

User Manual

Mobile Application IR PLUS AGM
Electronic Shareholders' Meeting System (E-AGM)

ONL-MN-001

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Installation of Electronic Shareholders Meeting System (E-AGM)

Users can access the Mobile Application service via various smartphones, supporting both iOS (iOS 15 or later) and Android (Android 9 or later) operating systems. The application can be installed immediately through the App Store or Google Play Store.



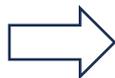
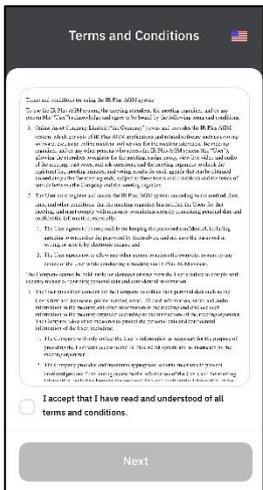
By searching for the application named IR PLUS AGM.



IR PLUS AGM

To access the IR PLUS AGM Application

After downloading the IR PLUS AGM application, tap the icon to open the app. Upon first use, there will be an introduction to the application, as well as an option to accept the terms and conditions for using the app.



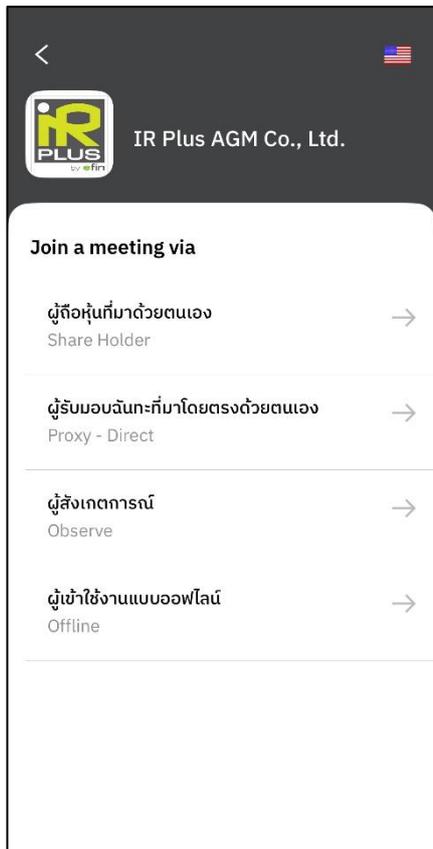
Tip: You can only accept the terms and conditions after scrolling through and reading the entire terms of use and service until the last line.

Using the Electronic Shareholders Meeting System (E-AGM)

After installing the Electronic Shareholders Meeting System (E-AGM) through the Mobile Application, you can access the system as follows:

Select the Shareholders Meeting

To use the IR PLUS AGM application to join the AGM, there are two types of users who can log in:



1. Shareholders Attending in Person (Shareholder)

- Shareholders can log in using their Registration Form, National ID number, or Passport number.

- Requirements to Start Using the Mobile Application

- National ID card for identity verification (KYC)

2. Proxy Holders Attending in Person (Proxy - Direct)

- The proxy can log in using the ID card number or legal entity number of the person granting the authorization and prepare a scanned document for verification.

- Requirements to Start Using Mobile Application

- A copy of the principal's National ID card with the signature

- Proxy letter and certificate in the case of a legal entity (company) authorizing an individual.

There are two types of login methods:

- Type 1: Shareholders Attending in Person (Shareholder)

1. Shareholders attending in person (Shareholder) can log in using two methods:

- Scanning a barcode to log in, or
- Logging in with a 13-digit national ID number or passport number.

Shareholders must first select the company they wish to attend the meeting with before accessing the electronic shareholder meeting system (E-AGM), as shown in Figure 1.1 for Shareholders attending in person.

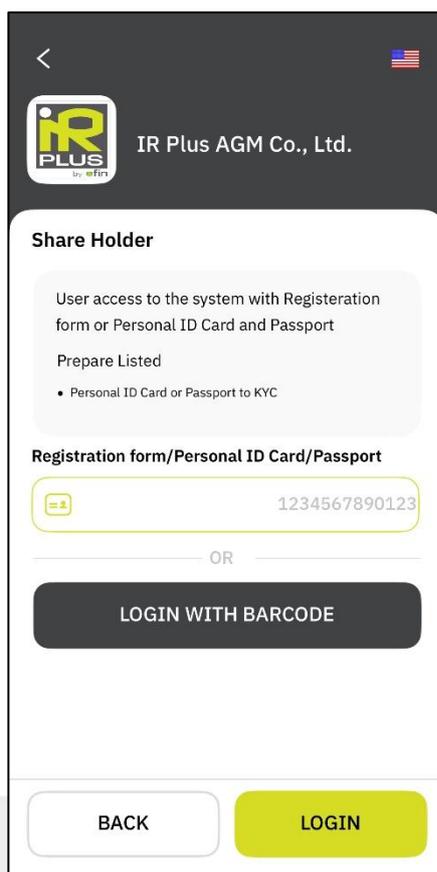
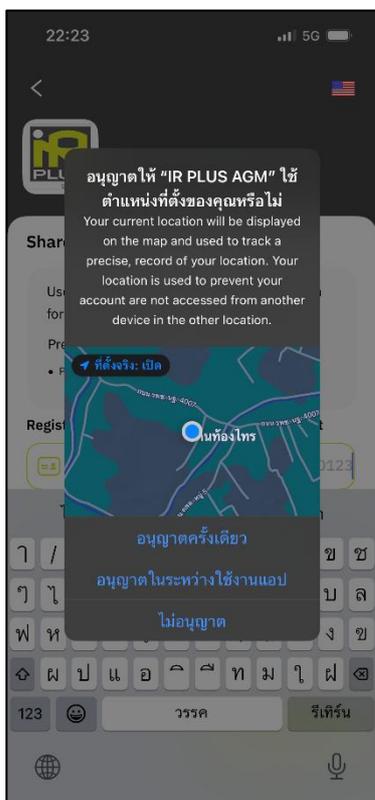


Figure 1.1 Login Page for Shareholders Attending in Person (Shareholder) via Barcode Scanning or Login with National ID Number or Passport Number

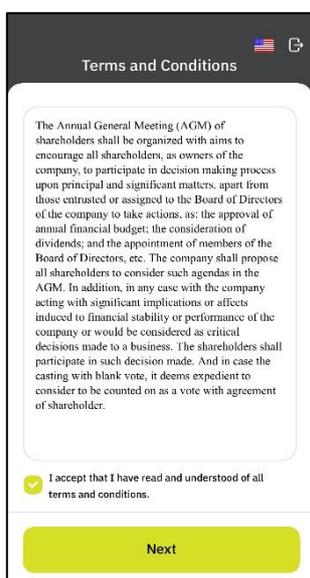
In the first-time use of the application, the application will prompt the user to grant permission for location access on the device. This can be done by selecting "While using the app" or selecting "Only this time." Permission to send notifications can be granted by selecting "Allow." The system will also request permission to access the camera and microphone, which can be granted accordingly.



In the case of logging in by scanning a barcode, users must prepare their registration document received from TSD to scan and access the application. The application will display an example of the barcode scan as shown in Figures 1.3 and 1.4.



Figure 1.3 Example of the Barcode Scanning Screen



2. Terms and Conditions for Using the Electronic Annual General Meeting System (E-AGM):

Once the user has reviewed the terms and conditions, they can click "Accept" to proceed to the next screen, as shown in Figure 2.

Figure 2 Accept Terms and Conditions Screen

3. Once the terms and conditions have been accepted, the system will proceed to the identity verification screen. There are two types of identity verification: verification via the AGM system and verification via ThaiID, as shown in Figure 3.

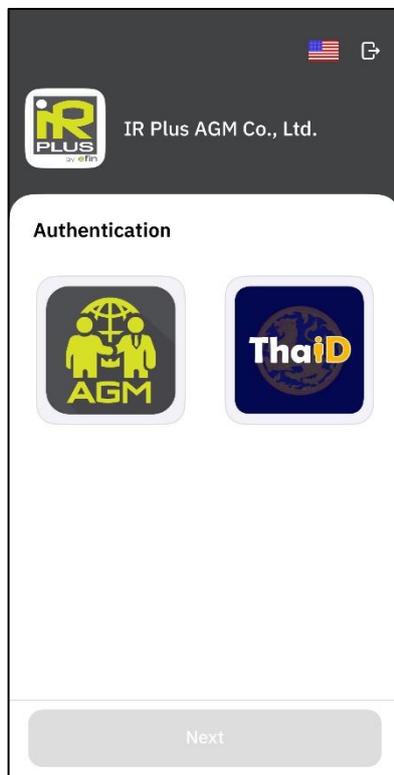


Figure 3 Identity Verification Type Selection Screen

3.1 In the case of selecting identity verification via the AGM system, the user will need to click "Confirm" to proceed to the next screen, where they must enter their identity verification details, as shown in Figure 3.1.

- Enter the 13-digit national ID number or passport number.
- Enter the phone number.
- Enter the email address.
- Choose the method to receive the OTP (One-Time Password) via phone number or email.

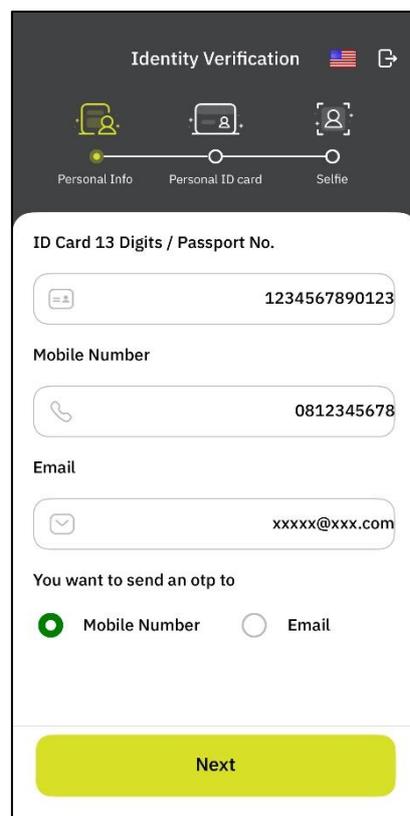
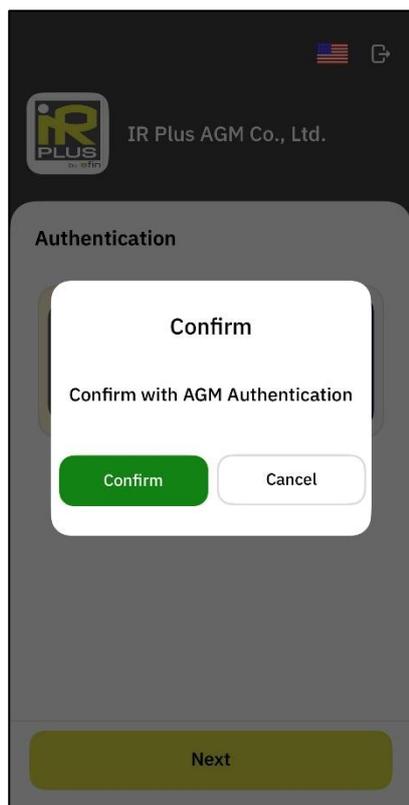
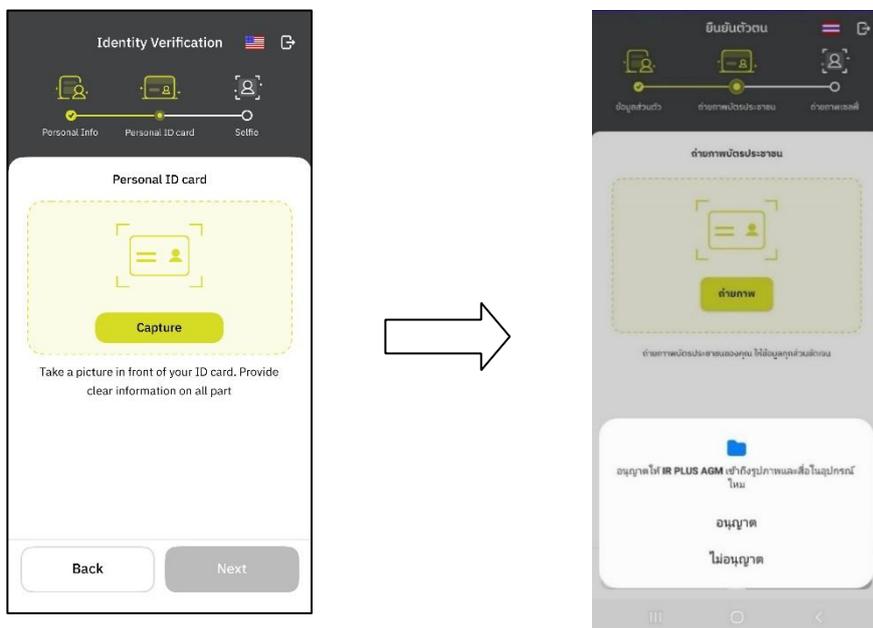


Figure 3.1 Identity Verification via IR PLUS and Entering Information for Identity Verification

Tip: If a shareholder wishes to change the device used to access the system, an OTP (One-Time Password) will be sent to the shareholder's mobile phone for verification. The shareholder must also enter the previously set PIN code for confirmation.

3.1.1 Upload a Photo for Identity Verification, as shown in Figure 3.2.1

- Take a photo of your national ID card.
- Upload a photo of the shareholder holding the national ID card.



Click "Allow" to grant the system access to the camera, microphone, and notifications on your device.

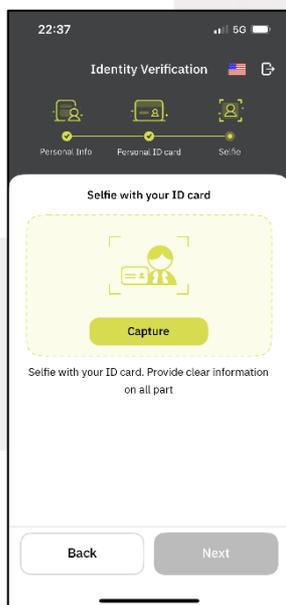


Figure 3.1.1 Identity Verification Process

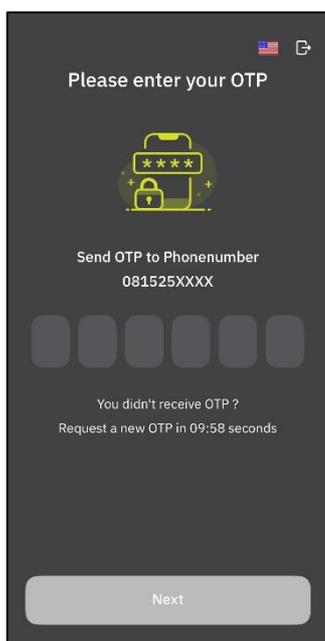


Figure 3.1.2 OTP Verification

Once the user completes the identity verification process, the system will send an OTP message to the user via the selected channel for confirmation, as shown in Figure 3.2.2.

3.2.1 Adding a "Proxy" for the AGM Identity Verification System

If a shareholder who registered in person has successfully completed the registration and wishes to add a proxy:

1. Click the "Add Proxy" function button to enter the page for adding a proxy.

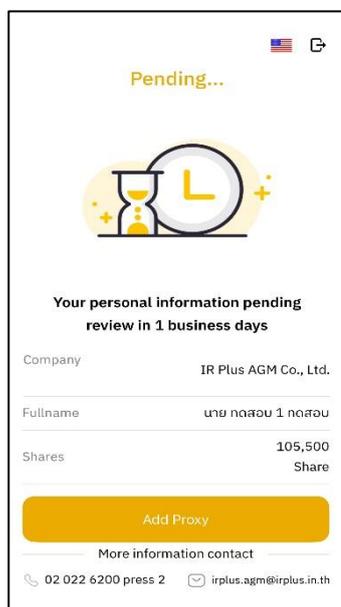


Figure 3.2.1 Add Proxy Button

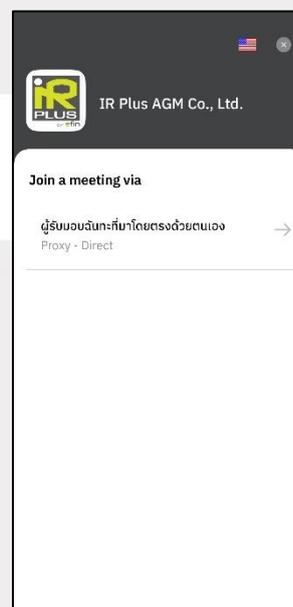


Figure 3.2.2 Add Proxy Page

2. Enter the proxy's ID card number. Once the information is filled out, click the "Login" button.

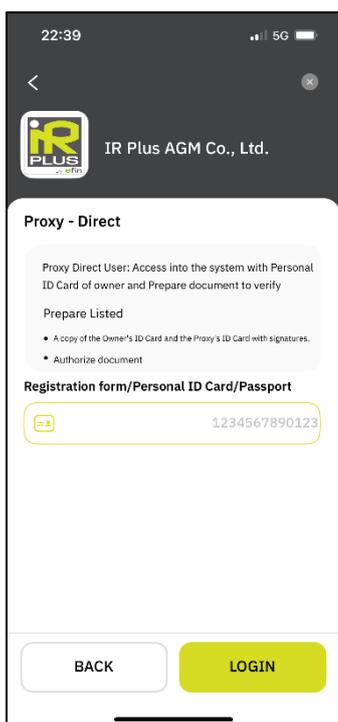


Figure 3.2.3 Enter Proxy ID Number

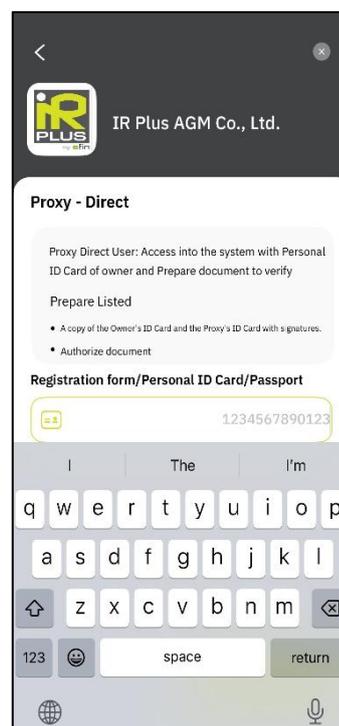
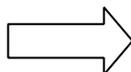


Figure 3.2.4 Next Button on Add Proxy Page

3. The system will proceed to the registration page. In the first step, enter the proxy's information. Once the information is filled in, click the "Finish" button to complete the process.

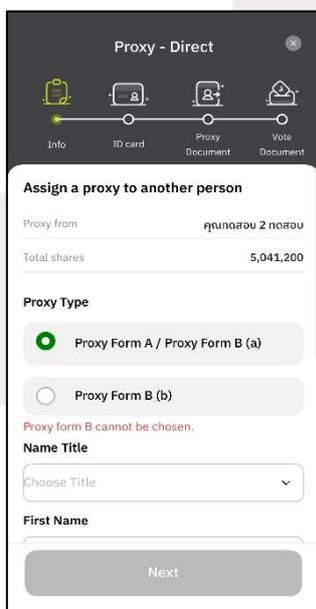


Figure 3.2.5 Enter Proxy Information

Once the "Finish" button is clicked, the system will display the "Select Authentication Method" page.

The system will allow you to choose an authentication method, which includes:

3.1 Upload documents according to the steps

3.2 Upload all documents

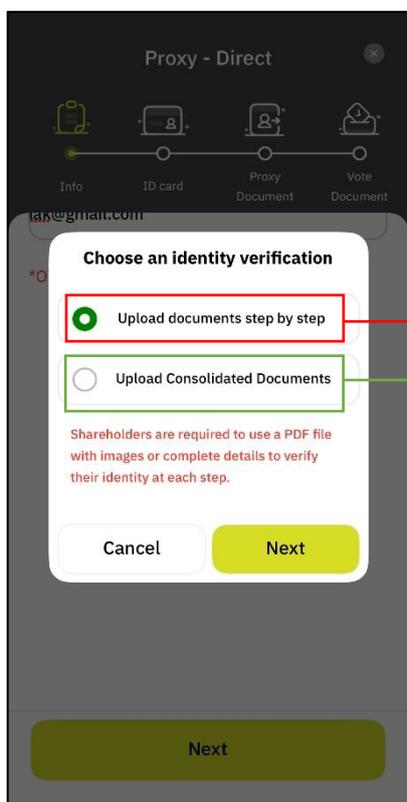


Figure 3.2.6 Authentication Method Popup

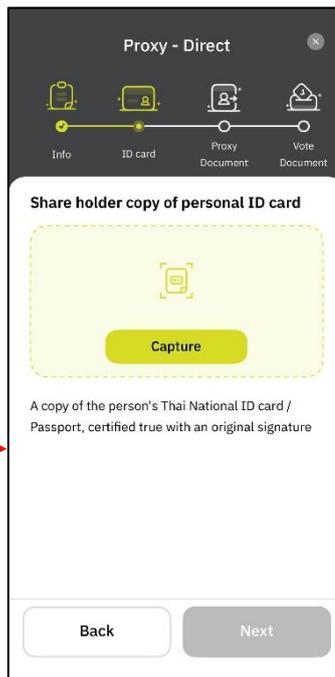


Figure 3.2.7 Upload Documents According

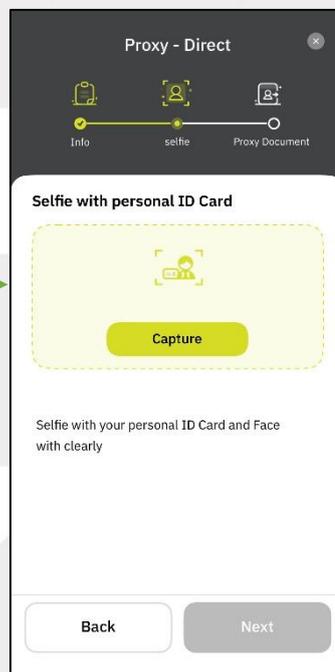


Figure 3.2.8 Upload All Documents

4.1 If "Upload Documents According to the Steps" is selected, The system will proceed to the upload steps of necessary documents, as follows:

- Upload a copy of the principal's ID card
- Upload the proxy's document
- Upload the proxy or voting document

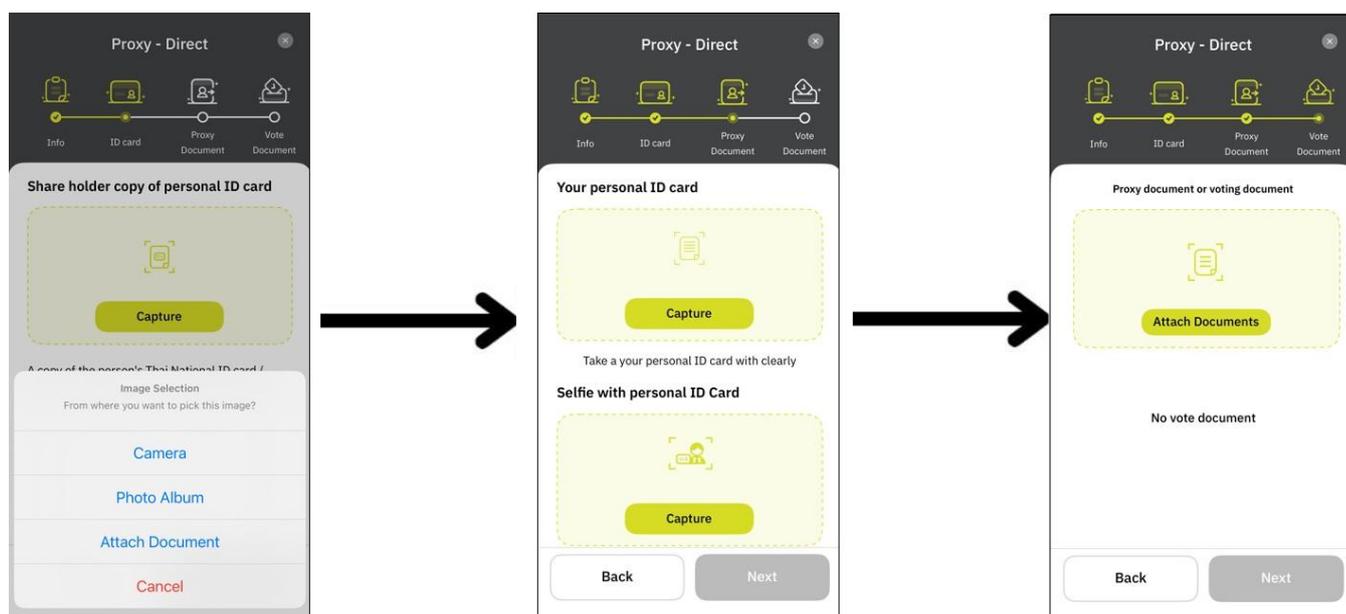


Figure 3.2.9 Document Upload Steps

4.2 If "Upload All Documents" is selected, the system will proceed to the upload steps of necessary documents, as follows:

- Take a selfie with the ID card
- Upload the required documents, including:
 - A photo of the principal's ID card with a signed certification of the copy
 - A photo of the proxy's ID card with a signed certification of the copy
 - A proxy form A or B
 - Voting documents for each agenda item

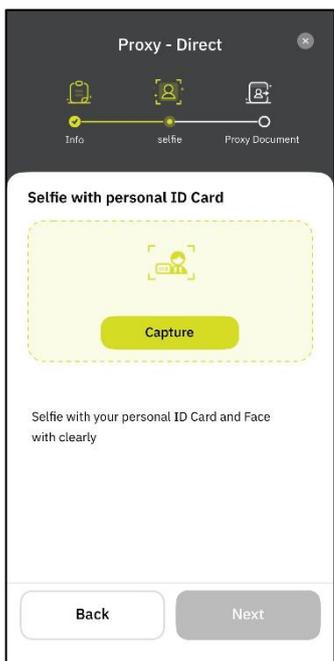


Figure 3.2.10 Upload All Documents Step 1

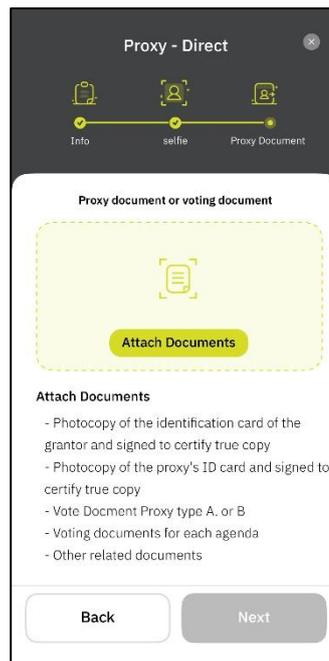


Figure 3.2.11 Upload All Documents Step 2

5. If the relevant documents are successfully uploaded, the system will proceed to the OTP verification page. Once verified successfully, the system will display the "List of Proxies" page, completing the process of adding a proxy.

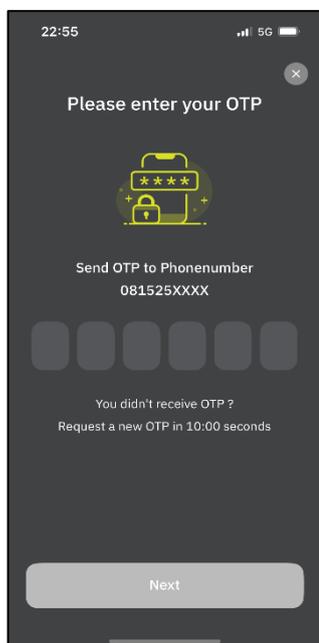


Figure 3.2.12 OTP Verification

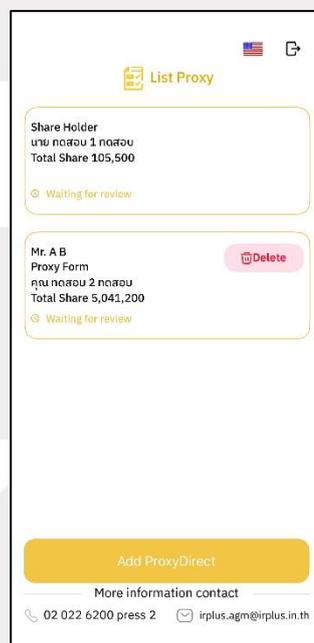


Figure 3.2.13 List of Proxies

3.2 Identity verification using the ThaiD system requires entering authentication information, as shown in

Figure 3.2.

- Enter phone number
- Enter email address

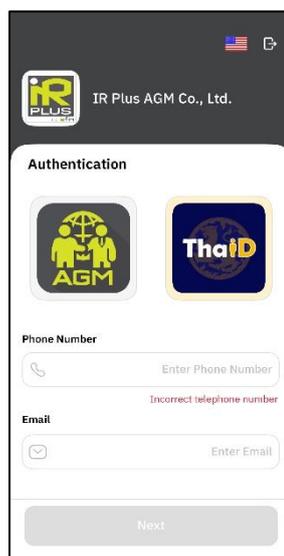


Figure 3.2 Enter Information for Identity Verification

3.2.1 Once all the information is entered and the "Next" button is clicked, before proceeding to the identity verification step, the application will display the QR Code page.

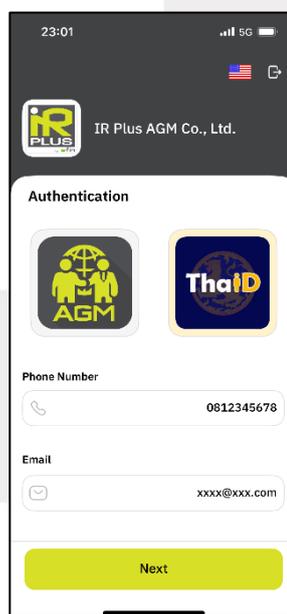


Figure 3.2 QR code

3.2.2 Once all the information is entered and the "Next" button is clicked, the system will automatically open the ThaiD Web Browser page and display the QR Code.



Figure 3.3 Access ThaiD System

3.2.3 When accessing the Web Browser page and displaying the QR Code, the system requires the "ThaiD" application, which must already be installed and ready on the same device. The system will then display a confirmation window to log into the "ThaiD" system in order to proceed with the identity verification process.



Figure 3.4 Access ThaiD System

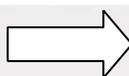


Figure 3.5 Confirm Login to ThaiD System

3.2.4 Once entering the ThaiD application, the identity verification process will proceed as follows:

Enter PIN code to access the system > Agree to the terms and conditions > Enter PIN code again to confirm

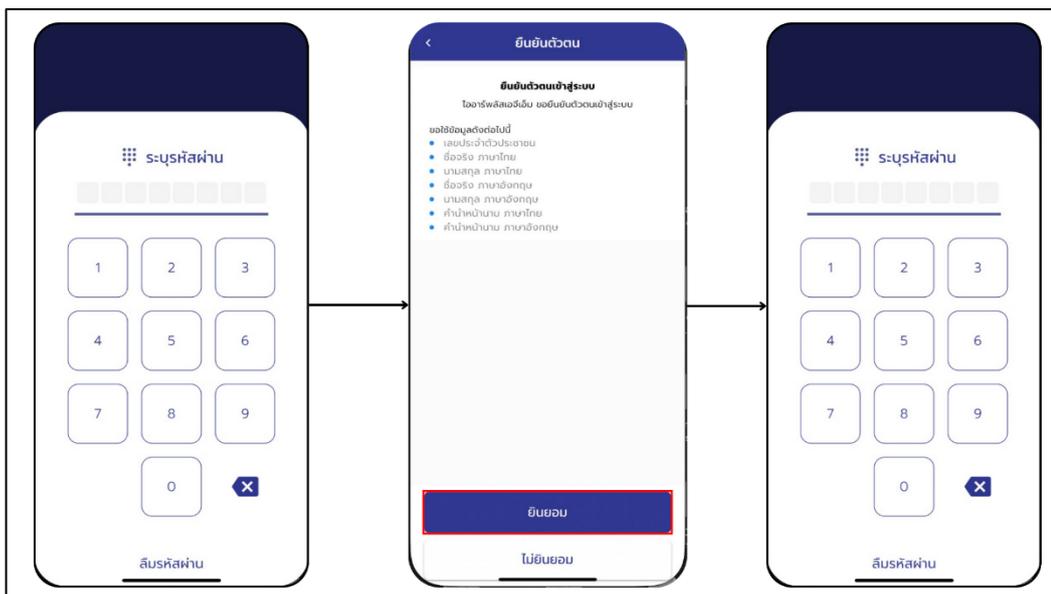


Figure 3.6 Confirm ThaiD

3.2.5 Once the identity verification process is completed, the system will return to the IR PLUS AGM application and display the "Approval Completed" page. You can click "Add Proxy" if you wish to add a proxy.

Note: If the identity verification process is not completed within 5 minutes, the system will automatically cancel the display of the QR code for identity verification.

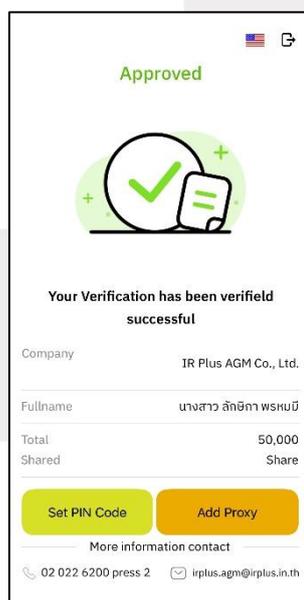


Figure 3.7 Approval Completed

3.2.6 Adding a "Proxy" for the Identity Verification System using ThaiID

If a shareholder who registered in person has successfully completed the registration and wishes to add a proxy:

1. Click the "Add Principal" function button to enter the page for adding a principal.

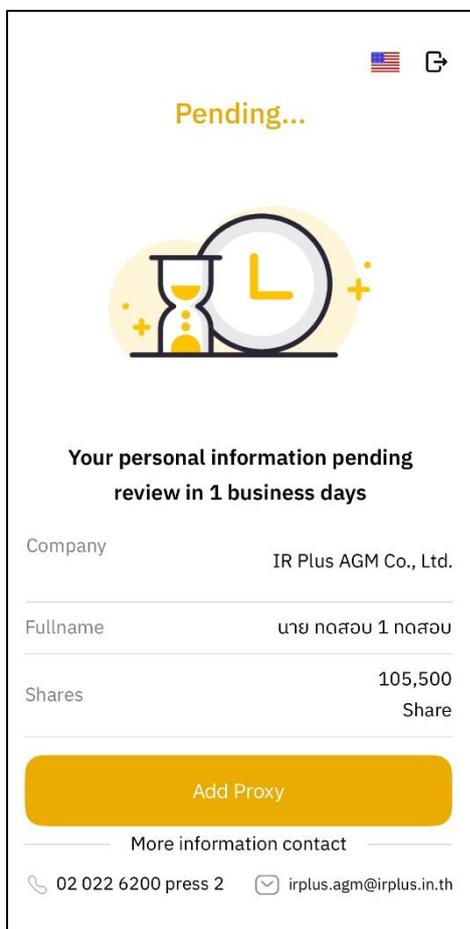


Figure 3.8 Add Principal Button

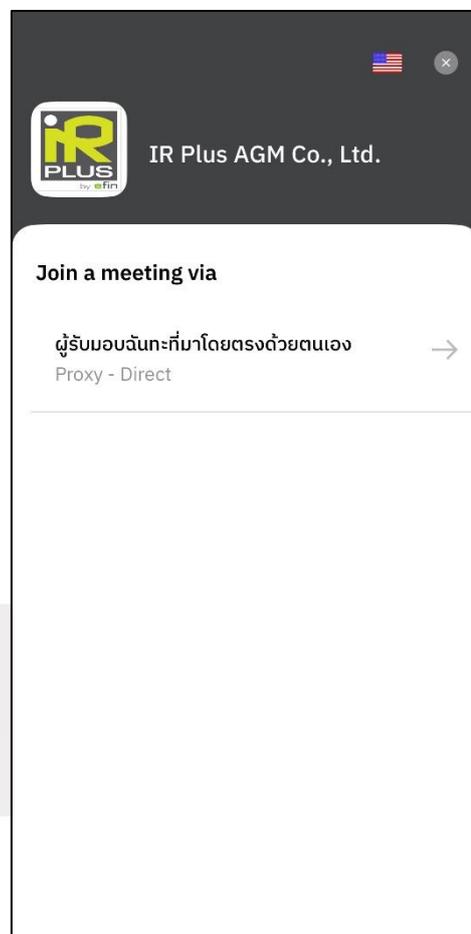


Figure 3.9 Add Principal Page

2. Enter the principal's ID card number. Once the information is filled in, click the "Login" button.

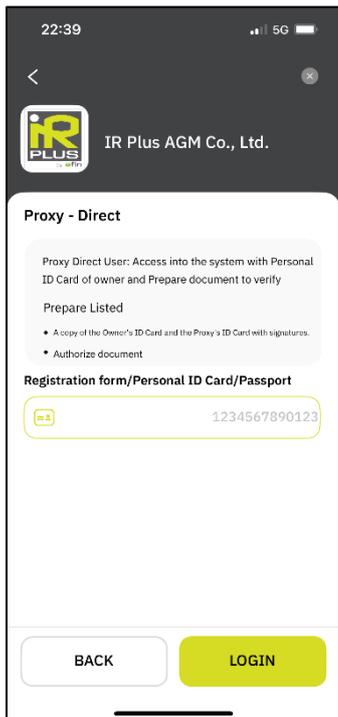


Figure 3.2.3 Enter Principal ID Number

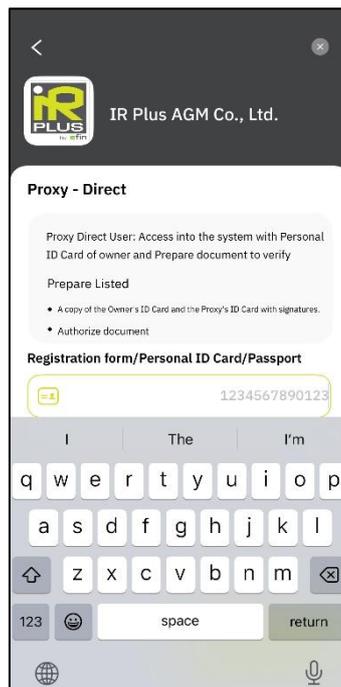


Figure 3.2.4 Next Button on Add Principal Page

3. The system will proceed to the registration page. In the first step, enter the principal's information. Once the information is filled in, click the "Finish" button to complete the process.

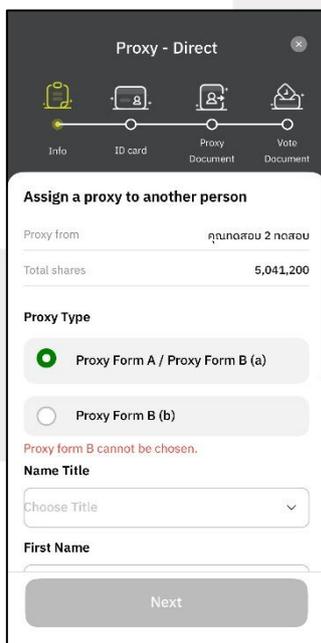


Figure 3.2.5 Enter Principal Information

Once the "Finish" button is clicked, the system will display the "Select Authentication Method" page. The system will provide the following authentication options:

- 3.1 Upload documents according to the steps
- 3.2 Upload all documents

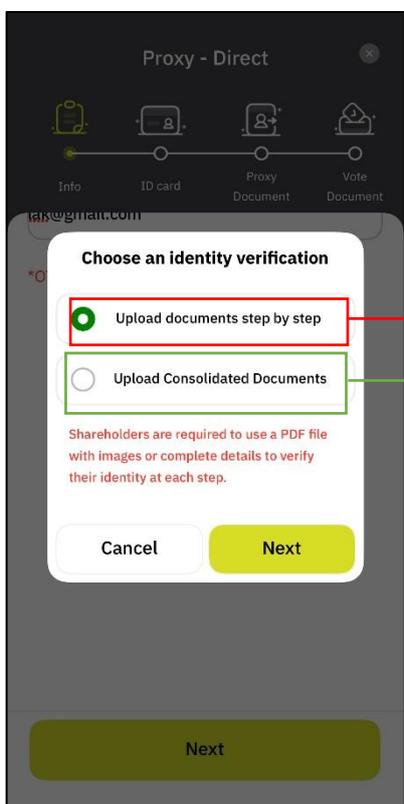


Figure 3.2.6 Authentication Method Popup

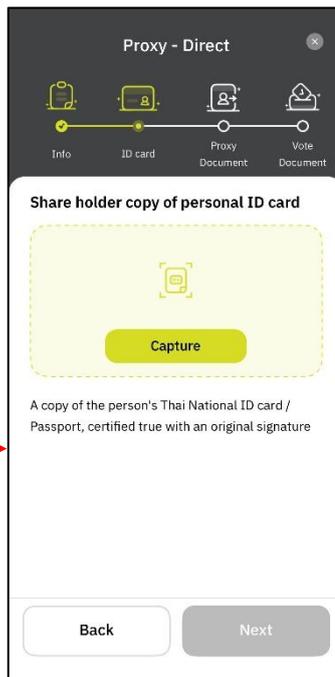


Figure 3.2.7 Upload Documents According to the steps

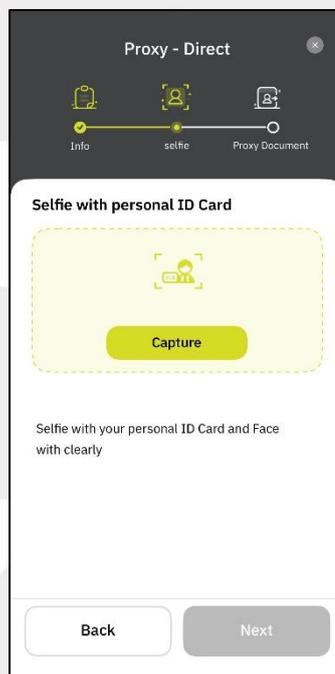


Figure 3.2.8 Upload All Documents

4.1 If "Upload Documents According to the Steps" is selected, the system will proceed to the upload steps of necessary documents, as follows:

- Upload a copy of the principal's ID card
- Upload the proxy's document
- Upload the proxy or voting document

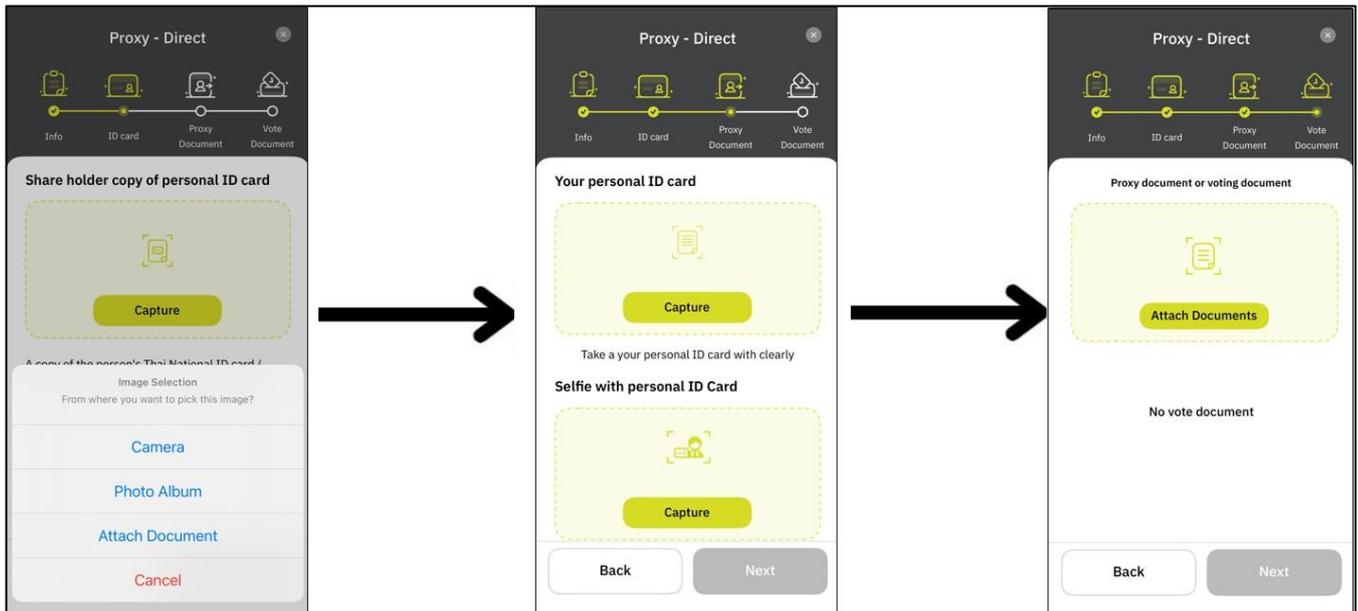


Figure 3.2.9 Document Upload Steps

4.2 If "Upload All Documents" is selected, the system will proceed to the upload steps of necessary documents, as follows:

- Take a selfie with the ID card
- Upload the required documents, including:
 - A photo of the principal's ID card with a signed certification of the copy
 - A photo of the proxy's ID card with a signed certification of the copy
 - A proxy form A or B
 - Voting documents for each agenda item

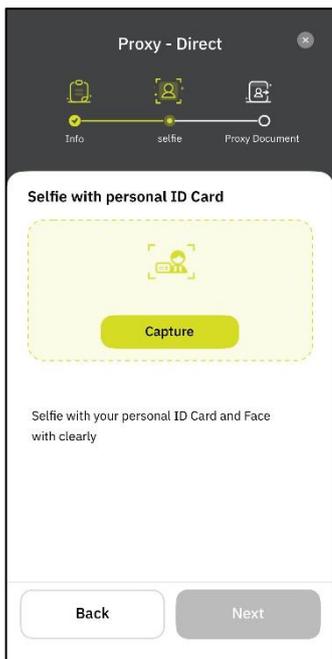


Figure 3.2.10 Upload All Documents Step 1

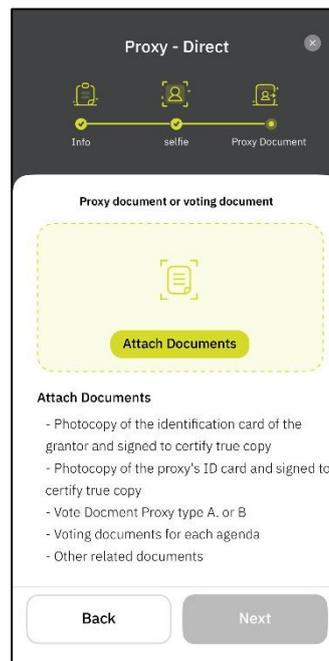


Figure 3.2.11 Upload All Documents Step 2

5. If the relevant documents are successfully uploaded, the system will proceed to the OTP verification page. Once the verification is successful, the system will display the "List of Proxies" page, completing the registration process.

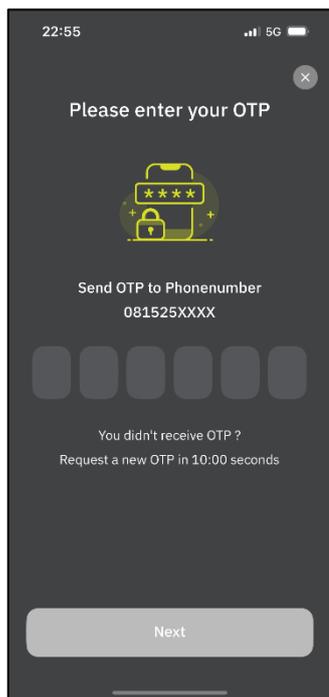


Figure 3.2.12 OTP Verification

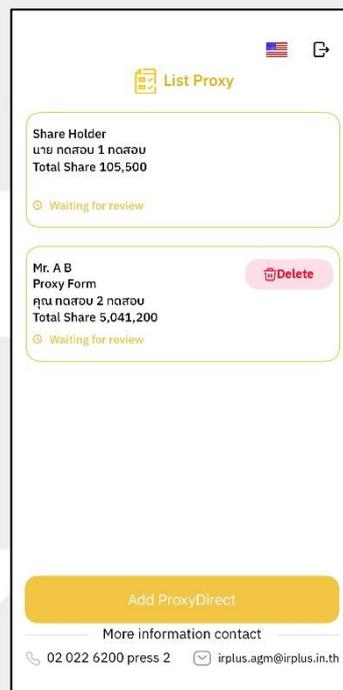


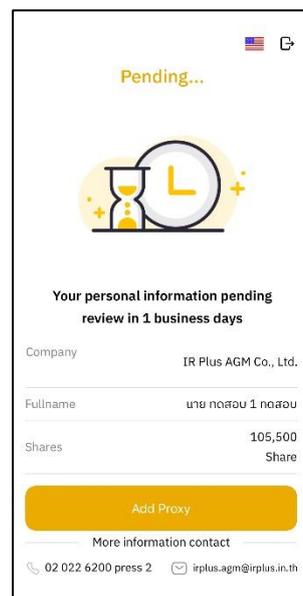
Figure 3.2.13 List of Principals

3.3. There are 3 statuses of the user's identity verification:

3.3.1. Pending: This status indicates that the verification is awaiting review.

Once the user has completed the identity verification process, the status will be "Pending" while the system sends the user's verification data for review by the system administrator. The result of the verification will be provided before the online voting opens.

*** If the user fails the verification, they will not be able to use any features within the application.**



2. Disapproved: This status indicates that the identity verification has failed.

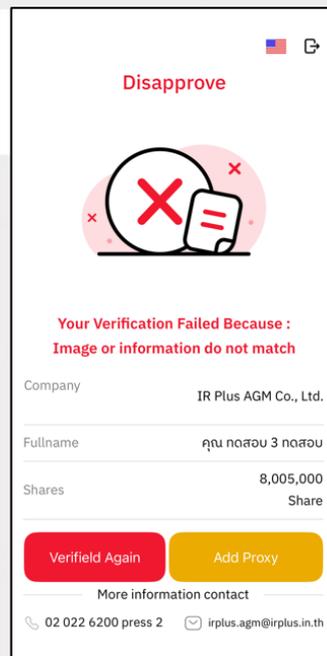
- When the system administrator reviews the user's identity verification and it does not pass, the administrator will notify the user immediately. The user will receive a notification stating: Identity Verification: Failed/ Reason for the failure.

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Identity Verification: Failed / Note: The uploaded image must be clear.

If the identity verification is not approved, the system will notify the user of the error and ask them to re-submit the identity verification.

*** If the identity verification is not approved, the user will not be able to use any features within the application.**



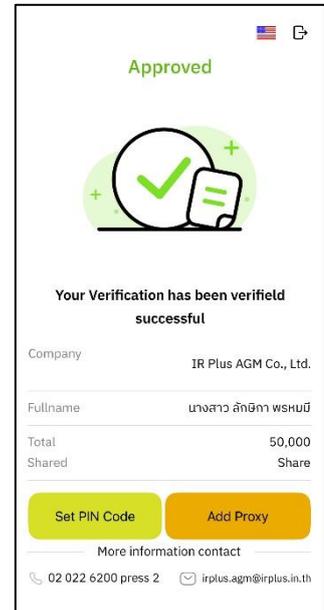
3. Approve: This status indicates that the identity verification has been approved.

- When the system administrator reviews the user's identity verification and it passes, the administrator will notify the user immediately. The user will receive a notification stating:

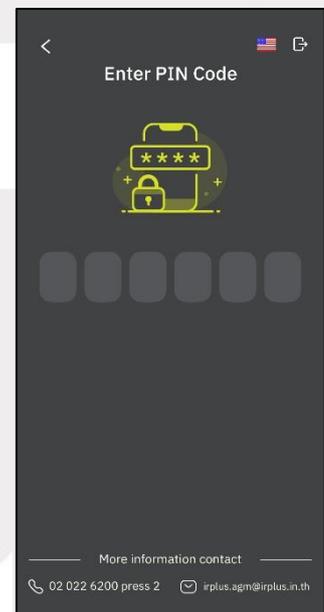
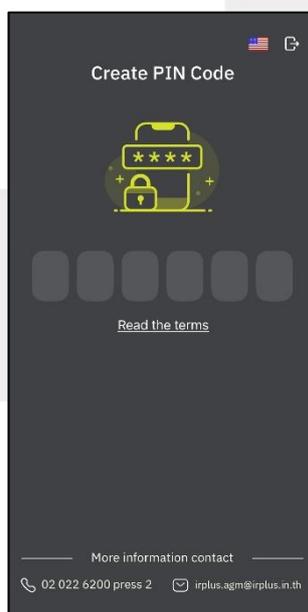
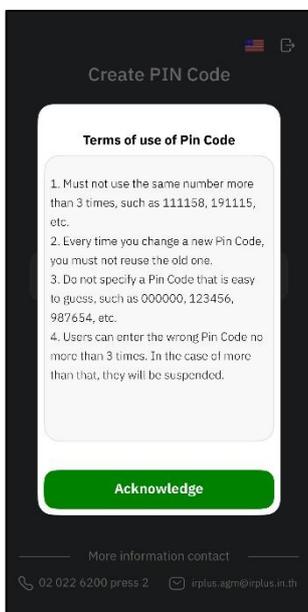
Identity Verification: Succeeded

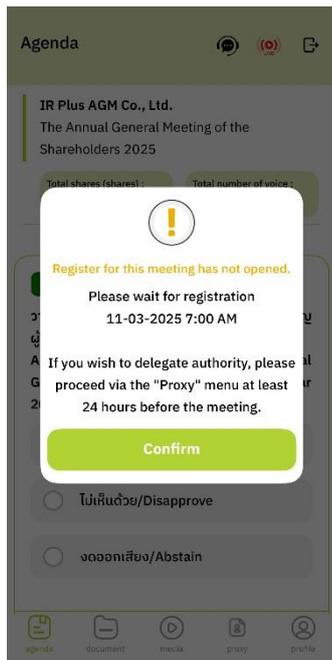


- After successfully completing the identity verification, the user will be directed to the page to set up a PIN code for added security when using the application.



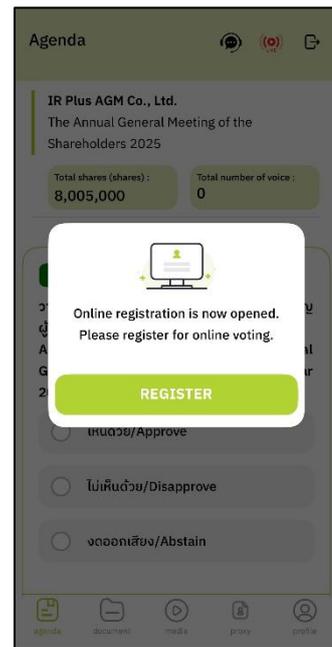
- After successfully completing the identity verification, the user will be directed to the page to set up a PIN code for security when using the application.



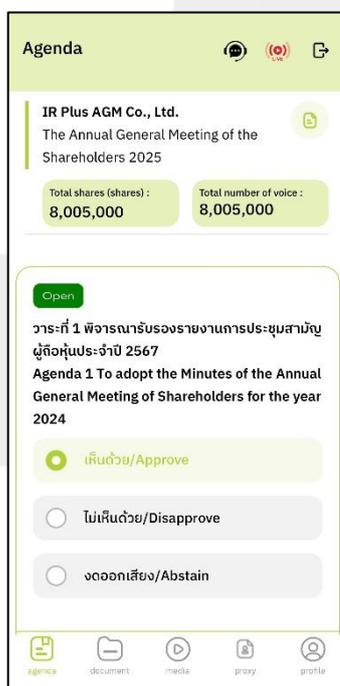


If the registration time has not yet arrived, a notification will be displayed indicating the time when registration will be available.

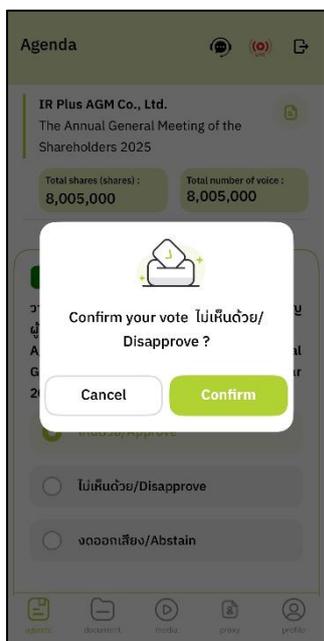
When the meeting time arrives, a notification will be displayed, prompting the user to click "Register" to join the meeting.



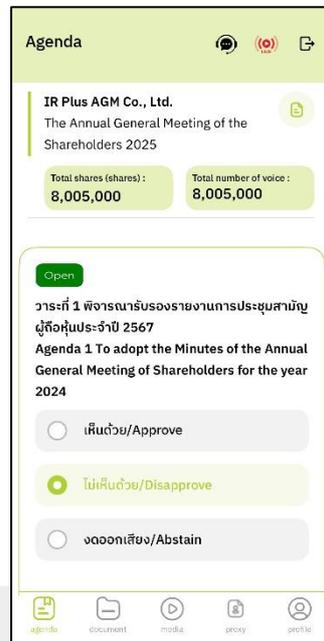
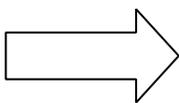
When the user clicks "Register," the system will immediately allow online voting. The user will be able to vote on one of the following options: Agree, Disagree, or Abstain.



Once the vote is selected, the system will display a message box, and the user must click the "Confirm Vote" button. During online voting, the user can modify their vote at any time until the voting period for that agenda item is closed



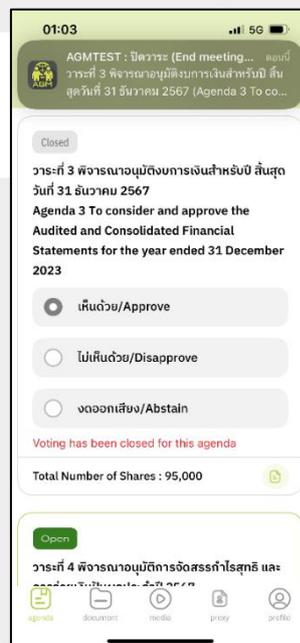
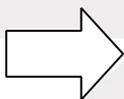
Once the user confirms their vote, the system will record the vote as submitted.



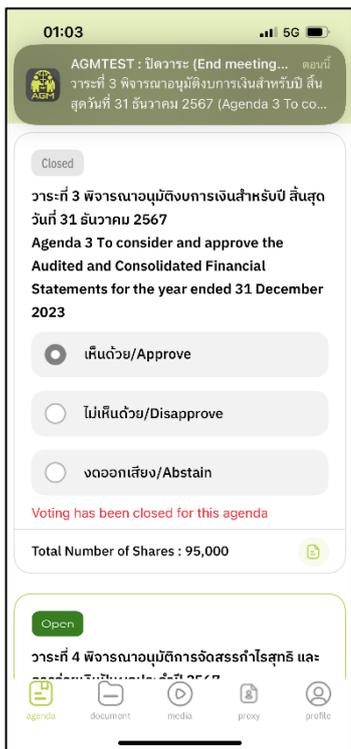
- When the online voting period is closed, the system will send a notification to alert the user.

IR PLUS AGM
Close voting for Agenda 1 - Meeting

Once the online voting is closed, the system will no longer allow any changes to the vote.

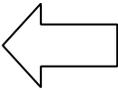


- When the agenda is closed, the system will send a notification to alert the user about the closure of the agenda.



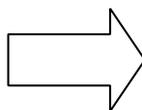
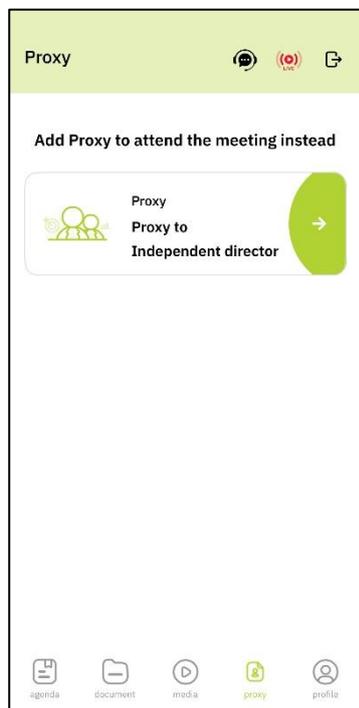
IR PLUS AGM
Close Agenda 1 - Meeting

Once the agenda is closed, the user will be able to view the summary report for that agenda immediately.

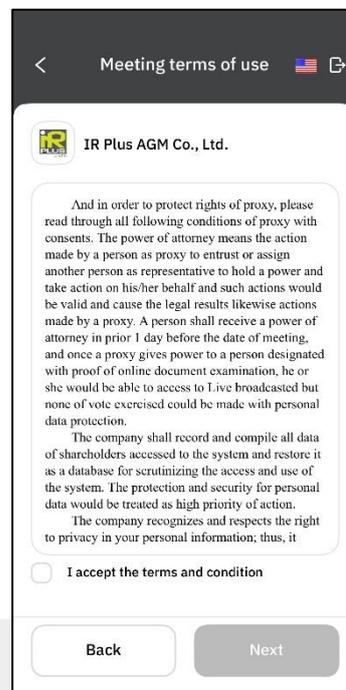


In case a shareholder wishes to grant a proxy to an independent director

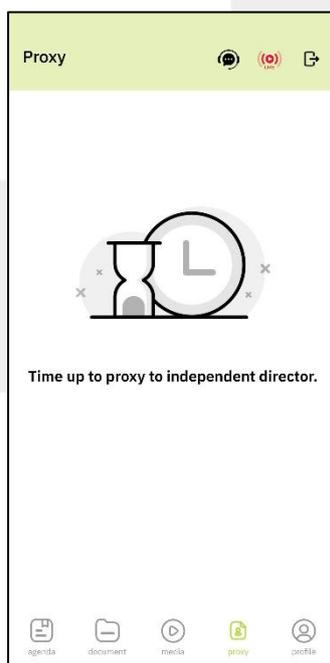
The proxy types consist of two types: Form A and Form B.



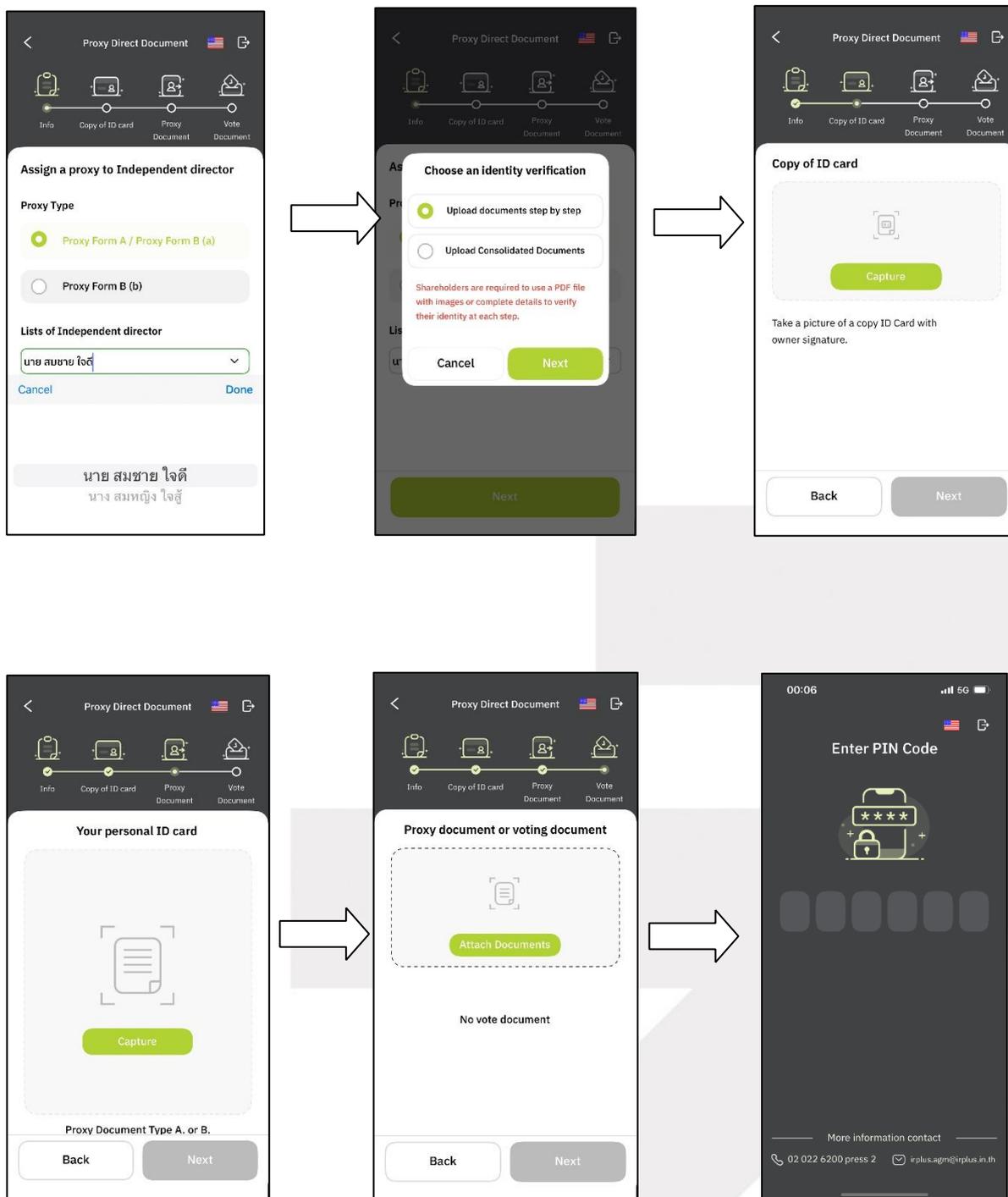
When the proxy type is selected, the system will display the proxy conditions page.



If the deadline for submitting the proxy has passed, the system will display a notification message.



The procedure for proxy appointment to independent directors Form A / Proxy Letter Form B (Item A), includes the following: Upload a copy of the principal's ID card and the proxy document.

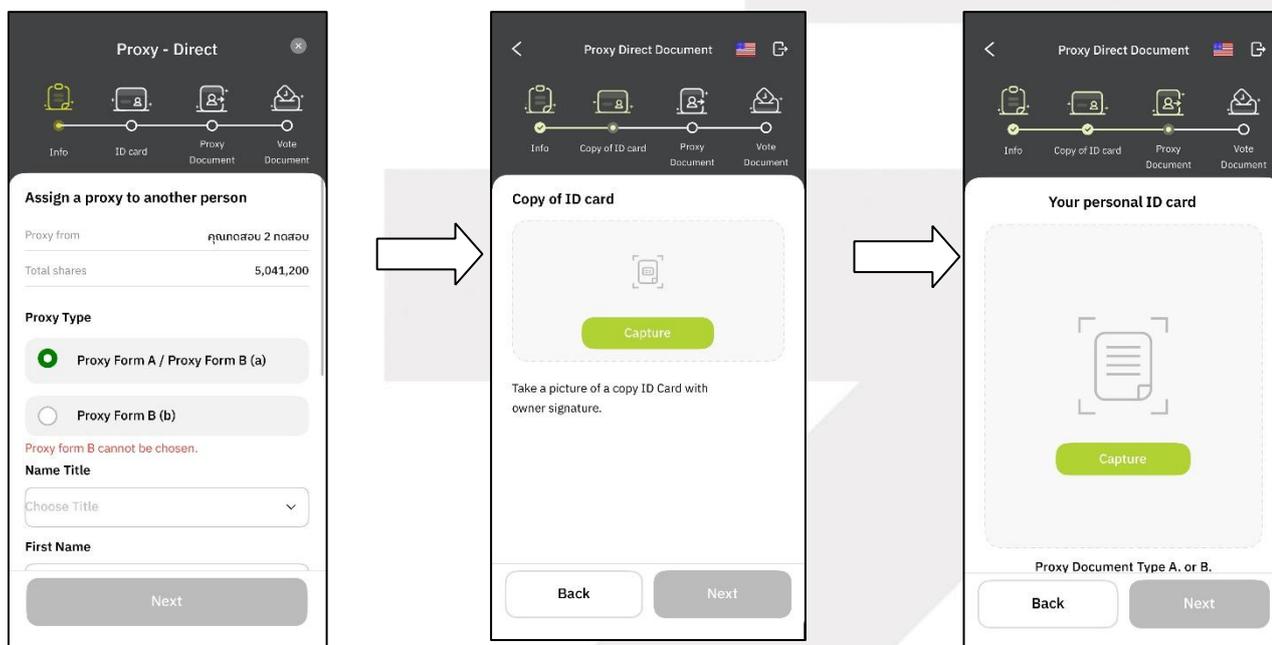


- Once the steps for proxy appointment to independent directors using Form A are completed, the shareholder can simply click "Next" to enter the PIN Code and confirm the proxy. This is because Form A does not require uploading voting documents.

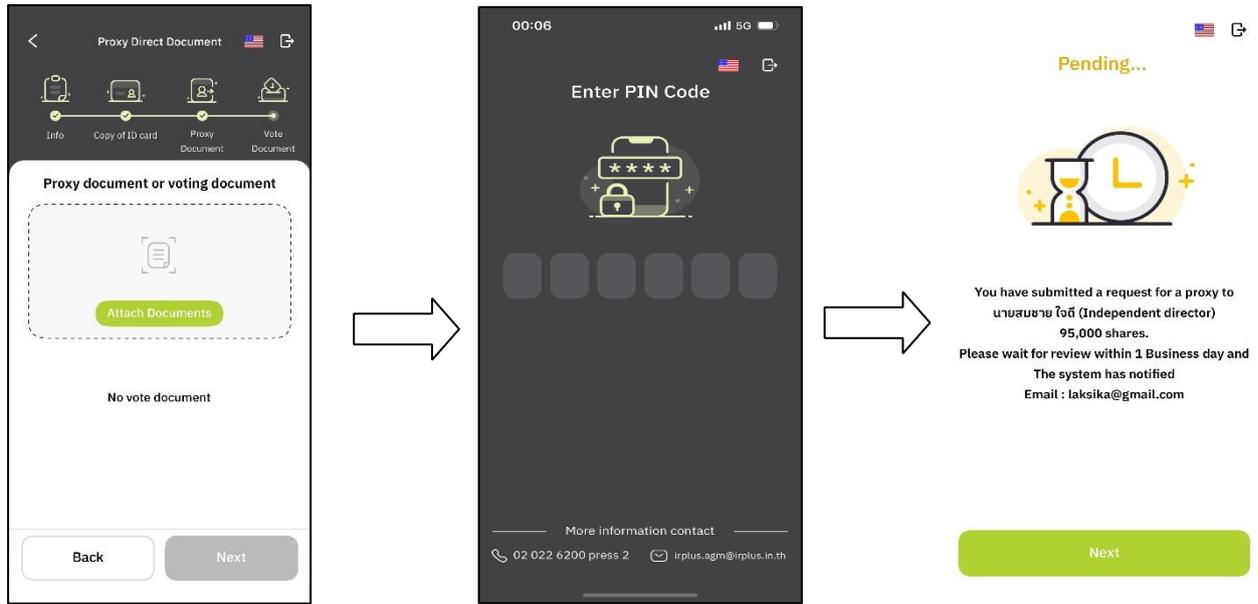


The procedure for proxy appointment to independent directors Form B

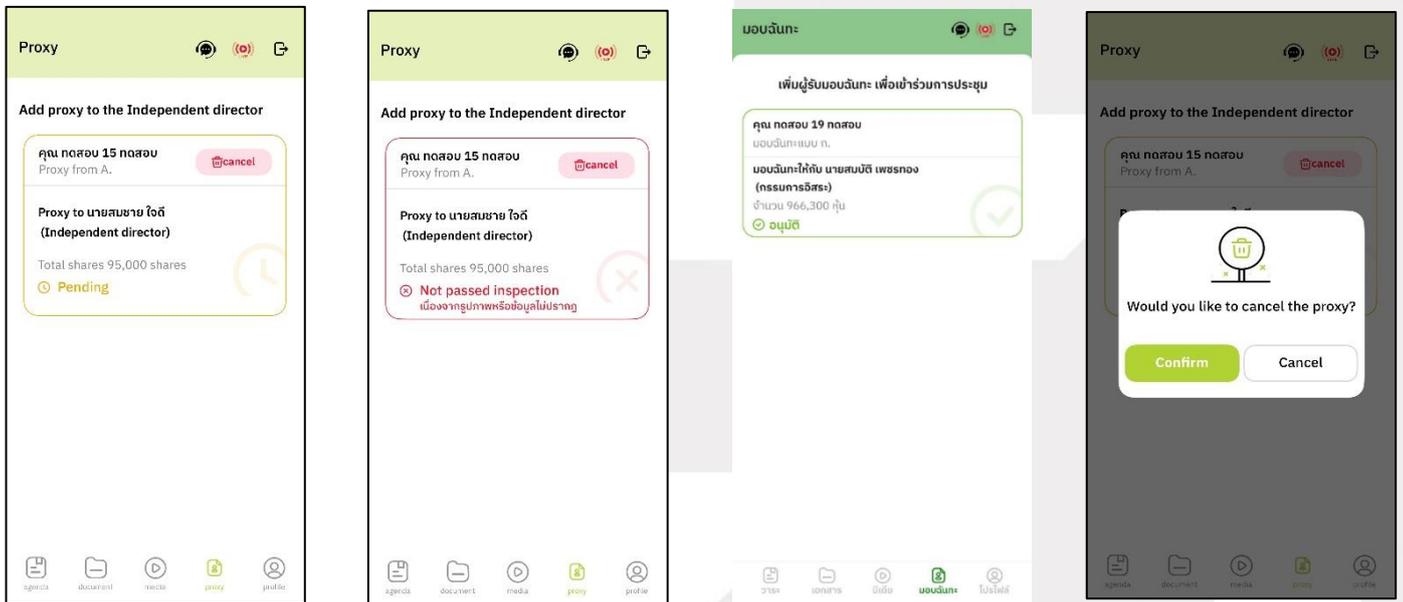
Upload a copy of the principal's ID card, the proxy card document, and the voting document.



- Once the steps for proxy appointment to independent directors using Form B are completed, it is necessary to upload the voting document and enter the PIN Code to confirm the proxy.

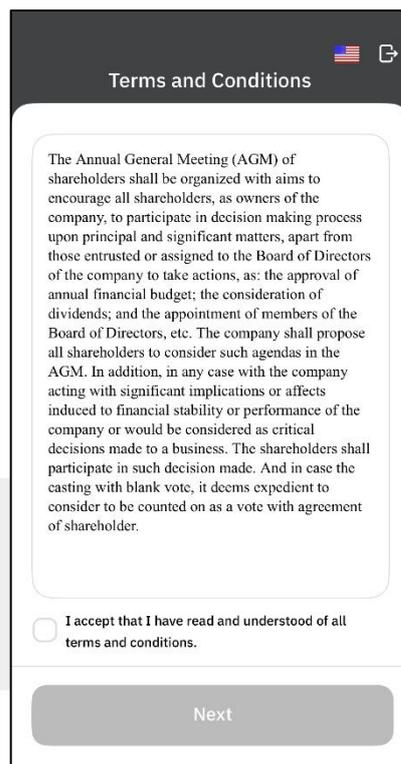
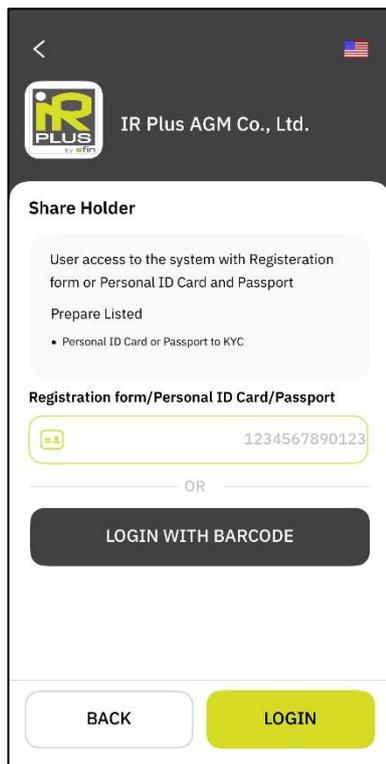


- After that, the verification will be pending by the system administrator. There will be three possible statuses displayed: Pending Verification, Verification Failed, and Completed, for both Form A and Form B. In cases where the verification fails, the shareholder can cancel the proxy.



Login Type 2: Proxy Holder Attending in Person (Proxy - Direct)

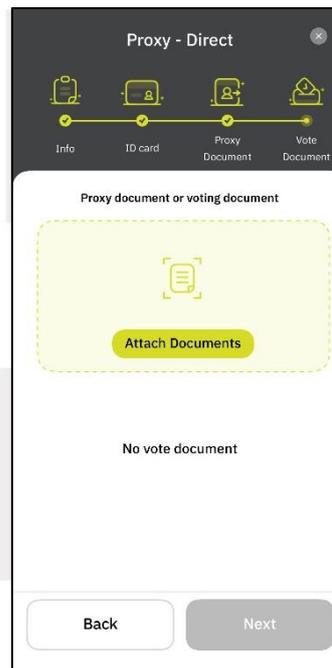
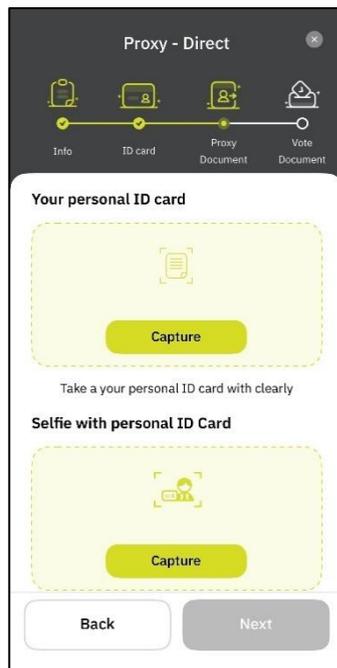
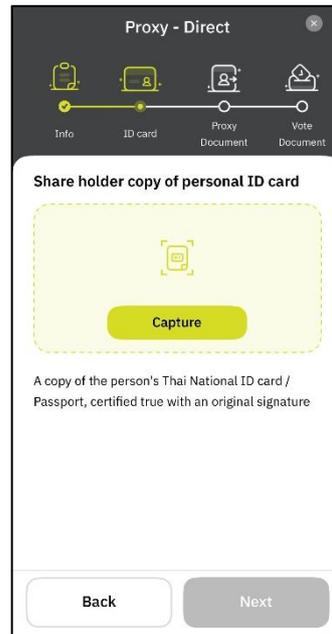
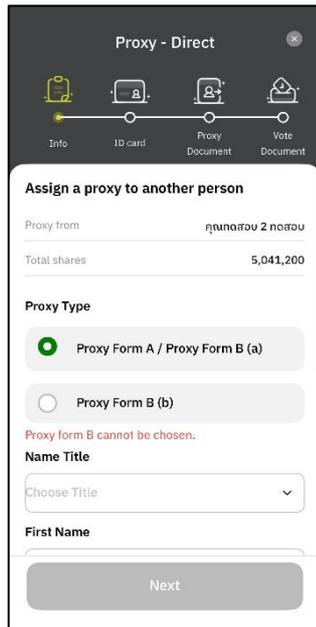
1. The proxy holder (Proxy) can log in using the shareholder's ID card number. They must first select the company they wish to participate in the meeting with, in order to access the electronic shareholder meeting system (E-AGM).



Terms of Use for the Electronic Shareholder Meeting System (E-AGM)

Once the proxy holder has reviewed the terms of use, they must accept the

Procedure for Proxy Holder Identity Verification:



Mobile Application Menus

*Note: Access to the various menus is restricted to users who have successfully completed the identity verification process.

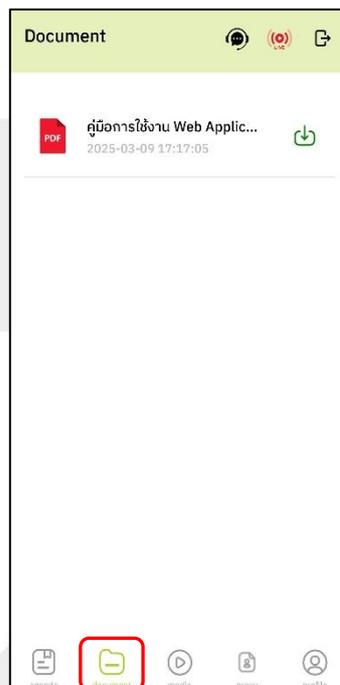
1. Agenda Menu

- Meeting Attendance Report



2. Document Menu

- For users to view documents related to the meeting.



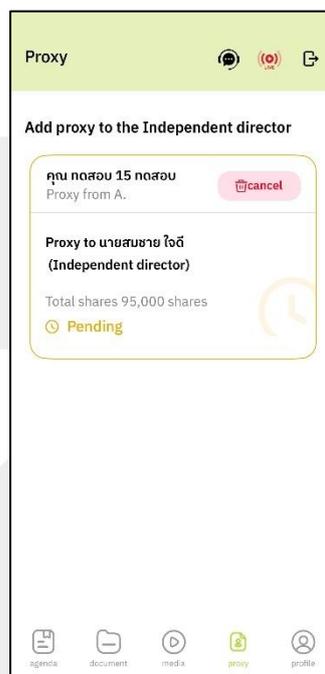
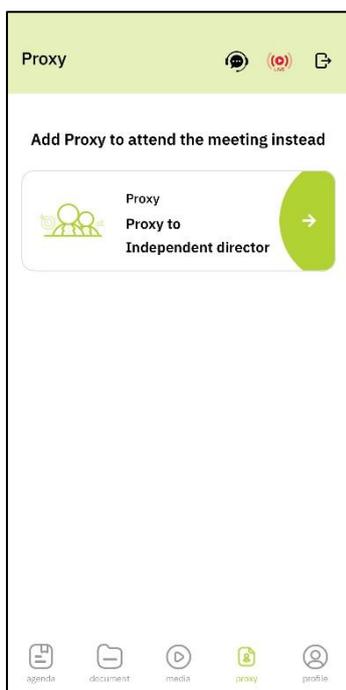
3. Media Menu

For users to view various videos related to the meeting.



4. Proxy Menu

This menu is for users who wish to grant a proxy. Only users with a shareholder account (Shareholder) who are attending in person will have access to this menu.



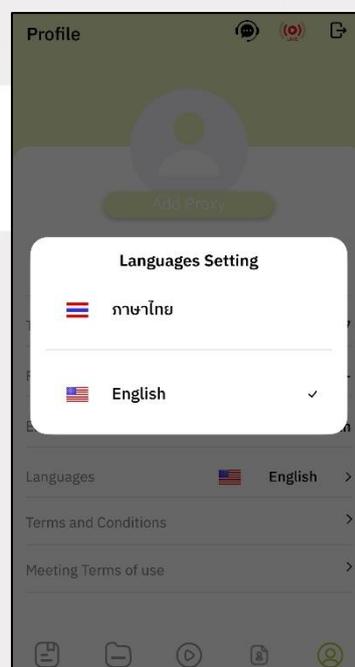
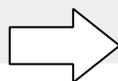
5. Profile Menu

- Personal information of the user account.



6. Setting Menu

- For users who wish to change the language or log out of the system.



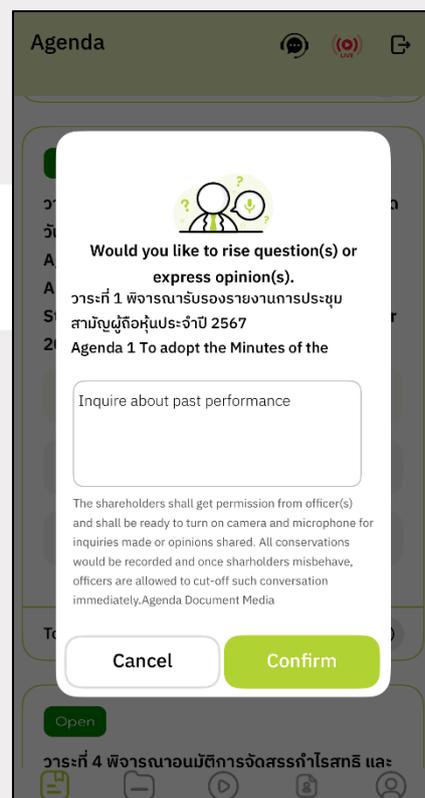
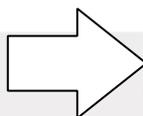
7. Inquiry or Comment Menu During Live Meeting

7.1 Submit Comments or Ask Questions to the Committee During the Meeting (via Video Call)

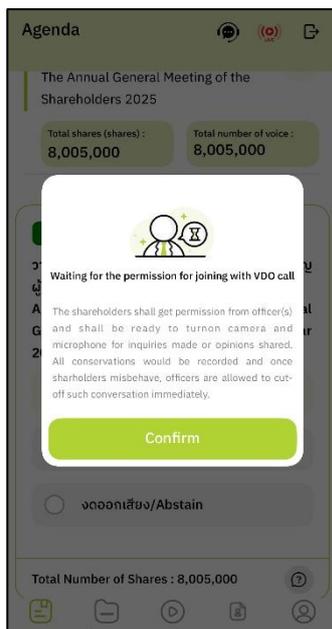
Users can request speaking rights through the application in this menu.



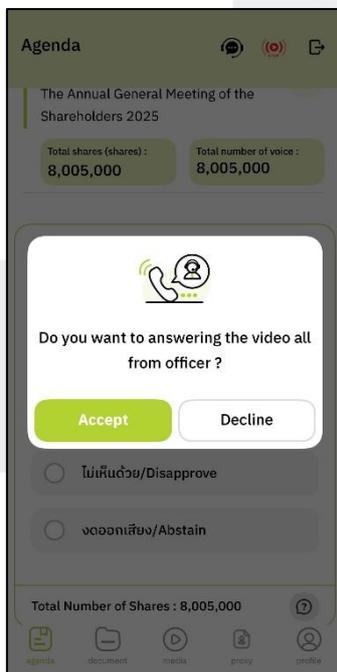
When the user clicks on the "Comment" menu during the meeting, they will be required to confirm before being directed to the system administrator, where they will wait in line to ask questions or provide comments.



- Once the user has requested speaking rights via video call, the administrator will review the request and contact the user.



- The user must confirm their participation in the meeting via video call and click the "Confirm Participation in Video Call" button.



- Once the user confirms their participation in the video call, the video call screen will appear, and the user's camera will be activated. The administrator will ask the user questions and wait for the committee's readiness before switching the camera to the committee for the question-and-answer session.



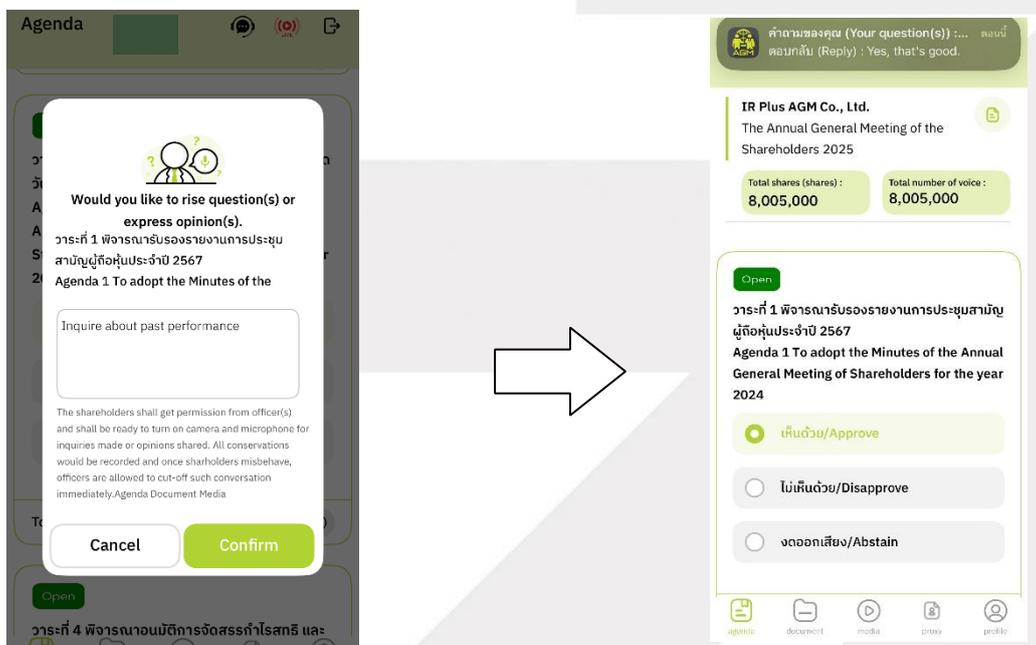
- Once the administrator has verified everything is in order, they will switch the camera to the committee so that the user can ask questions or make comments to the committee.



- Once the participant has asked their questions and received answers from the committee, the committee member will end the conversation by clicking "End Call" to conclude the discussion.

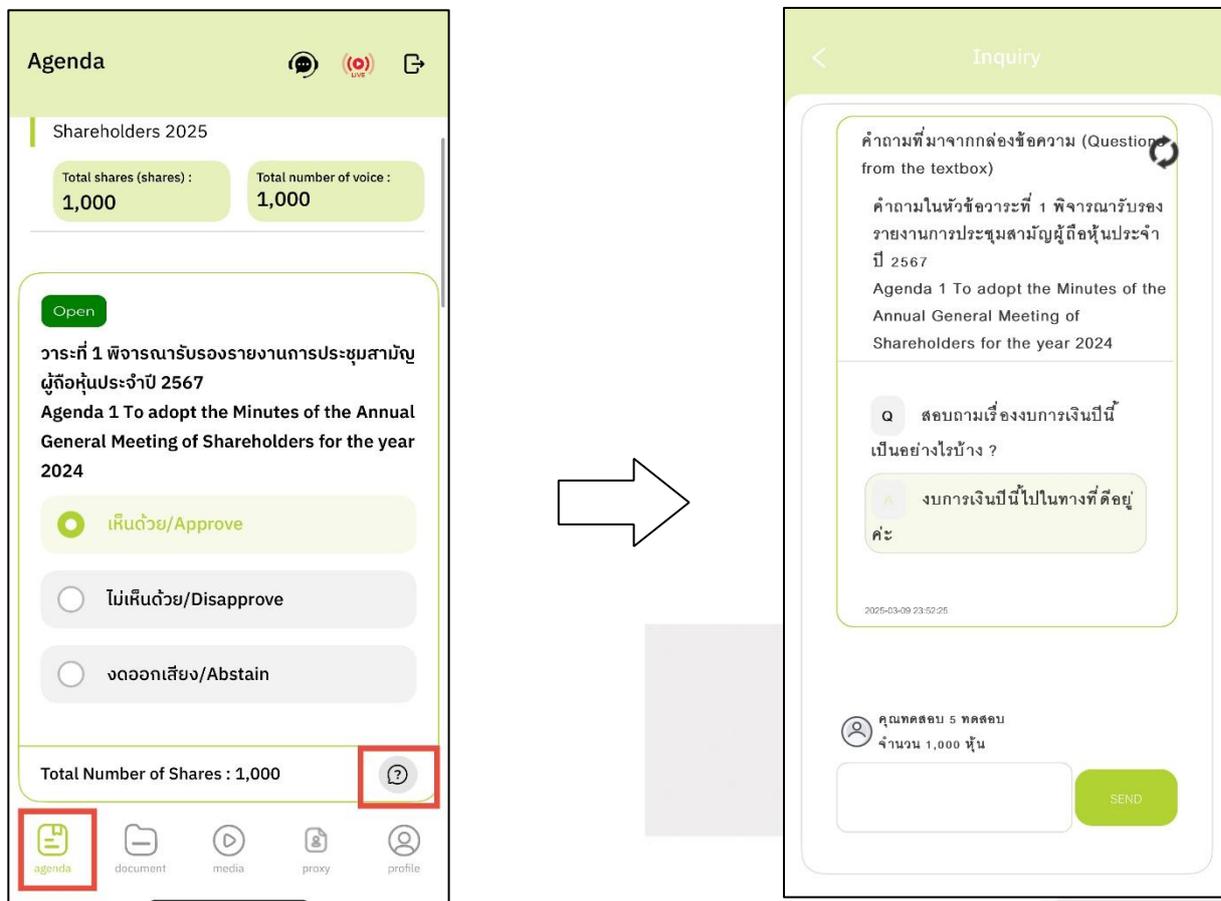


- In the case where the participant asks a question via video call but does not receive a video call response, the administrator will respond with a text message instead. The participant will receive a notification with the message.



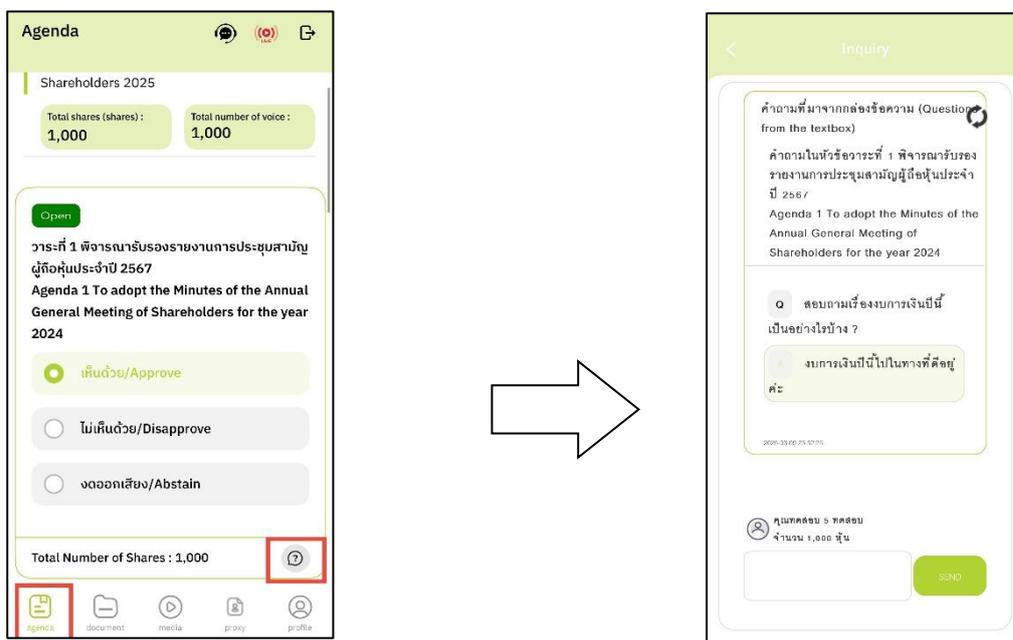
- When clicking to view the response message from the notification, it will be displayed as shown in the image.

Alternatively, the participant can click again to review the response from the administrator as shown in the image.



7.2 Inquiry or Comment Menu During Live Meeting (via Text Message)

Click the button to type a question for each agenda item



- Once the committee member has answered the question via text, the shareholder will receive a notification and can click to view the committee's response.



Revision History

Action : C = Created A=Added M=Modified D=Deleted

Date Started	Date Finished	Version	Action	Description
25/11/2021	25/11/2021	00	C	สร้าง
27/12/2021	27/12/2021	01	M	ระบุระดับความลับของเอกสาร
09/02/2022	24/02/2022	02	M	ปรับปรุง Graphic User Interface
24/01/2025	24/01/2025	03	A	เพิ่มเนื้อหาการยืนยันตัวตนด้วยระบบ Thai, เพิ่มขั้นตอนการใช้งานระบบ เพิ่มผู้รับมอบฉันทะ
10/02/2025	14/02/2025	04	U	อัปเดตรูปภาพ UI เวอร์ชันใหม่และเพิ่มรายละเอียดขั้นตอนการเข้าใช้งาน
26/2/2568	27/2/2568	05	UT	อัปเดตขั้นตอน ThaiD