meeting. Then, Moderator clarified the voting and inquiry procedures to the shareholders as follows:

1. The system will display the number of shares that the shareholders have the right to vote on your screen.
2. For voting, Shareholders go to the E-Voting window to vote on each agenda within 1 minute. The system will ask to confirm the vote again.
3. In case, shareholder would like to change in voting, it can be done by selecting a new vote again but if the agenda has been closed for voting, shareholders will not be able to vote or change the vote.
4. For participants who attend through mobile or tablet, please switch the screen from Zoom program to Chrome to vote in the E-Voting menu.

Once the shareholders have finished voting, please return to the E-meeting window at the zoom program to watch the video and audio of the meeting.

For shareholders who would like to inquire, it can be done in 2 channels.

In case that shareholders who would like to inquire by typing text can do as follows:

1. Please go to chat menu in Zoom program to type a message and press Enter button to send the message to the system
2. The staff will collect questions and inquire on behalf of shareholders on each agenda.

In case that shareholders would like to inquire by conversation, it can be done as follows.

1. Please go to the participant menu at the bottom and press the raise hand button.
2. Shareholder press the unmute button opening the microphone to inquire when Moderator announces the name of the shareholder.
3. For asking a question each time through typing text or chat, Please inform the name-surname and indicate whether you are in person or as a proxy prior ask questions every time for the benefit of taking the minutes of meeting accurately and completely.

Moderator informed that the Company allowed its shareholders to propose agenda of the 2021 Annual General Meeting of Shareholders with proposing period from September 30<sup>th</sup>, 2020 to January 31<sup>st</sup>, 2021 and also allowed shareholders to submit any enquiries or comments concerning the Company's operation prior to the meeting date of 2021 Annual General Meeting of the Shareholders, from September 30<sup>th</sup>, 2020 onward. However, there was not any enquiry or proposal from the shareholders to be added in the agenda of the 2020 Annual General Meeting of the Shareholders.

Moderator informed to the shareholders that the Company will complete the minutes of the 2021 Annual General Meeting of Shareholders within 14 days after the meeting. It will publish to shareholders on the Company's website. If any shareholders has any objection, they will notify to corporate secretary section within 31 May 2021. If there are no objection, it shall be presumed that certify the minutes of the 2021 Annual General Meeting of Shareholders.

Then, the Chairman conducted the meeting according to the following agenda.

#### **Agenda 1 To acknowledge the Minutes of the 2020 Annual General Meeting of Shareholders**

The Chairman proposed the meeting to acknowledge the Minutes of the Annual General Meeting of Shareholder for 2020 held on July 14<sup>th</sup>, 2020. The Minutes of the Meeting were submitted to the Stock Exchange of Thailand and Ministry of Commerce within 14 days after the meeting date according to the requirement of the laws as well as posted on the Company's website at [www.onetooncontacts.com](http://www.onetooncontacts.com) within regulation period. In addition, the Company provided an opportunity for shareholders to submit questions or objection regarding the minutes of the meeting to the Company. There were no objections from shareholders within the specified period.

Chairman reported the Board's opinion that the Board of Directors considered that the Minutes of the 2020 Annual General Meeting of Shareholders were correctly recorded and the copies was distributed together with the notice of the Annual General Meeting of Shareholder for 2020 to all shareholders in order to acknowledge.

Chairman invited the shareholders to raise any question or opinion. No question was raised, then, Moderator informed this agenda is for acknowledgement, and therefore there is no vote casting he requested the Meeting to acknowledge the Minutes of the 2020 Annual General Meeting of Shareholders.

#### ***Resolution: The meeting acknowledged the Minutes of the 2020 Annual General Meeting of Shareholders***

#### **Agenda 2 To acknowledge the Company's operating results for the year 2020**

The Chairman proposed the meeting to consider the Company's operating results for the year 2020 and assigned Mr. Pachara Kittiyawat, AVP-Finance and Accounting reported the Company's operating results in the previous year to the meeting.

Mr. Pachara Kittiyawat, AVP-Finance and Accounting reported to the meeting that in 2020, the Company had total revenue of Baht 679 million, decreased by THB 77 million or 10.2% when compared to the prior year. Net loss for the year 2020 at THB 49 million, decreased by THB 82 million when compared to the prior year. This is caused by the epidemic of COVID-19 situation that affects income from private sector, especially in the airline business and provision for expected credit losses of receivable in 2020 in the amount of 46 million baht. The Company classifies revenue based are as follows:

1. Based on type of revenue  
In 2020, the Company had 94% of recurring revenue, while it had 6% of non-recurring revenue.

## 2. Based on type of services

The Company had 5 services. In 2020, the Company had maximum revenue from fully outsourced contact center management services by 60%, outsourced customer service representative by 26%, Outsources contact center facility by 2%, and total turnkey solution by 6% and contact center maintenance service by 6%. Revenues from the fully outsourced contact center management services are recurring income, decreased by 10% from the previous year due to the epidemic situation of Covid-19, but the Company's revenue from total turnkey solution, increased 2% from the previous year.

## 3. Based on type of customers' business

The Company divided 2 types of customers' business, government agency and private sector. They were approximate portion by 55% and 45% respectively.

## 4. Based on term of contract

Most of customers had term of contract in 1 year, value 436 million baht or equivalent to 64% of total revenue, term of contract in 2-3 years value 175 million baht or equivalent to 26% of total revenue, and 4-5 years value 68 million baht or equivalent to 10% of total revenue.

### Changes during the year

In the past year, the Company has emphasized to develop skills of its employees to be able to work effectively with modern technology along with bringing technology to develop products and services to create new innovations as follows:

1. RPA (Robotic Process Automation) is software that helps to replace repetitive tasks with clearly requirements, reducing wages cost, reducing human errors, and it is able to improve work processes and faster.
2. SME Contact Center is expansion of SME customer base. The Company has started to study markets and services that are suitable for SME groups by collaborating with business partners who has specialize in SME. It is SME Contact Center services in the form of non-voice on the market place platform. This service is flexible in use that customers can choose appropriate features, it makes cost saving, including easy and quick installation.
3. Telecom Saving Management is a service that can reduce cost of telecommunication of organization such as telephone expense, Internet expense and telephone messaging (SMS). The service uses machine learning technology to analyze usage data and process the proper use, it can reduce costs by more than 70 percent

In the past year, the Group of Company has developed platforms which can connect to the services of LINE, its official partner, as follows:

- Line Notification Message: It is a messaging service or notify automatically via Line instead of sending SMS and it can communicate with customers immediately which the Company can reach more customers' needs.
- Call to Line: It is a service for sending information, photos, videos and location to customers via LINE immediately during conversation. It is possible more concise and efficient communication with customers.
- Chat bot on Line: This service provides users with access to information through a familiar mobile application. It provide general information and can be used as a self service 24 hours.
- Keep a LINE: It is automatic storage of documents files and photos on LINE. It can be used at any time without expiration date.

Furthermore, the Group of Company has developed mobile applications that can facilitate and reducing steps in the process of work to be more efficient as follows:

- Object detection service: The Company has developed a photo inspection system to the next level by using machine learning as a system that can assist in the inspection the products arrangement in according to the required photo criteria. It is able to inspect stacked products and covers inspection of goods in the warehouse. It can process photos through mobile phones with precision. This product inspection system can reduce the number of worker and inspection time.
- Mobile application help desk: It is a mobile application to manage work processes to be able to track work at every step. It is able to control standards service which create clients satisfaction. This service is suitable for the notification of repair or disbursement spare parts issue.

### Business partner

In 2020, the Company expanded its business by collaborating with business partners who have international well known and expertise in the software systems, operations system and internet of the organization such as Google, amazon Web Services (AWS) and LINE etc., in order to be efficiency provider and support business together.

### Awards

- The Company received awards in 2020 Thailand Outsourced Contact Center Service Provider of the Year as a private organization which operate a leading contact center business in Thailand for 8 consecutive years.

- Asia's Leading SMEs of the Asia Corporate Excellence & Sustainability Awards 2020 by MORS Group

#### Assessment result in 2020

- The Company scored "Excellence" or 5 Stars in the 2020 Corporate Governance Report of Thai listed companies
- The Company scored "4TIA" from the jointly survey on quality in convening the 2020 Annual General Meeting of Shareholders by Thai Investors Association and Listed Companies Association.
- Progress of participation with Collective Action Coalition (CAC)  
The Company recognizes the importance of anti-corruption and define continually the anti-corruption policies, general practices of Anti-Corruption for preparation to participate with Collective Action Coalition (CAC) in the future. The Company will further consider the suitability and availability to join CAC. The Company enrolled to be a member of Partnership Against Corruption for Thailand (PACT Network) which has main aim on Anti-corruption in Practice.

Chairman reported the Board's opinion to the meeting that the Board of Directors considered that Company's operating results for the year 2020 were correct and sufficient disclosure. The Shareholders should acknowledge the Company's operating results for the year 2020.

Chairman invited the shareholders to raise any question or opinion.

Moderator informed that there was a question from Ms. Benyaluck Nukpanich, proxy holder from Thai Investors Association asked that according to the news of resignation of Mrs. Sukanya Vanichjakvong, Chairman of Executive Committee and Chief Executive Officer and Ms. Methavee Sawisate, Company Secretary on April 23, 2021, which was 4 days prior the date of shareholders' meeting. Was there a conflict in the management? How does the Company anticipate the impact and plan to support it?

Mr. Kanawuthi Wattanadhirach, Co-Chief Executive Officer, explained that the new management and Mrs. Sukanya Vanichjakvong were no conflicts in management in any way. Mrs. Sukanya intends to resign since December in the first Board of Directors meeting of the new Board of Directors. The chairman requested to continue management, but Mrs. Sukanya may have a personal mission, thus confirming her intention to resign according to the news.

The company accept that Mrs. Sukanya is the representative of the company but it does not have any impact on the management because the company is still managed by the same management team and the company still uses the same policy operating business. In addition, the company is trying to find new technology and businesses added to the existing business. This is expected to improve the Company's operating results.

Moderator informed that there was a question from Ms. Benyaluck Nukpanich, proxy holder from Thai Investors Association asked that revenues and profits in 2020, which were significantly reduced compared to the performance of the past 2-3 years. What percentage of companies are affected by the COVID-19 pandemic?

Mr. Pachara Kittiyawat, AVP-Finance and Accounting explained that the Company was impacted by the COVID-19 pandemic, causing the revenue of the group of the Companies decreased by 90 million baht or 12 percent compared to the previous year and affected the profit decreased by 20 million baht or 22 percent of the revenue decrease.

Moderator informed that there was a question from Ms. Benyaluck Nukpanich, proxy holder from Thai Investors Association asked that, does the company have a plan to join the Collective Action Coalition (CAC) and what progress has been made?

Dr. Pakorn Apaphant, Chairman declared to the meeting that the Company realizes the importance of anti-corruption. The Company has formulated policies and guidelines of anti-corruption and its operational framework annually as a strictly guideline for all employees in order to support participation of Collective Action Coalition (CAC) in the future.

No question was raised, then, Moderator informed this agenda is for acknowledgement, and therefore there is no vote casting.

***Resolution: The meeting acknowledged the Company's operating results for the year 2020.***

#### **Agenda 3 To consider and approve the Company's financial statements for the year ended December 31<sup>st</sup>, 2020**

Chairman assigned Mr. Pachara Kittiyawat, AVP-Finance and Accounting summarized the Company's financial statements ended December 31<sup>st</sup>, 2020 which is according to Management Discussion and Analysis as follows;

### Statement of Comprehensive Income

In 2020, The Company had total revenue of Baht 685 million, decreased by 13.3%, total expense of Baht 734 million, decreased by 3.1% and net loss of Baht 48.9 million due to the epidemic of COVID-19 situation that affects income from private sector, especially in the airline business and provision for expected credit losses of receivable in 2020 in the amount of 46 million baht.

### Statement of financial position

The Company had total assets of Baht 698 million, decreased by 28.4% from cash and cash equivalent due to payment of interim dividend. The Company had total liabilities of Baht 135 million, increased by 25.8%, from lease liabilities, net of current portion due to the adoption of TFRS 16 Leases.

### Financial ratio

The Company had current ratio by 7.32 time, decreased but still considered the company had high liquidity. Debt to equity ratio (D/E ratio) by 0.24 time, increased from the previous year, but still at low level. Return on asset (ROA) by (5.84)%, return on equities (ROE) by (6.83)%, and Net profit margin by (7.13)%, decreased due to the Company has net loss for 2020 operating results.

Chairman reported the Board's opinion to the meeting that the Board of Directors and Audit Committee considered that the Company's financial statements for the year ended 31<sup>st</sup> December 2020, which was duly audited by the auditor, were correct and complete in accordance with Thai Financial Report Standards. The Shareholders should approve the Company's financial statements for the year ended 31<sup>st</sup> December 2020.

Chairman invited the shareholders to raise any question or opinion. No question was raised, then, Moderator requested the Meeting to consider and approve the Company's financial statements ended December 31, 2020. Moderator also informed that this agenda shall be approved by the majority votes of shareholders attending the meeting and having the right to vote.

**Resolution: The meeting approved the Company's financial statements for year ended 31<sup>st</sup> December 2020. The Meeting, by majority votes of shareholders who attend the meeting and casting votes, approved this agenda as follows:**

<b>Approved</b>	<b>128,029,620</b>	<b>votes, equivalent to</b>	<b>100.0000</b>	<b>percent</b>
<b>Disapproved</b>	<b>0</b>	<b>votes, equivalent to</b>	<b>0.0000</b>	<b>percent</b>
<b>Abstained</b>	<b>0</b>	<b>votes, equivalent to</b>	<b>0.0000</b>	<b>percent</b>
<b>Invalid ballots</b>	<b>0</b>	<b>votes, equivalent to</b>	<b>0.0000</b>	<b>percent</b>

### **Agenda 4 To consider and approve the omission of addition dividend payment for 2020 and suspension of statutory reserve allocation**

Chairman assigned Mr. Pachara Kittiyawat, AVP-Finance and Accounting, reported the detail to the meeting that according to the Public Company Act B.E.2535 and the Company's Article of Association, the Company shall allocate not less than 5 percent of its annual net profit less the accumulated losses brought forward (if any) to a reserve fund until this fund attains an amount not less than ten percent of the registered capital. The Company suspend allocation of statutory reserve due to the Company has net loss for 2020 operating results.

The Company has policy to pay dividend no less than 50% of its net profit after deduction of all reserves as stated in the Company's Articles of Association and related laws, subject to the Company's future investment plans and business expansion, including other necessity and suitability. In addition, payment for dividend will derive from profits from disposal of investments or fixed assets of the Company or its subsidiaries. The management and the Board of Director will decide whether or not to pay dividend or amount to be paid by taking into account the Company's future investment plans and business expansion, including other necessity and suitability. The subsidiaries' dividend payment policy will be the same as that of the Company.

In 2020, net loss of the Company were Baht (58,504,585). The Company has paid the interim dividend for 2 times, at the rate of Baht 0.02 per share and Baht 0.80 per share, paid to shareholders on September 3, 2020 and December 18, 2020 accordingly. The total interim dividend payments for the year 2020 at Baht 0.82 per share or equivalent 392.45% of separate net loss which was higher than rate stipulated by the Company's dividend payment policy.

Chairman reported the Board's opinion that the Board of Directors recommends Shareholders to acknowledge the Company has paid the interim dividend for 2 times, at the rate of Baht 0.02 per share and Baht 0.80 per share, paid to shareholders on September 3, 2020 and December 18, 2020 accordingly. The total interim dividend payments for the year 2020 at Baht 0.82

per share or equivalent 392.45% of separate net loss. The Board of Directors recommends Shareholders to approve the omission of addition dividend payment for 2020 and suspend allocation of statutory reserve due to the Company has net loss for 2020 operating results.

Chairman invited the shareholders to raise any question or opinion. No question was raised, then, Moderator requested the Meeting to approve the omission of addition dividend payment for 2020 and suspension of statutory reserve allocation. Moderator also informed that this agenda shall be requires the majority votes of shareholders who attend the meeting and cast their votes.

**Resolution:** *The meeting approved the omission of addition dividend payment for 2020 due to the Company has paid the interim dividend for 2 times, at the rate of Baht 0.02 per share and Baht 0.80 per share, paid to shareholders on September 3, 2020 and December 18, 2020 respectively. The total interim dividend payments for the year 2020 at Baht 0.82 per share. The meeting approved suspension of statutory reserve allocation due to the Company has net loss for 2020 operating results. The Meeting, by majority votes of shareholders who attend the meeting and casting votes, approved this agenda as follows:*

<i>Approved</i>	<i>128,029,620</i>	<i>votes, equivalent to</i>	<i>100.0000</i>	<i>percent</i>
<i>Disapproved</i>	<i>0</i>	<i>votes, equivalent to</i>	<i>0.0000</i>	<i>percent</i>
<i>Abstained</i>	<i>0</i>	<i>votes, equivalent to</i>	<i>0.0000</i>	<i>percent</i>
<i>Invalid ballots</i>	<i>0</i>	<i>votes, equivalent to</i>	<i>0.0000</i>	<i>percent</i>

**Agenda 5 To consider and approve the election of the Company's directors to replace of those who will retire by rotation**

Chairman assigned Moderator reported the meeting that according to the Public Company Act B.E.2535 and Article 16 of the Company's Articles of Association, one-third (1/3) of the Directors must retire by rotation in the Annual General Meeting of Shareholders. The following three directors will retire by rotation in this year:

1. Mr. Kanawuthi Wattanadhirach : Director / Co-Chairman of Executive Committee / Chairman of Risk Management Committee / Nominating and Compensation Committee Member / Co-Chief Executive Officer
2. Ms. Kittika Chatchaval : Independent Director / Audit Committee Member / Chairman of the Corporate Governance Committee / Nominating and Compensation Committee Member
3. Mr. Piyapoj Ruthirago : Independent Director / Audit Committee Member

Ms. Kittika Chatchaval and Mr. Piyapoj Ruthirago had declined to be Company's directors. And according to the Company's Corporate Governance Policy Mr. Kanawuthi Wattanadhirach, director who has conflict of interest. He intended that he did not participate in this agenda to allow shareholders to freely express their opinion and clarify details for the meeting's consideration.

The Nominating and Compensation Committee had considered to appoint Mr. Kanawuthi Wattanadhirach, who will retire by rotation, to be the Company's director for another term and appoint Dr. Chuket Ounjitti to be as independent director in replacement of Ms. Kittika Chatchaval and appoint Mr. Pattarakit Techasikarn in replacement of Mr. Piyapoj Ruthirago. Those directors have all the qualifications as specified in the Public Company Act B.E. 2535, knowledge, capability and experience in the business relating to the Company's operation where such experience may be applied to enhance the Company's operation efficiency.

Chairman reported the Board's opinion to the meeting that the Board of Directors considered with the advice of Nomination and Compensation Committee, without members who had conflict of interest, recommends shareholders to appoint Mr. Kanawuthi Wattanadhirach, who will retire by rotation, to be the Company's director for another term and appointed Dr. Chuket Ounjitti and Mr. Pattarakit Techasikarn to be as independent directors. Dr. Chuket Ounjitti and Mr. Pattarakit Techasikarn have qualified to be independent directors. The Board of Director considered that they can express their independent opinion to the Company and according to related regulation.

Chairman invited the shareholders to raise any question or opinion. No question was raised, then, Moderator requested the Meeting approve the election of the Company's directors individually. Moderator also informed that this agenda shall be requires the majority votes of shareholders who attend the meeting and cast their votes.

**Resolution:** *The meeting approved to appoint Mr. Kanawuthi Wattanadhirach, who will retire by rotation, to be the Company's director for another term and appointed Dr. Chuket Ounjitti and Mr. Pattarakit Techasikarn*

*to be as independent directors. The Meeting, by majority votes of shareholders who attend the meeting and casting votes, approved this agenda as follows:*

<b>1) Mr. Kanawuthi Wattanadhirach</b>	<b>Director, Co-Chairman of Executive Committee, Chairman of Risk Management Committee, Chairman of Investment, Nominating and Compensation Committee Member and Co-Chief Executive Officer</b>			
<i>Approved</i>	<b>128,029,620</b>	<i>votes, equivalent to</i>	<b>100.0000</b>	<i>percent</i>
<i>Disapproved</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<i>Abstained</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<i>Invalid ballots</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<b>2) Dr. Chuket Ounjitti</b>	<b>Independent Director</b>			
<i>Approved</i>	<b>128,029,620</b>	<i>votes, equivalent to</i>	<b>100.0000</b>	<i>percent</i>
<i>Disapproved</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<i>Abstained</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<i>Invalid Ballots</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<b>3) Mr. Pattarakit Techasikarn</b>	<b>Independent Director</b>			
<i>Approved</i>	<b>128,029,620</b>	<i>votes, equivalent to</i>	<b>100.0000</b>	<i>percent</i>
<i>Disapproved</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<i>Abstained</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>
<i>Invalid ballots</i>	<b>0</b>	<i>votes, equivalent to</i>	<b>0.0000</b>	<i>percent</i>

#### **Agenda 6 To consider and approve the remuneration of the Board of Directors and Subcommittees for 2021**

Chairman assigned Moderator reported the meeting that the Company had policy of the remuneration of the Board of Directors and Committees have been clearly and transparently set to be comparable to the general practice in the same industry and be appealing enough to attract and retain qualified directors.

The remuneration of the Board of Directors and Committees in 2020 was in accordance with the resolution of the 2020 Annual General Meeting of Shareholders, held on July 14, 2020 at the amount of not exceeding Baht 4,000,000 consists of meeting allowance for each meeting participated of the Board of Directors and subcommittees and bonus without other benefits. Actual payment of the remuneration for 2020 was Baht 1,820,000.

The Nominating and Compensation Committee had considered the remuneration of the Board of Directors and subcommittees appropriately in line with the general practice of the industry, the Company's growth and expansion. After consideration, the Nominating and Compensation Committee proposed to fix the remuneration of the Board of Directors and Committees for 2021 at the same amount as previous year of not exceeding Baht 4,000,000 consists of meeting allowance for each meeting participated of the Board of Directors and Committees and bonus without other benefits. The meeting allowance for each meeting participated of the Board of Directors and Committees was proposed at the same amount as previous year as follows:

	Meeting allowance (Bath/Meeting)	
	<u>Chairman</u>	<u>Member</u>
Board of Directors	20,000	10,000
Audit Committee	20,000	10,000
Corporate Governance Committee	15,000	10,000
Nominating and Compensation Committee	15,000	10,000

There is no consideration of meeting allowance for the Executive Committee, the Risk Management Committee and the Sustainable Development Committee.

Chairman reported the Board's opinion to the meeting that the Board of Directors considered with the advice of Nomination and Compensation Committee recommends Shareholders to approve the remuneration of the Board of Directors and Subcommittees for 2021 at the same amount as previous year of not exceeding Bath 4,000,000, consists of meeting allowance for each meeting participated of the Board of directors and Subcommittees, and bonus. The Meeting allowance for each meeting participated of Directors was proposed at the same amount as previous year as follows:

	Meeting allowance (Bath/Meeting)	
	<u>Chairman</u>	<u>Member</u>
Board of Directors	20,000	10,000
Audit Committee	20,000	10,000

Corporate Governance Committee	15,000	10,000
Nominating and Compensation Committee	15,000	10,000

There is no consideration of meeting allowance for the Executive Committee, the Risk Management Committee and the Sustainable Development Committee.

Chairman invited the shareholders to raise any question or opinion. No question was raised, then, Moderator requested the Meeting to approve the remuneration of the Board of Directors and Subcommittees for 2021. Moderator also informed that this agenda shall be requires not less than two-thirds of votes of shareholders who attend the meeting and cast their votes.

**Resolution: The meeting approved the remuneration of the Board of Directors and subcommittees for 2021 at the same amount as previous year of not exceeding Baht 4,000,000 consists of meeting allowance and bonus without other benefits. The meeting allowance for each meeting participated of the Board of directors and subcommittees was approved at the same amount as previous year as follows:**

	<i>Meeting allowance (Bath/Meeting)</i>	
	<i>Chairman</i>	<i>Director</i>
<b>Board of Directors</b>	<b>20,000</b>	<b>10,000</b>
<b>Audit committee</b>	<b>20,000</b>	<b>10,000</b>
<b>Corporate Governance Committee</b>	<b>15,000</b>	<b>10,000</b>
<b>Nominating and Compensation Committee</b>	<b>15,000</b>	<b>10,000</b>

**There is no consideration of meeting allowance for the Executive Committee, the Risk Management Committee and the Sustainable Development Committee. The Meeting, by not less than two-thirds of votes of shareholders who attend the meeting and casting votes, approved this agenda as follows:**

<b>Approved</b>	<b>128,029,620</b>	<b>votes, equivalent to</b>	<b>100.0000</b>	<b>percent</b>
<b>Disapproved</b>	<b>0</b>	<b>votes, equivalent to</b>	<b>0.0000</b>	<b>percent</b>
<b>Abstained</b>	<b>0</b>	<b>votes, equivalent to</b>	<b>0.0000</b>	<b>percent</b>
<b>Invalid ballots</b>	<b>0</b>	<b>votes, equivalent to</b>	<b>0.0000</b>	<b>percent</b>

#### **Agenda 7 To consider and approve the appointment of the Company's auditors and fixing audit fee for 2021**

Chairman assigned Mr. Pachara Kittiyawat, AVP- Finance and Accounting reported to the meeting that Audit Committee had selected the Company's auditors for 2021 according to process and proposed the Board of Directors and shareholders to appoint the auditor from EY Office Limited to be the Company's auditors for 2021. They have efficiently audited financial statements the Company and subsidiaries and are able to provide beneficial recommendations to the Company and have no other relation or interests with the Company, subsidiaries, executives, major shareholders or related persons. They can express their independent opinion to the Company's financial statements. Any one of the following auditors were authorized to conduct the audit and express an opinion on the Company's financial statements:

1. Ms. Siriwan Suratepin CPA No. 4604 and/or  
(The Company's auditor in 2018-2020, totaling 3 years)
2. Mrs. Sarinda Hirunprasurtwutti CPA No. 4799 and/or  
(The Company's auditor in 2015-2017, totaling 3 years)
3. Ms. Siriwan Nitdamrong CPA No. 5906  
(Never audit or express an opinion on the Company's financial statements)

In the event that those auditors are unable to perform their duties, EY Office Limited is authorized to assign another of its auditors to perform the audit and express an opinion on the Company's financial statements in their place. The Board of Directors with the advice of the Audit Committee had considered and proposed the audit fee for 2021 of Baht 1,460,000, (2020 of Baht 1,460,000). The Company had not pay any non- audit fee during the year. Auditors from the same office shall also be appointed auditors of the Company's subsidiaries in Thailand.

Chairman invited the shareholders to raise any question or opinion. No question was raised, then, Moderator requested the Meeting approve the appointment of the Company's auditor and fixing audit fee for 2021. He also informed that this agenda shall be requires the majority votes of shareholders who attend the meeting and cast their votes.

**Resolution: The meeting approved the appointment of any one of the following auditors from EY Office Limited to be the Company's auditor for 2021 with the audit fee for 2021 of Baht 1,460,000.**

- 1. Ms. Siriwan Suratepin CPA No. 4604 and/or**
- 2. Mrs. Sarinda Hirunprasurtwutti CPA No. 4799 and/or**



*In the event that those auditors are unable to perform their duties, EY Office Limited is authorized to assign another of its auditors to perform the audit and express an opinion on the Company's financial statements in their place. The Meeting, by majority votes of shareholders who attend the meeting and casting votes, approved this agenda as follows:*

<i>Approved</i>	<i>128,639,620</i>	<i>votes, equivalent to</i>	<i>100.0000</i>	<i>percent</i>
<i>Disapproved</i>	<i>0</i>	<i>votes, equivalent to</i>	<i>0.0000</i>	<i>percent</i>
<i>Abstained</i>	<i>0</i>	<i>votes, equivalent to</i>	<i>0.0000</i>	<i>percent</i>
<i>Invalid ballots</i>	<i>0</i>	<i>votes, equivalent to</i>	<i>0.0000</i>	<i>percent</i>

**Agenda 8** Other matters (If any)

Chairman allowed the shareholders to raise any question or opinion.

No question was raised, then, the Chairman thanked shareholders for attending the meeting and declared the meeting adjourned at 11.00 a.m.

(Dr. Pakorn Apaphant)  
Chairman of the Board of Directors