

# **COMMUNICATION ON PROGRESS**

**FOR THE UN GLOBAL COMPACT  
2021/22**

**INVESTING IN A  
SUSTAINABLE FUTURE**



**JOHN KEELLS HOLDINGS PLC**

# CONTENTS

1 ABOUT US

---

2 CHAIRPERSON'S MESSAGE

---

5 CORPORATE SOCIAL RESPONSIBILITY (CSR)

---

6 SUSTAINABILITY

---

7 SUSTAINABLE DEVELOPMENT GOALS AND IMPACTS

---

8 UNGC PRINCIPLES AND ALIGNMENT

**HUMAN RIGHTS**



9

**LABOUR**



21

**ENVIRONMENT**



28

**ANTI-CORRUPTION**



33

---

42 CORPORATE INFORMATION

---

## ABOUT US

John Keells Holdings PLC (JKH) is the holding company (Company) of the John Keells Group, one of the largest listed companies on the Colombo Stock Exchange, with business interests primarily in Transportation, Consumer Foods, Retail, Leisure, Property and Financial Services.

JKH was incorporated as a public limited liability company in 1979 and obtained a listing on the Colombo Stock Exchange in 1986. Having issued Global Depository Receipts (GDRs) which were listed on the Luxembourg Stock Exchange, JKH became the first Sri Lankan company to be listed overseas.

JKH's business interests in multifaceted operations have made the Company a partner of value for many stakeholders and a player of distinction in the growth story of our nation.

JKH's investment philosophy is based on a positive outlook, bold approach, commitment to delivery and flexibility to change. JKH is also committed to maintaining integrity, ethical dealings, sustainable development and greater social responsibility in a multi-stakeholder context.

As we look to the future, particularly in the context of multiple challenges and complexities following a global pandemic and the prevailing macroeconomic crisis in the country, we are very aware that our success depends on how we shoulder our responsibility to empower the nation and create shared value, ensuring that corporate social responsibility and sustainability lie at the heart of all that we do.

JKH is a full member of the World Economic Forum and a Participant of the UN Global Compact since 2002.

JKH's Annual Report 2021/22, which entails a discussion of the Holding Company and its subsidiaries and equity accounted investees, is an Integrated Report prepared in accordance with the International <IR> Framework of the International Integrated Reporting Council and the GRI Standards: Core option of reporting. The Company sought independent third-party assurance from DNV, represented in Sri Lanka by DNV GL Business Assurance Lanka (Private) Limited, in relation to the non-financial information contained in the Annual Report.

JKH is based at 117, Sir Chittampalam A. Gardiner Mawatha, Colombo 2, Sri Lanka.

## CHAIRPERSON'S MESSAGE



### STATEMENT OF CONTINUED SUPPORT

I am pleased to present the Communication on Progress of John Keells Holdings PLC (JKH) for the financial year ended 31 March 2022.

Whilst the year under review was extremely challenging due to the COVID-19 pandemic and the prevailing macroeconomic crisis in the country, JKH reported a strong performance during the year, which was a significant improvement over the previous year, with all businesses witnessing a robust recovery momentum as the pandemic related challenges dissipated towards the second half of the year.

The resilient performance of JKH during the year is attributed to the loyal and committed employees whom I wish to acknowledge with gratitude during yet another year of many challenges.

JKH, as a socially responsible corporate citizen, remains fully committed to make a positive difference in the communities that we operate in. As a participant of the United Nations Global Compact (UNGC) we ensure that the development activities at JKH are aligned to the UNGC Principles, the Sustainable Development Goals (SDGs) and national priorities, ensuring a collective and targeted focus towards addressing key universal needs for the holistic development of people, focusing on the three dimensions of sustainable development - economic growth, social inclusion, and environmental protection.

During the year under review, several initiatives were undertaken to further strengthen JKH's governance framework and controls. JKH continued with its multi-pronged approach to internal audits and process reviews by augmenting its integrated fraud deterrent and investigation framework to foster synergy and collaboration efficiencies between components that deliver governance and assurance and related services, in facilitating business strategies. In addition, JKH continued to strengthen its Information Technology governance framework through the adoption of a Zero Trust Policy Framework.

The value creation process of JKH has been built around our loyal and committed employees, and I wish to acknowledge, with gratitude, the contribution and commitment of our employees during yet another year of many challenges. The agile work practices and policies of JKH enabled and facilitated a conducive work environment for our teams during the pandemic and social unrest, and to support the hardships faced by employees on account of rising prices and the scarcity of basic essential items, a decision was taken to provide a one-off, uniform financial care package in the form of an ex-gratia payment, to all eligible employees, during the month of April 2022, thereby taking a significant step in assisting the John Keells family during these challenging times. JKH continued to enhance our commitment towards Diversity, Equity, and Inclusion (DE&I) under the brand 'ONE JKH' with the aim of increasing women participation in the workforce and to provide career opportunities to persons with disabilities and being inclusive of the LGBTIQ+ community.

JKH's well entrenched sustainability management framework continued to ensure the sustainability considerations remain an integral part of all business operations. This framework guides the Company to integrate financial performance alongside efficient Natural environmental management, through practices such as conservation of natural resources, emissions management, and responsible waste disposal, while investing in its workforce through training and development of its diverse employee base and maintaining

## CHAIRPERSON'S MESSAGE

a safe working environment. This enables JKH to reach beyond its own boundary to develop the community, through ensuring the highest standards of product stewardship, conducting operations with the highest levels of ethical standards and supporting its supply chain partners to better their own sustainability performances.

JKH remains resolutely committed to Corporate Social Responsibility (CSR), which is an integral part of the Company's business ethos – particularly being cognizant of the post-pandemic and socio-economic challenges prevalent during the reporting year. All projects under our six focus areas for CSR - Education, Health, Environment, Livelihood Development, Arts and Culture and Disaster Relief - are inspired and sustained by our CSR vision of 'Empowering the Nation for Tomorrow'. Employee volunteerism continued to be a key component enabling our staff to actively engage in community empowerment and service whilst benefiting from the related sense of fulfilment and opportunities to further their own personal growth. The CSR initiatives of JKH are centrally planned and implemented by John Keells Foundation (JKF) - a company limited by guarantee which is also registered as a 'Voluntary Social Service Organisation' under the laws of Sri Lanka, and its CSR plans are reviewed and restructured for practical implementation within applicable protocols and restrictions. Amid the unprecedented and socio-economic post-pandemic challenges, JKF undertook several initiatives under its location-centric empowerment programme 'John Keells *Praja Shakthi*' in which the key highlights were formalizing plans for a Street Market as a community livelihood development initiative with a focus on women and ongoing capacity development of Batik artisans in Hikkaduwa. Several child and youth development programmes under the focus area of Education were carried out including the launch of the pilot programme of John Keells Digital Learning Initiative which aims to facilitate online based education of disadvantaged school children by providing digital devices and data packages, and the continuation of the English Language Scholarship Programme for the 18th consecutive year offering 653 English and ICT scholarships for disadvantaged school children. While community awareness programmes on Gender Based Violence, Child Protection and Substance Abuse Prevention took place to holistically upkeep the health and well-being of society, JKH continued to support the Arts & Culture of Sri Lanka by organizing 'Kala Pola online' to support local visual artists and through primary sponsorships to related arts institutions. JKF also donated COVID-related equipment and consumables to support the efforts and enhance the capacity of Government hospitals.

During the period, there were no departures from any of the provisions of the Code of Business Conduct and Ethics of the Code of Best Practice of Corporate Governance, jointly advocated by the Securities and Exchange Commission of Sri Lanka and the Institute of Chartered Accountants of Sri Lanka. The Company's commitment to upholding Company policies, where emphasis is placed on ethical and legal dealings, zero tolerance for corruption, bribery and any form of harassment or discrimination in the workplace and any work-related situations is also affirmed. In affirmation of this commitment, JKH was ranked first in the Transparency in Corporate Reporting (TRAC) Assessment by Transparency International Sri Lanka (TISL) for the second consecutive year.

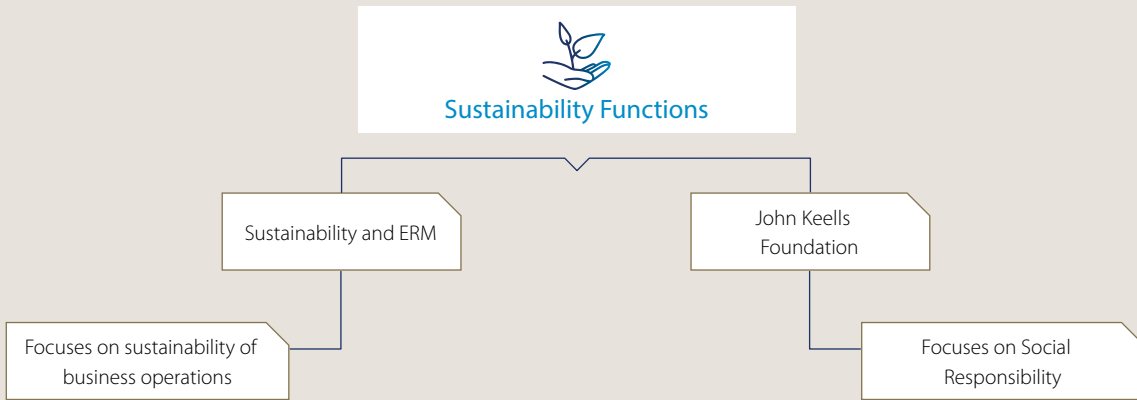
With this communication, I on behalf of JKH's Board of Directors wish to reaffirm that we remain committed to making the UNGC and its principles a part of our corporate strategy, culture and day-to-day operations of our company and to maintain integrity, ethical dealings, sustainable development and greater social responsibility in a multi-stakeholder context.

On behalf of the Board of Directors of John Keells Holdings PLC,

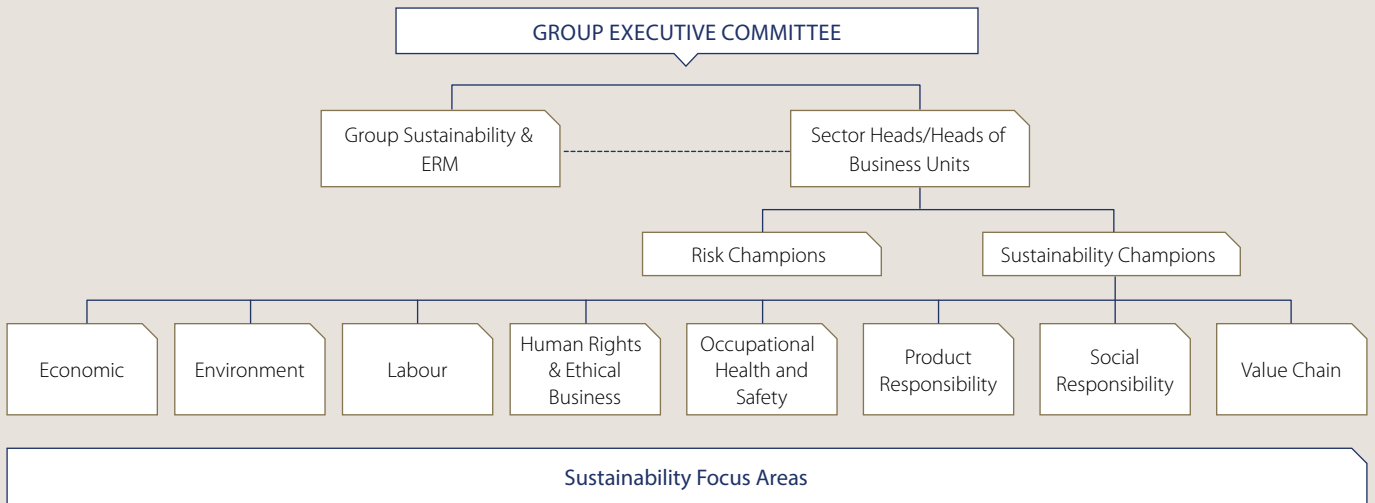


**Krishan Balendra**  
Chairperson-CEO

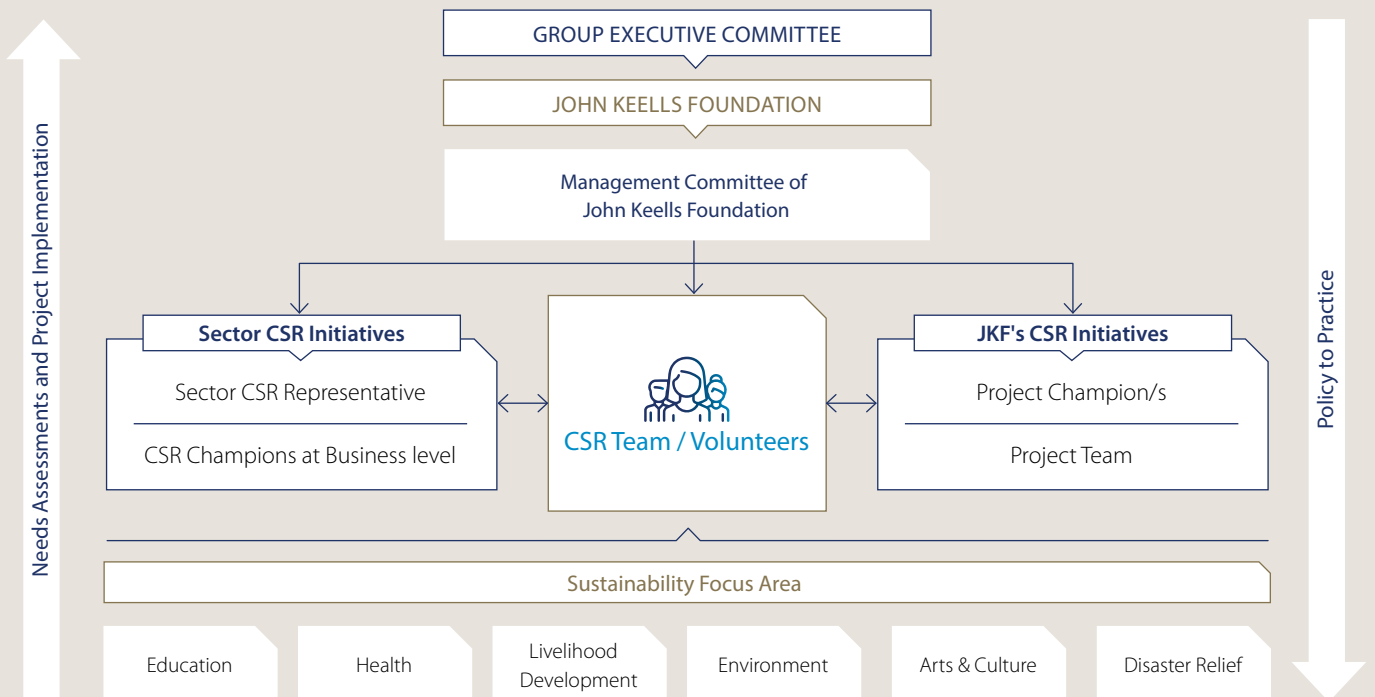
## SUSTAINABILITY FUNCTION



## SUSTAINABILITY STRUCTURE



## CSR STRUCTURE



# CORPORATE SOCIAL RESPONSIBILITY (CSR)

## JOHN KEELLS FOUNDATION

John Keells Foundation (JKF) - a company duly incorporated under the law and also registered as a "Voluntary Social Service Organisation" with the Ministry of Social Welfare - drives the Company's social responsibility initiatives from the centre, reaching out to underserved communities in various parts of Sri Lanka through multiple medium to long term strategic and sustainable projects within a framework of six focus areas and inspired by its vision "Empowering the Nation for Tomorrow". JKF collaborates strategically in planning and implementing its projects while also continually seeking strategic multi-sectoral partnerships with the State, Private and Development Sectors as well as community-based organisations for purposes of technical support, effective implementation and sustainability of the undertakings.



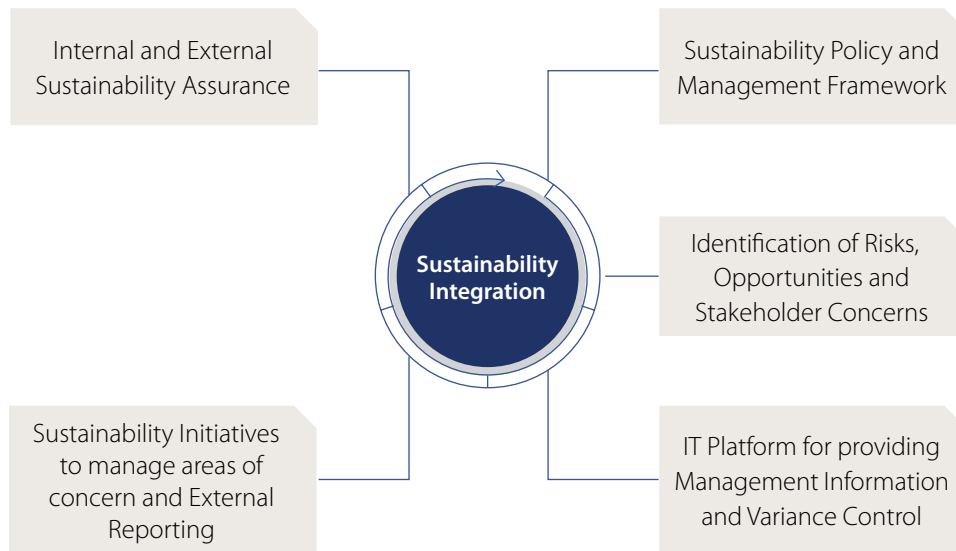
JKF's social commitment is reflected by diverse initiatives, both medium-to-long and short-term, in six key focus areas and the respective community promises outlined below.

	<p><b>Education</b></p> <p>JKH is committed to provide better access to educational opportunities for those in need towards enhancing their employability and entrepreneurship.</p>
	<p><b>Health</b></p> <p>JKH is committed to foster healthy communities towards enhancing well-being and productivity of Sri Lanka and Sri Lankans.</p>
	<p><b>Environment</b></p> <p>JKH is committed to minimise the impact of our operations and promote conservation and sustainability towards enhancing environmental and natural capital.</p>
	<p><b>Livelihood Development</b></p> <p>JKH fosters sustainable livelihoods through relevant skills, capacity and infrastructure enhancement towards building empowered and sustainable communities.</p>
	<p><b>Arts &amp; Culture</b></p> <p>JKH is committed to nurture the livelihoods of artists and preserve our cultural heritage towards safeguarding and promoting Sri Lankan arts and culture.</p>
	<p><b>Disaster Relief</b></p> <p>JKH is committed to come to the aid of Sri Lankans and global communities in times of adversity and disaster towards enabling them to rebuild their lives and livelihoods.</p>

The projects of John Keells Foundation (JKF) are planned and implemented by the JKF team comprising four full-time employees, namely, the Head of CSR, one Project Manager and two project officers, with the strategic guidance of JKF's Management Committee (MC) – a cross-functional team of senior executives within the company. Each project is headed by one or more project champion(s) and implemented with the support of a project sub-committee comprising volunteers from across the Company. Project updates are reported at bi-monthly meetings of the MC, and quarterly to the Group Executive Committee and shareholders. Financial audits of JKF take place annually while internal audits are conducted once every two years.

# SUSTAINABILITY FUNCTION

JKH focuses on integrating sustainability throughout its operations and encourages its value chain to incorporate sustainable practices when conducting operations. This is based on the 'triple bottom line' approach of economic, environmental and social performance and its sustainability integration process is continually updated and improved in line with JKH's operational requirements and global sustainability trends and best practices.



JKH's sustainability policy sets out its commitment to ensuring long-term value creation for its many and varied stakeholders through the ongoing monitoring and mitigation of impacts of its business operations on the environment, its workforce and society, whilst conducting its activities in line with the highest standards of corporate best practice and compliance. JKH strives to constructively engage with its stakeholders through transparent and open communication of its sustainability approach. Additionally, the Company endeavours to be an employer of choice by providing a safe, secure and non-discriminatory working environment, whilst also promoting healthy relationships among its communities as a part of its sustainability policy.

JKH's Sustainability Management Framework consists of policies for entrenchment of sustainability, facilitated by an organisational structure, management information, processes for benchmarking, internal and external target setting, gap analysis, internal and external reporting as per the Global Reporting Initiative standards, and awareness creation. This framework is constantly updated and improved upon, and includes Standard Operating Procedures, an IT platform for tracking key sustainability and risk indicators, internal sustainability assurance, internal audit and external assurance processes.

JKH's value chain forms an important component of its operations and JKH expects compliance with all regulations from its value chain partners and encourages social and environmental responsibility in their operations, assessing key suppliers on potential impact areas, and through JKH's Supplier Code of Conduct reiterating the commitment in this regard.



# SUSTAINABLE DEVELOPMENT GOALS AND IMPACTS

By aligning its strategies, initiatives and targets with the Sustainable Development Goals (SDGs) of the United Nations, JKH strives to address and action initiatives aimed at alleviating poverty, protecting the planet and empowering communities towards unity and prosperity. The ensuing section illustrates the six focus areas of John Keells Foundation and their alignment with the SDGs through various projects and initiatives during the reporting year.

## EDUCATION



**2,005**  
persons benefited

**Key Projects:**

- Launch of the pilot of 'John Keells Praja Shakthi' Digital Learning Initiative to facilitate online learning of disadvantaged school children in Colombo 2 and Ranala
- English and IT scholarships awarded to disadvantaged school children
- Higher Education scholarships awarded to disadvantaged Advanced Level and university students
- Continuation of Skill into Progress (SKIP) programme to upskill selected suppliers of the Company in useful business skills.

## HEALTH



**1,501,595**  
persons benefited

**Key Projects:**

- Public awareness campaigns to commemorate the International Day for the Elimination of Violence against Women, National Children's Day and International Day against Drug Abuse and Illicit Trafficking.
- Several internal and external awareness sessions on Gender Based Violence and Child Protection under Project WAVE.
- External awareness on substance abuse prevention for Government officials.

## LIVELIHOOD DEVELOPMENT



**165,355**  
persons benefited

**Key Projects:**

Under 'John Keells Praja Shakthi' (JKF's business-centric community empowerment initiative):

- Execution of the Cooperation Agreement between JKH and International Finance Cooperation (IFC) for a Street Market Project in Colombo 2 (with a focus on low income communities/women's livelihoods) and site related negotiations with the Urban Development Authority.
- Continued upskilling and market access support for women-based enterprises engaged in batik craft (Hikkaduwa) and in producing paper products (Ranala), cognizant of the severe post-pandemic and socio-economic challenges in Sri Lanka.
- Launch of 'Praja Shakthi' in Ja-Ela and Habarana.

## ENVIRONMENT



**59 Acres**  
Land Area Impacted

**Key Projects:**

- Launch of the 'Cinnamon Rainforest Restoration' Project to restore a 59 Ha degraded plot in Suduwelipotha in proximity to the Sinharaja Forest Reserve and undertaking of site preparation and planting work in collaboration with Ruk Rakaganno and the Forestry Department.
- Reopening of the Nature Field Centre in Rumassala for educational programmes in October 2021 (post pandemic restrictions) and work in progress on an awareness and publicity video towards enabling the Centre to be self-sustainable.
- 224 persons benefited.

## ARTS & CULTURE



**133,322**  
persons benefited

**Key Projects:**

- Two virtual events of Kala Pola (Art Fair) hosted in the lead up to Christmas (2021) and Sinhala and Tamil New Year (2022) as ongoing support for artists affected by the pandemic and socio-economic conditions in Sri Lanka.
- Continuation of primary sponsorships for the Museum of Modern and Contemporary Art and the Gratiaen Trust.
- Initiation of the restoration of the George Keyt Art Collection under JKH's patronage.

## DISASTER RELIEF



**71,802**  
persons benefited

**Key Projects:**

- Support for COVID-19 front liners and Government hospitals through the donation of various medical equipment and consumables.
- Immediate relief and other support for pandemic and flood affected communities.

# UNGC PRINCIPLES AND ALIGNMENT

## HUMAN RIGHTS



- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.
- **Principle 2:** make sure that they are not complicit in human rights abuses.

## LABOUR



- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- **Principle 4:** the elimination of all forms of forced and compulsory labour.
- **Principle 5:** the effective abolition of child labour.
- **Principle 6:** the elimination of discrimination in respect of employment and occupation.

## ENVIRONMENT



- **Principle 7:** Businesses should support a precautionary approach to environmental challenges.
- **Principle 8:** undertake initiatives to promote greater environmental responsibility.
- **Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

## ANTI-CORRUPTION



- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

JKH is committed to the Principles of UNGC and has an integrated approach to ensuring the interlinks between its financial performance, its sound corporate governance, product and service excellence, workforce development, environmental stewardship and social responsibility. The ensuing sections describe how JKH aligns its operations and supply chain with the principles of UNGC under each focus area.



# HUMAN RIGHTS

## Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights.

## Principle 2:

Make sure that they are not complicit in human rights abuses.

# HUMAN RIGHTS



Caring, Excellence, Trust, Innovation, and Integrity are core values intrinsic to JKH and the Company places the highest value on ethical practices including a zero-tolerance policy towards corruption and bribery in all its transactions. The Company is committed to upholding universal human rights of all its stakeholders whilst maintaining the highest ethical standards in all its operations.

## Ethics

Ethics at JKH are the established values and principles based on which we conduct and wish to conduct our activities and describe the moral and ethical climate within the organisation. Carrying out business in an ethical manner is a key value driver for JKH for purposes of upholding its valued brand reputation among its stakeholders, including investors and the general public. By providing guidance on key risk areas that may arise in respective roles – it brings together elements which keep the employees and the organization interlinked, intertwined and safe. Ethical business conduct provides strong organisational integrity, sets the tone of Company culture and drives business strategies, goals, policies, and activities.

## Code of Conduct

JKH's commitment to Human Rights is also endorsed and recognised through JKH's Code of Conduct. The Code of Conduct applies to all employees and directors of JKH and sets down the minimum expectations of individual and organisational behaviour. It consists of four simple principles: To be loyal and allegiant to JKH, and uphold Company Values, which ensures that employees "do the right thing", by going further than the letter of any contract, the law and our written policies wherever possible. JKH and its employees are required to follow the law and recognise that the trust of our customers, public and other stakeholders is paramount in maintaining our reputation as a law-abiding corporate citizen. As such, employees must always ensure compliance with laws and Company Rules and Regulations applying in the territories that the Company operates in. Employees of JKH must demonstrate respect for the communities we operate in, as well as for the natural environment and ensure that we always conduct business in an ethical manner and in line with acceptable business practices. Finally, the Code of Conduct highlights that employees must exercise professionalism and integrity in all business and "public" personal transactions and consider themselves ambassadors and advocates of the Values of JKH.

JKH's Supplier Code of Conduct aims to embed sustainable business practices within its value chain to create, protect and grow long term environmental, social and economic value for all stakeholders. This includes compliance with laws and regulations as well as adherence to and support of international principles on ethical labour practices and human rights.

### Suppliers shall always represent and warrant that they shall:

- (a) Observe internationally accepted treaties relating to the protection of human rights; and
- (b) Observe conditions of labour not less favourable than those conditions established for the trade or industry; and
- (c) Not use child or forced labour; and
- (d) Not engage in any activity which amounts to discrimination on the basis of race, ethnicity, colour, national origin, sex, disability, veteran status, or age; and
- (e) Not offer, receive, agree to pay or cause the payment by another person of any money or anything of value for the purpose of influencing, improperly or unlawfully any act, decision or judgment of any person relating to the performance of the business; and
- (f) Always adhere to the Supplier Code of Conduct in executing their responsibilities.

# HUMAN RIGHTS

## Policies

In the above context, JKH has stringent policies governing the areas of human rights, prioritising ethical practices within its operations and its value chain. The below are the key applicable policies.

- **Policies on forced, compulsory and child labour and child protection** – JKH has in place stringent checks during its recruitment process to ensure that its minimum age requirements are met and ensures that all employees are educated on key aspects of forced and compulsory labour as well as basic aspects of child protection.
- **Policies on equal opportunities, non-discrimination, career management and promotions** – JKH remains committed to maintaining a workplace that is free from discrimination and is committed to hiring, developing and promoting individuals who best meet the requirements of available positions.
- **Gender policy** – JKH is committed to striving for gender equity through empowerment and inclusion, equal opportunity, and equal participation.
- **Policy against sexual harassment** – A zero tolerance for physical, verbal or non-verbal harassment based on gender, race, religion, nationality, age, social origin, disability, sexual orientation, gender identity, political affiliations or opinion is in place.
- **HIV & AIDS workplace policy** – JKH does not discriminate in the workplace against employees on the basis of real or perceived HIV status.
- **Policies on anti-fraud, anti-corruption and anti- money laundering and countering the financing of terrorism** – All functions are required to include and analyse the risk of corruption as a part of their risk management process.
- **Supplier Code of Conduct** – All significant suppliers of JKH are required to be in compliance with applicable laws and regulations with regard to labour, human rights, environment and ethical business practices.

# HUMAN RIGHTS

## SOCIAL RESPONSIBILITY POLICY

JKH supports community engagement and social empowerment as these pillars are fundamental to ensure sustainable growth and to protect basic human rights of people. JKH believes in wider societal needs than our own, to meaningfully enrich the lives of the communities of which we are an integral part. We abide by the values of caring, trust and integrity by ensuring that through our actions we demonstrate our commitment to and respect for all our stakeholders, including the communities and the environment in which our businesses operate.

During the year, JKH, through its CSR entity, John Keells Foundation (JKF), carried out the following social development activities under the respective CSR focus areas.

### Sustainable Development Goals and CSR Highlights

Related SDG focus areas the Company is working towards:	CSR highlights for the year:
 <p><b>1. No Poverty</b> Fostering sustainable livelihoods through relevant skills, capacity and infrastructure enhancement towards poverty alleviation.</p>	 Empowering women's entrepreneurship and livelihoods through continued capacity development and market access support for 25 women, in times of extreme economic hardships arising from pandemic-related and other socio-economic conditions in the country.
 <p><b>3. Good Health and Well-Being</b> Fostering healthy communities towards enhancing well-being and productivity.</p>	 Formalised plans and partnerships for a Street Market in Colombo 2 for marketing of food and beverages and arts and crafts by low-income communities (primarily women) that meet public health and hygiene standards.
 <p><b>4. Quality Education</b> Providing better access to educational opportunities towards enhancing employability and entrepreneurship.</p>	 Multi-pronged awareness campaigns focused on preventing and addressing gender-based violence and child abuse, reaching over 194,528 people.
 <p><b>5. Gender Equality</b> Working towards gender empowerment through skill development and infrastructure enhancement, eliminating gender based violence through awareness and capacity building.</p>	 Launch of 'John Keells <i>Praja Shakthi</i> ' in Ja-Ela and Habarana to strengthen livelihoods, support structures and create awareness to promote a healthier society.
 <p><b>6. Clean Water and Sanitation</b> Supporting communities with essential infrastructure facilities to provide access to clean water and sanitation.</p>	 Cleaning of 29 submerged wells in six villages to aid suppliers and local communities of TSF affected by floods, directly benefiting 200 persons.
 <p><b>8. Decent Work and Economic Growth</b> Developing sustainable livelihoods through relevant skills, capacity and infrastructure enhancement towards building empowered and sustainable communities.  Entrenching sustainability into supply chains, building mutually beneficial relationships and livelihoods development.</p>	 English language and higher education scholarships awarded to 712 school children and university students.
 <p><b>11. Sustainable Cities and Communities</b> Nurturing the livelihoods and social well-being of local communities, promoting Sri Lankan Arts and Culture and preserving the cultural heritage.</p>	 Launched the 'John Keells <i>Praja Shakthi</i> ' Digital Learning Initiative where tabs and data packages were presented to support continued education of 100 deserving school children in a pandemic-affected context.
 <p><b>16. Peace, Justice and Strong Institutions</b> Promoting peace and justice and strengthening institutions including women-based structures through community and livelihood programmes; Eliminating violence, especially against women and children through capacity building and awareness creation at multiple levels including the general public.</p>	 Kala Pola (Art Fair) events continued to be held virtually with events held in the lead up to Christmas (2021) and Sinhala and Tamil New Year (2022) showcasing 6,415 works of 399 artists to 71,100 unique visitors within and outside Sri Lanka.

# HUMAN RIGHTS



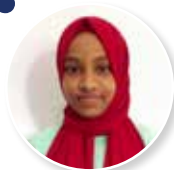
## EDUCATION

### English Language Scholarship Programme (ELSP)

JKF continued its long-term project offering scholarships, for the 18th successive year, to improve English communication skills of disadvantaged school children from rural and underserved communities under its sustained programme 'English for Teens'. 653 scholarships were offered under Tier 1 and a total of 563 students successfully completed the online classes recording the requisite attendance and passed the final examination.

The virtual English Day events, organised by JKF for the students who completed Tier 1 of ELSP in 2020/21, were held during the reporting year with the participation of 456 students who took part in individual and group poetry competitions from 20 locations and judged remotely due to transport difficulties resulting from the macro-economic situation of the country. These events facilitate a platform for the scholars to showcase their English skills and creativity and demonstrate self-confidence in the presence of an independent panel of judges.

“



I am thankful to John Keells Foundation for giving me this opportunity. I am glad I got selected from the interview we had in the selection process, because the lessons I have learnt through the scholarship programme have helped in me in my academics immensely and I'm sure it will benefit me in my future studies as well."

– Amana Riyaz, Winner of the Individual Poetry Competition from the Southern Province

### Digital Learning Initiative

Under JKF's business centric community empowerment initiative 'John Keells *Praja Shakthi*' - JKF in partnership with Deutsche Bank, Dialog Axiata PLC and John Keells Office Automation launched the pilot programme of 'John Keells *Praja Shakthi*' Digital Learning Initiative in Ranala and Colombo 02. The project aims to facilitate continued education of disadvantaged school children preparing for public examinations amid the pandemic and other challenges in the country.

A total of 100 Samsung A8 tabs and data packages were awarded to selected Ordinary Level and Advanced Level students in 'John Keells *Praja Shakthi*' locations in Colombo 2 and Ranala for use over the duration of the respective course of study. JKF also developed and initiated a monitoring mechanism for this pilot initiative. JKF is partnered in this initiative by Deutsche Bank as co-funder, John Keells Office Automation and Dialog Axiata PLC as the suppliers of devices and data packages respectively at concessionary rates.



Registration of students at the launch of the 'John Keells *Praja Shakthi*' Digital Learning initiative at Ranala



# HUMAN RIGHTS

## Skills into Progress (SKIP)

JKF continued its initiative to support the supply chain management of businesses such as Keells Supermarkets and Walkers Tours, called 'Skill into Progress' (SKIP) aimed at upskilling identified supplier groups. The customized industry-related English proficiency programme conducted in collaboration with the Destination Management business was completed by 40 Chauffeur guides of Walkers Tours and Whittals Boustead, demonstrating commendable skills and confidence levels.

A 36-hour, industry-related skill development programme which was organised under JKF's 'Skill into Progress' (SKIP) during 2020/21 was completed during the year under review with 12 small to medium enterprise (SME) suppliers of Keells Supermarkets being empowered with English communication skills. The virtual SKIP programme initiated for a new batch of suppliers during the reporting year had to be discontinued due to challenges arising from the prevailing socio-economic conditions in the country.

## Higher Education Scholarship Programme

37 advanced level students and 22 university students were provided scholarships to pursue their secondary and tertiary education under this programme which is aimed at encouraging disadvantaged individuals from underserved communities to pursue their higher education through a monthly monetary disbursement.

## Career Guidance Workshops for youth

A Youth Career Skills and Opportunities Programme was organised in Ranala in collaboration with Elephant House, 'Cinnamon Hotels & Resorts', Keells Supermarket chain and the Ranala Divisional Secretariat empowering 15 local youth with practical learning and exposure opportunities at the Elephant House factory in Ranala, Supermarket business and Colombo Hotels.



Participants at the Career Guidance Workshop organised in Ranala 2022

“ This is the first time that I am taking part in a career guidance workshop. I have never learnt how to write an effective CV or how to prepare and groom myself for an interview and work environment before. This workshop taught me to assess my strengths and weaknesses before taking a career decision, which is something that I have never been advised to do before. I found all the sessions in this workshop very useful, and I am positive that it would help me in my future career... I am thankful that John Keells Foundation takes the effort to organise workshops of this nature that helps youth like myself to make informed decisions about our future.”

– Nipuni Dineshika – Beneficiary of the Career Guidance Workshop organised in Ranala 2022

## Soft Skills for University Undergraduates

JKF organized a webinar series aimed at enhancing the employability of university undergraduates. Over 450 undergraduates from the University of Ruhuna completed the three workshops conducted online over three days, comprising a panel discussion with industry professionals as well as interactive workshops on CV Writing & Interview Skills, Personality Development and Personal Grooming & Social Etiquette.



# HUMAN RIGHTS



## HEALTH

### PROJECT WAVE (Working Against Violence through Education)

Project WAVE (Working Against Violence through Education) – a long-term project launched in 2014 with the aim of preventing gender-based violence and child abuse through education, capacity building, social sensitisation, and advocacy programmes - continued to make strides in the reporting year including the following:

- The annual public awareness campaign against gender-based violence, which focused on domestic violence in response to a reported surge in complaints during the pandemic, was conducted in commemoration of the International Day for the Elimination of Violence against Women, for the sixth successive year. The campaign, themed 'Break the Silence', comprised a cross-sectoral panel discussion which aired during prime time on a premier television channel and a two-week long social media campaign with an estimated cumulative reach of over 1,480,764 persons.
- Staff sensitisation continued through virtual awareness sessions conducted at induction programmes for businesses, an interactive e-learning assessment and a refresher programme for 16 pre-trained master trainers on Child Protection of the Company impacting a total of 1,095 personnel from businesses.
- External awareness on gender-based violence was conducted for a total of 298 undergraduates of the Universities of Ruhuna and Sri Jayewardenepura, in partnership with the respective Universities and facilitated by Internal trainers from the Company.
- An islandwide art competition was organised to commemorate National Children's Day and to raise public awareness on Child Protection targeting children aged 7-12 in two groups, generating 518 entries from all 9 provinces. The campaign was also promoted on social media platforms reaching over 5,700 persons.

### Substance Abuse Prevention Awareness

Whilst awareness on drug abuse prevention among school children is critical, equipping teachers and parents with a proper understanding of the related risks and dangers and the importance of creating an enabling environment to support drug prevention is equally pivotal.

In this context:

- JKF conducted awareness creation among the early childhood development sector in collaboration with the Ja-Ela Divisional Secretariat, Humedica Lanka, Keells Food Products and Ja-Ela Keells Supermarket business, benefiting a total of 48 Government officials including Divisional Secretariat subject staff, *Grama Niladhari*, representatives from the Provincial Education Department and community police.
- Following this, another awareness creation session was organized for 40 pre-school teachers of Ja-Ela with the support of the Ja-Ela Divisional Secretariat.
- In commemoration of the 'International Day Against Drug Abuse and Illicit Trafficking', JKF launched a week-long social media campaign to raise public awareness in keeping with the theme 'Share Facts on Drugs, Save Lives', reaching over 12,447 persons.

# HUMAN RIGHTS



Substance Abuse Prevention awareness creation session through early childhood education conducted for Government officers of Ja-Ela Divisional Secretariat



## LIVELIHOOD DEVELOPMENT

### Livelihood and Community Development under 'John Keells Praja Shakthi'

The ensuing projects were undertaken by JKF under this business centric community empowerment initiative centred around the locations of Colombo 02, Hikkaduwa and Ranala:

#### Street Market:

JKF in partnership with the International Finance Corporation, 'Cinnamon Life' and the Urban Development Authority continued efforts to formalise plans for the launch of a 'Street Market' in Colombo 2, as a community livelihoods support initiative to address the absence of an existing platform for the provision of food by street vendors conforming to public health and hygiene standards, and to increase the participation of women in the hospitality and tourism sectors.



Signing of the Cooperation Agreement between JKH & IFC for the Street Market Project in Colombo 02

#### Street Vendors:

JKF in collaboration with Cinnamon Hotel Management Limited and the Colombo Municipal Council (CMC) continued its initiative to improve the livelihoods of street vendors operating in the vicinity of Colombo 2 through upskilling and complying with the regulatory framework. Based on a sustainability assessment conducted on street vendors operative at Galle Face in collaboration with the CMC, suitable training will be provided to street vendors by a team including the chefs at 'Cinnamon Hotels & Resorts'. The proposed training content was designed and shared with the CMC during the year towards finalising content and implementing training at a more conducive time.

## HUMAN RIGHTS

A ground assessment was conducted on street vendors at Galle Face to identify gaps and related training and development needs. An assessment report including recommendations was developed towards discussing collaborative action plans with the CMC.

### Pottery

JKF continued to support the livelihoods of those engaged in the pottery industry in Ranala, by renovating a clay mixing machine which is expected to support 26 families in the community.

### Metro Homes Residencies

As part of supporting the communities residing in close vicinity to the Company location, JKF conducted a strategic needs assessments for 'Metro Homes Residencies', including the identification, sourcing and installation of security measures for the housing complex, following a request for support by the 'Metro Homes Residencies'.

### Gender Empowerment

The following programmes were conducted towards promoting women's entrepreneurship:

- **Batik artisans** – JKF continued to support 13 women engaged in the batik craft to enhance their skills and market access. During the reporting period, JKF organised a design thinking workshop facilitated by industry trainers and assisted artisans in establishing sustainable market linkages with John Keells businesses. JKF along with Cinnamon Hotels and Resorts are conducting discussions with the artisans on a potential upcycle initiative that would use discarded bed linen to produce bags for hotel guests. Following JKF's interventions and market facilitation, the women were able to earn an additional income of Rs.31,868 per person in the reporting year.
- **Paper products** – JKF continued to support the 'Batawela Ranliya Women's Society of Ranala' in manufacturing paper-based products by purchasing Vesak lanterns and gifting them to Keells Supermarket customers at selected outlets in the spirit of supporting SME livelihoods affected by the pandemic. Following this intervention, the women were able to earn an additional income of Rs.16,500 per person. JKF will continue to support these women to increase their production capacity and market access towards becoming more self-reliant.



*Hikka Batik artisans taking part in the design thinking workshop*

JKF launched 'John Keells *Praja Shakthi*' in two new locations, namely Ja-Ela and Habarana, and carried out preliminary needs assessments to identify community livelihood options to increase the yield and quality of SME-related production whilst expanding potential markets.

# HUMAN RIGHTS

## Child and Youth Development

- JKF in partnership with ChildFund Sri Lanka (CFSL) and the University of the Visual and Performing Arts rolled-out a series of aesthetic workshops at the De Mel Park Community Centre in Colombo 2 to uplift the mental health of youth affected by the pandemic. A total of 38 workshops were conducted during the reporting year benefiting 76 children and youth of Colombo 2. CFSL in collaboration with JKF and the Charity Commissioner of the Colombo Municipal Council also undertook the establishment of a Child Resource Centre at the Community Centre which is aimed at promoting online learning, book reading and reference and skill development activities. The CRC will be officially launched for community activities on completion of fit-out and furnishing work.



Youth engaged in the activities conducted under the aesthetic workshops

- Under 'John Keells *Praja Shakthi*' project in Nithulemada, JKF in collaboration with the Provincial Ministry of Education continued work to establish a pre-school in the village. Survey and demarcation of the related land have been completed while plan clearance has been initiated.



## ARTS & CULTURE

### Kala Pola

'Kala Pola' - Sri Lanka's renowned art fair showcasing and promoting visual art - continued to promote artists through virtual events hosted in the lead up to Christmas and the Sinhala and Tamil New Year seasons, due to pandemic related restrictions.

Conceptualised by The George Keyt Foundation and funded and organised by the John Keells Foundation, both events were hosted on JKF's digital platform [www.srilankanartgallery.com](http://www.srilankanartgallery.com) showcasing a cumulative total of 6,415 works of art from 399 artists. The events attracted over 71,100 unique visitors with over 520 pieces of art sold online or commissioned.

Through a strategic partnership with JKF, Nations Trust Bank PLC introduced a QR Code based payment gateway on the Sri Lankan Art Gallery website, whilst offering an exclusive preview to its private banking customers ahead of the public event, enhancing the market reach of the artists.

As a means of enhancing visitor experience and knowledge creation, the month-long Christmas edition featured interactive events including a collector's guide on starting and adding to a collection, a children's arts and crafts workshop, and a panel discussion titled 'Sri Lanka to the World Stage'. During the Sinhala and Tamil New Year Edition, a video was produced to showcase the life and works of renowned Sri Lankan artist, Pradeep Thalwatta, for subsequent broadcast on JKF's social media platforms.



# HUMAN RIGHTS

## Sri Lankan Digital Art Gallery

JKF continued to maintain and improve Sri Lankan Art Gallery ([www.srilankanartgallery.com](http://www.srilankanartgallery.com)) which serves as an online platform for local artists to showcase their work all year round whilst sustaining and enhancing the interest of art patrons. The site continued to gain traction during the year under review, catalysed by the two virtual Kala Pola events hosted on the site. As at 31 March 2022, 1,415 artists were registered with the Sri Lankan Art Gallery displaying a total of 11,702 works of art. 41,610 persons visited the site, which was an increase of 69 per cent against 2020/21.

## Museum of Modern and Contemporary Art (MMCA)

JKF continued its funding and strategic support as major benefactor of the Museum of Modern and Contemporary Art (MMCA) which aims to establish a public museum dedicated to the display, research, collection, and conservation of Sri Lankan modern and contemporary art. Key activities conducted during the year under review:

- MMCA launched its second exhibition titled 'Encounters' at the museum's new venue at Crescat Boulevard. The artworks that were showcased as part of 'Encounters' included selected paintings drawn from the John Keells and George Keyt Foundation Collections, providing the public with a rare opportunity to view artwork from two of the country's prominent collections of art. The exhibition covered over 13 artworks by 8 artists across different generations recording a footfall of 2,843.
- MMCA organised many training and livelihood development programmes and activities to build capacity in the museum sector in Sri Lanka.
- MMCA continued its contribution to supporting both the State and private education sectors, through lectures and teaching sessions at schools and universities, benefiting a total of 58 students.
- Throughout the year MMCA carried out several social media campaigns and print publications with a total reach of 32,185.

## Gratiaen Trust

JKF continued its primary sponsorship of the Gratiaen Trust (GT) to recognise, promote and nurture Sri Lankan authors writing in English, or undertaking translations of Sinhala and Tamil literature into English, residing in Sri Lanka. Key activities reported for the year under review included:

- The annual Gratiaen Prize was held as a hybrid event due to the ongoing socio-economic situation in the country. The event was broadcasted in social media which enabled to reach a wider audience within and outside of Sri Lanka, recording over 1100 views, whilst recognising Sri Lankan authors residing in the country.
- An online creative writing workshop was organised in commemoration of Children's Day to encourage young readers and writers. 73 children participated in these sessions which featured three Gratiaen Prize winning authors: Lal Medawattegedara, Prashani Rambuwella and Delon Weerasinghe.



Guided tour and visitors at MMCA's 'Encounters' exhibition



The winner of The Gratiaen Prize 2021 - Ashok Ferrey - with the other shortlisted writers

# HUMAN RIGHTS

## Aluwihare Heritage Centre (AHC)

During the year under review, JKF continued its sponsorship for AHC’s programme to identify, record and archive the works of over 4,000 tracings of batik samples of the late Ena De Silva – a renowned Sri Lankan artist credited with re-establishing the country’s batik industry – and to support related activities of a group of women entrepreneurs in Aluwihare in the Matale District.

This involved developing a repository of the work of the late Ena De Silva which included photographing 547 original designs and developing a digital database for tracings. Increasing the economic viability of the Centre has been another main objective of AHC, and to this end various initiatives to spearhead sales and increase awareness were rolled-out.

## Restoration of the George Keyt Art Collection

During the year under review, JKF initiated the restoration of the George Keyt Collection under JKH’s patronage as a means of conserving the legacy of Sri Lankan art at JKH in consideration of a loan arrangement with The George Keyt Foundation. Restoration work on two George Keyt paintings was completed in the reporting period and released for display at the MMCA’s ‘Encounters’ exhibition.



## DISASTER RELIEF

Supporting fellow citizens in their time of need has been a vital aspect of JKH’s culture.

Towards addressing the challenges ensued by the COVID-19 pandemic, the following initiatives were undertaken to strengthen the safety of the front-line workers and the community:

- As part of its continued response to COVID-19 and enhancing the capacity of Government hospitals, JKF donated nebulisers and nebuliser kits to the Ministry of Health, a wall oxygen system to the Nawagamuwa Divisional Hospital and a multipara monitor to the COVID-19 treatment centre at the Mullaitivu Puthukkudiyiruppu Divisional Hospital in partnership with ChildFund’s ‘Sri Lanka Gives Back’ campaign.
- Essential consumables were donated to the Colombo North Teaching Hospital.
- Dry rations were distributed among low-income earners in Kalutara District in the aftermath of the monsoon floods.
- JKF also funded the cleaning of 29 wells of tea smallholders in Halwitigoda, Hingalgoda and Kurupanawa, directly benefiting 200 persons.



Donation of a multipara monitor to the COVID-19 treatment centre at the Mullaitivu Puthukkudiyiruppu Divisional Hospital



# LABOUR

## Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

## Principle 4:

The elimination of all forms of forced and compulsory labour;

## Principle 5:

The effective abolition of child labour; and

## Principle 6:

The elimination of discrimination in respect of employment and occupation.

# LABOUR



As one of the primary contributors to JKH's value creation process through its earning potential and productivity, the management of Human Capital is of vital importance. Attracting and retaining talent and motivating talent whilst providing development opportunities, enable the Company to ensure long-term sustainability of its operations.

JKH's management systems and processes aim to ensure a safe working environment with equal opportunity provided to its diverse workforce. Its comprehensive approach to managing its Human Capital is founded on the core building blocks of 'inspiring people', 'caring for people' and 'leadership'.



## TALENT MANAGEMENT

JKH's talent management strategy focuses on developing, engaging and retaining high performing employees in improving business performance. This aims at enhancing the overall employee experience by promoting continuous engagement through various channels and interventions.

- The talent management module on HRIS facilitates the identification of talent pools, critical job roles and effective succession planning across the Group. Moreover, the internal job posting programme provides the Group with an opportunity to utilise its workforce more effectively by facilitating employee mobility across the Group.
- Career chats, skip level meetings, young forums and development plans have been put in place to encourage key talent to engage in various discussions with the senior leadership team regarding their career aspirations, development needs and how it can be addressed and to spearhead initiatives assigned to them.
- JKH continued to further augment the agile working arrangements which were developed in response to the pandemic, with the aim of empowering employees to work remotely – with maximum flexibility and minimum constraints subject to their role in the organization.

JKH continued its employer branding strategies during the year under review and was actively involved in numerous virtual programmes organised by local universities.

- Participated in virtual career fairs organized by the University of Colombo and the University of Kelaniya.
- Facilitated virtual mock interviews for the final year students at the University of Ruhuna, with constructive feedback and advice.
- Conducted a virtual workshop themed 'Alternative pathways to Success' for students at the University of Ruhuna to equip them with workplace skills, overcome challenges in a workplace and showcase various career paths available.
- Conducted a mentoring session for the students at the University of Ruhuna to develop their skills in creating resumes and facing interviews.
- Participated as a consultant for the AIESEC NextGen Member Development Program which entailed one-to-one discussion with students on resume development and facing interviews.
- Collaborated with the Career Guidance Unit of Lyceum International School, Sri Lanka to conduct 'AI Made Easy', a data quiz along with a career guidance session.



# LABOUR



## RECOGNITION

JKH drives a high-performance culture, and a number of employee recognition schemes are available at both to ensure that all employees feel appreciated, encouraged and recognised. Special budgetary allocations are made available every year for this purpose, with awards for innovation, disruptive digitisation, sustainability and CSR volunteerism also included in the Company's recognition schemes.

Online recognition tools such as 'Badges' are available on the HRIS for employees to recognise and appreciate their colleagues for displaying Company Values, going the extra mile, for outstanding work and great teamwork, which are, in turn, recorded on employee profiles and linked to their performance appraisal. Continuous feedback is made available for employees to give and receive feedback from their colleagues which is shown in the performance management portal on the HRIS.



## LEARNING AND DEVELOPMENT

Building on the JKH's future-focused learning culture and the need to align to a dynamic learning environment, the year under review saw a more structured approach to learning digitisation. Further augmenting the e-learning ecosystems to execute learning initiatives, the Company launched a common learning management system named 'BRIDGE' –

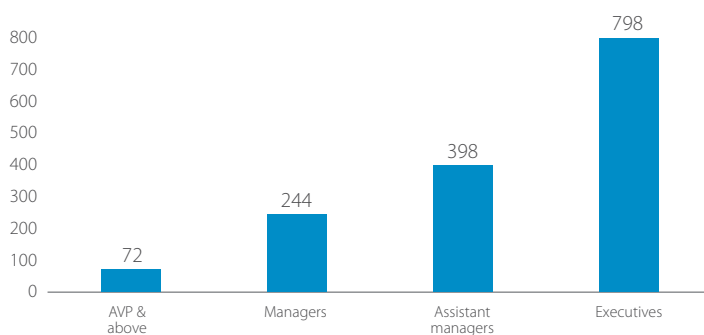
- Designed to bring the learning to the employee and deliver value through a transformative learning experience that meets individual development needs, whilst catering to diverse learning styles, leveraging on social learning, and aligning with business purpose and performance.
- BRIDGE promotes social and engagement-based learning, that encourages real-time experience share, and healthy competition, which are manifested through features such as leaderboards, discussion forums, learning achievement badges, and certificates, whilst the course catalogues and library items provide anytime accessible learning content, that is easily digestible.

The Company embarked on piloting new learning initiatives through global service providers, creating more in-house developed digital learning content, and expanding the portfolio of micro-learning sessions facilitated through internal faculty. To this end:

- Some of the more established initiatives such as the JKH Management Trainee programme and JKH Development Centres were restructured to enable effective execution in a remote working environment.
- The JKH Speakers' Club also consolidated a successful year.
- A new competition; All Stars, designed to identify home-grown talent in training delivery and presentation skills, was also introduced.
- Aside from these new learning initiatives, Company inductions, competency-based programmes, and new manager development programmes were deployed predominantly through online media.

### Employee Training Hours

(Training Hours)



# LABOUR



## DIVERSITY, EQUITY AND INCLUSION

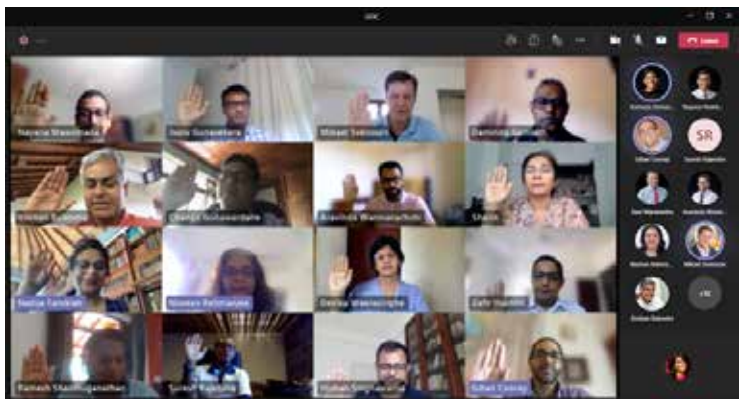
### The brand

JKH continued to enhance its commitment towards Diversity, Equity and Inclusion (DE&I) under the brand 'ONE JKH', with many initiatives rolled out with the aim of increasing women participation in our workforce, providing career opportunities to persons with disabilities and being inclusive of the LGBTIQ+ community.



### Leadership commitment

The Champions of Change Pledge taken by the Company Executive Committee and the Company Operating Committee in June 2021, formalised the leadership's commitment to ensure that Life at JKH is inclusive. The senior management of the Group participated a series of awareness sessions, facilitated by an expert external resource person on addressing unconscious bias and the inaugural Chairperson's Award for DE&I was presented at the annual awards ceremony in November 2021.



JKH leadership team taking the Champions of Change Pledge

## LABOUR

### Working towards achieving gender parity

#### Employer-supported childcare

- The commitment towards employer supported childcare was also reinforced with the Company onboarding a service provider for crèche facilities at a subsidised rate for Company Staff, in tandem with Children’s Day in October 2021. Another crèche service provider was onboarded in February 2022.
- ‘Parents Connect’ – the Company’s Parents Network was launched in July 2021 as a platform for parents in the Company to engage on relevant areas. Forums on timely topics such as ‘Parenting in the Pandemic’ were conducted.
- The ‘Winning over New Parents’ toolkit was launched in April 2021, towards achieving higher maternity and paternity leave return rates, and to ensure that supervisors have timely conversations to better understand employee needs prior to and during such leave periods.

#### Women-centric training initiatives

- With the aim of retaining and developing female talent; a quarterly forum named ‘WOICE’ was launched in July 2021, where participants can engage with successful female careerwomen.
- Gender diversity of participants at all learning and development (L&D) programmes across the Company are now tracked via an L&D dashboard to ensure equal opportunity.

#### The SanNap initiative

In March 2022, The SanNap initiative was launched, where all female employees of the Company were provided with sanitary napkins, free of charge. This initiative acknowledges that prioritizing menstrual health is a necessity for all females not only for the physical and mental wellbeing of individuals but also the productivity of females in the workforce and encourages and destigmatizes conversation around menstruation.



*JKH enters into a partnership to provide sanitary napkins for all female staff free of charge*

#### Gender parity goal

The Company is currently working towards reaching the 5-year goal of 40 per cent women in the workforce by 2024/25, which was announced on International Women’s Day 2021. At present, the female participation stands at 32 per cent.

# LABOUR

## LGBTIQ+ & PWD inclusivity

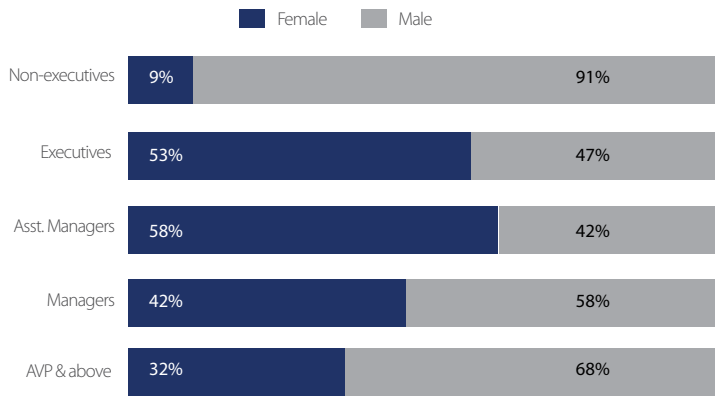
Another key milestone was reached with the completion of the Inclusive Workplace Survey conducted in partnership with The National Transgender Network (NTN) and The Grassrooted Trust, to obtain a broad range of information on trans inclusivity in the corporate sector.

JKH also joined IFC Sri Lanka's 'TWC+' ('Together We Can Plus'), making commitments to increase career opportunities for Persons with Disabilities (PWD) and to also make our digital and physical spaces PWD inclusive.

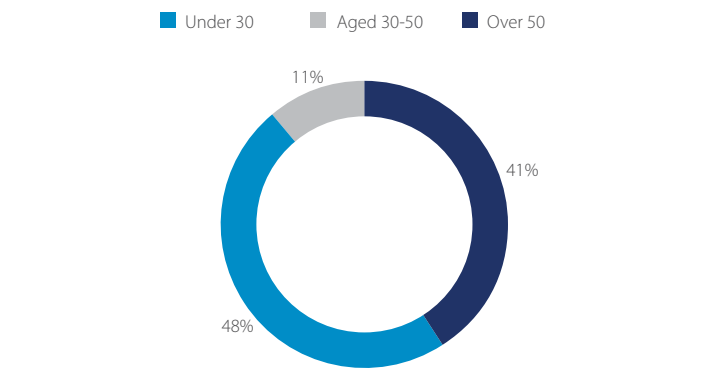
## Value Chain

Extending our DE&I focus to our value chains, the inaugural issue of the annual bi-lingual DE&I Newsletter to JKH supplier network, 'JKH Connect', was released in April 2021.

### Employee Diversity by Gender



### Employee Diversity by Age



# LABOUR



## COLLECTIVE BARGAINING

JKH carries out ongoing engagements with trade unions through joint consultative committees and other mechanisms on an ongoing basis.



## HEALTH AND SAFETY

JKH places significant emphasis on ensuring a safe place to work and any health and safety concerns are prioritised and addressed through robust management systems that are in place. This entails incidents being logged along with the cause of injury and severity, recorded and tracked on a continuous basis.



## INTERNAL AWARENESS CREATION

Under JKF's Project WAVE (Working Against Violence through Education), virtual awareness sessions, staff induction programmes and the launch of an interactive e-learning platform and a common Learning Management System were used to provide basic and informative knowledge. Sessions were conducted by staff volunteers who were trained as Master Trainers to increase the pool of resources to sustain and scale gender and child protection awareness.



## STAFF VOLUNTEERISM

Staff volunteerism plays a vital role as most of JKF's projects are carried out with the support of volunteers. Staff volunteers range from project champions, Sector CSR Coordinators and volunteer trainers to those who engage in skill-based volunteerism, field work and administrative support. The John Keells Volunteer Network enables employees to go beyond their day-to-day work and make a hands-on contribution to the community and environment, whilst benefiting from the related sense of fulfilment, positive energy and opportunities to further their own personal growth. Moreover, the Company's volunteer leave policy enables staff to be released for CSR activities with minimum restraint.

Despite field-based opportunities being inhibited by COVID-19 related lockdowns and restrictions as well as unprecedented socioeconomic issues during the year under review, over 230 staff volunteers engaged in projects undertaken by JKF whilst over 382 volunteer instances and over 1,408 hours were recorded.

The annual Volunteer Recognition Day 2021 was conducted virtually, recognising the contributions of 194 employees in Company service out of the volunteers who engaged in JKF's activities in 2020/21 through skill-based volunteerism, field and administrative support.



# ENVIRONMENT

## Principle 7:

Businesses should support a precautionary approach to environmental challenges;

## Principle 8:

Undertake initiatives to promote greater environmental responsibility; and

## Principle 9:

Encourage the development and diffusion of environmentally friendly technologies.

# ENVIRONMENT



JKH strongly believes that a sound Natural Capital management strategy is of vital importance for long-term sustainable value creation. As such, the Company has in place a comprehensive environmental management system which focuses on policies and procedures that ensure sustainable principles are embedded in business operations and operations are conducted in a sustainable manner with minimum impact on the environment. These include energy conservation, introduction of renewable energy, carbon footprint reduction, optimisation of water usage, responsible waste management and conservation of biodiversity. JKH has identified material areas to minimise any negative impacts and externalities, and constantly strives to implement initiatives to conserve natural resources and create value for all stakeholders. JKH is aware that it is a custodian of the environment for future generations and, as such, takes best efforts to minimise negative environmental impacts and ensure compliance with all applicable laws and regulations.

JKH has in place routine guidelines for data measurements; electricity and fossil fuel consumption is metered, with calibration of such meters carried out regularly. While water withdrawal is also measured through meters, wastewater discharge is measured through meter readings as well as estimates. Waste generated is also largely based on estimates. Carbon emissions are derived in accordance with the greenhouse gas protocol by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). The calculations use the carbon emission factor source of the IPCC guidelines or local guidelines where available, for national greenhouse gas inventories, published by the Institute for Global Environmental Strategies (IGES) and includes only CO<sub>2</sub>.



## ENERGY AND CARBON FOOTPRINT

JKH strives to conserve energy through embracing lean energy management practices and replacement of fixtures with energy efficient alternatives and adopts the use of renewable sources of energy where possible and applicable.

The main contributors to the Company's carbon footprint were electricity from the national grid and diesel usage similar to previous years.

JKH continues to work towards sustainability goals which are established at business level to be achieved by 2025 to further strengthen its environmental commitment.



## WATER MANAGEMENT

JKH seeks to conserve and optimise its use of water obtained from surface and ground water sources and wherever possible seeks to re-use wastewater after treatment with a view to reducing the intake of fresh water.

JKH continued to roll-out initiatives with the aim of conserving water and worked on multiple awareness creation programmes whilst continuously monitoring and measuring usage from all sources such as ground water, inland surface water bodies, oceans, and pipe-borne water from the National Water Supply and Drainage Board sources. All water withdrawn by the Company is from non-water stressed areas.

# ENVIRONMENT



## WASTE MANAGEMENT

Waste management at JKH is based upon the tenets of Reduce, Reuse, Recycle and encourages its employees and stakeholders to be mindful in terms of reducing generation and to reuse and recycle wherever possible. Waste generated by the Company is segregated as hazardous and non-hazardous waste and classified and tracked based on the disposal method. Hazardous waste is disposed through specialised third-party contractors whilst JKH encourages non-hazardous waste to be disposed through methods such as reducing, reuse, recycling, recovery and composting rather than directing waste to landfill as much as possible.

### Zero Waste Day

Similar to the previous years, JKH continued the Zero Waste Day initiative which aims to discourage employees from bringing single-use plastic to work and their homes. As a part of this initiative, various awareness creation strategies were deployed, including suggestions to minimise waste at home and the workplace, information on alternatives and facts relating to waste and other sustainability related best practices which were communicated to employees regularly via online platforms.



## PAPER CONSERVATION

JKH continued its long-term contractual arrangement with Neptune Recyclers (Private) Limited to collect wastepaper from business locations for shredding and recycling during the reporting period.

**IMPACT DURING 2021/22**

**Direct impact: 15,632 kg of waste paper collected for recycling and a monetary benefit of Rs. 125,056/-**

Indirect impact: Reported saving of:

• 266 Trees	• 27,434 liters of Oil
• 496,785 litres of Water	• 47 m3 of Landfill
• 62,528 kWh of Electricity	



## BIODIVERSITY CONSERVATION

### Nature Field Centre, Rumassala

The Nature Field Centre at Rumassala – developed in 2008 as a public private partnership between the Central Environmental Authority (CEA) and JKF - was closed for visitors in the reporting year until October 2021 due to pandemic related challenges. Upon easing of such restrictions, 5 programmes were conducted, benefiting 192 visitors. During the reporting year, a publicity video was in production towards enabling the centre to be self-sustainable in terms of awareness creation as well as promoting the property for hire for permitted private events.



## ENVIRONMENT

### 'Cinnamon Rainforest Restoration Project'

JKF in partnership with 'Cinnamon Hotels & Resorts', Ruk Rakaganno (The Tree Society of Sri Lanka) and the Forest Department of Sri Lanka launched the 'Cinnamon Rainforest Restoration Project' which involves the restoration of a degraded 59-acre plot in Suduwelipotha located in the Ratnapura District in proximity to the Sinharaja forest reserve (a UNESCO World Heritage Site), over an initial period of three years.



Launch of the Cinnamon Rainforest Restoration Project

Natural forest regrowth is increasingly being seen as a viable climate change solution globally. This restoration project aims to conserve Sri Lanka's biodiversity and ecological significance of the region and is based on cultivating local flora whilst extracting invasive species that degrade the native plant regeneration.

The following activities were undertaken in the year under review:

- Clearance of invasive plants in the entire extent of land with tree planting commencing in certain areas.
- Whilst 10,000 native plants were being raised by 15 community members, over 5000 pioneer species plants were nurtured at the site nursery maintained by the project.
- Thus far, over 7700 plants have been planted.
- The University of Colombo was engaged for continuous scientific monitoring of the ecological progress whilst a PhD student has been assigned to the project.

### 'PLASTICCICLE' SOCIAL ENTREPRENEURSHIP INITIATIVE

The Company's Social Entrepreneurship Project – 'Plasticcycle', continued its initiatives to reduce plastic pollution in Sri Lanka, focusing on three key areas to drive change - Encouraging the reduction of single use plastics, supporting responsible disposal and promoting recycling initiatives, despite the challenges posed by the pandemic.

Over 250 collection points island-wide since its inception in 2017/18

- 800,000 PET bottles (~26.9 MT of recyclable plastic waste) collected in 2021/22

#### Encouraging the reduction of single use plastics (Awareness creation):

- Encouraging the reduction in the use of single-use plastic continued through both virtual and on ground socially distanced awareness sessions, including the sponsorship of the World Ocean Summit 2021 organised by Pearl Protectors.
- In order to reach a wider audience, the 'Plasticcycle' website 'www.plasticcycle.com' was revamped and relaunched as a trilingual website, which won the Silver award in the Non- Profit category, as well as in the Best Mobile Optimised category at the Bestweb.LK awards this year.

# ENVIRONMENT

- Continuing efforts towards positive behavioural change, and creating awareness during the pandemic, Plasticcycle hosted webinars, such as the “Plastics: It’s Now or Forever” - a multi-stakeholder webinar hosted and organized in June in line with World Environment Day on the theme of ‘eradicating and mitigating plastic pollution to restore ecosystems’ and commemorating World MSME Day together with ‘The Entrepreneurship Circle’ of the National School of Business Management to discuss on the topic of “SME within the circular economy
- Plasticcycle conducted an awareness session at Glendale housing scheme while also getting its residents to take the 4R pledge as a commitment towards reducing the plastic footprint.

**Supporting responsible disposal:**

- Facilitation of the launch of a plastic waste collection centre in Borelasgamuwa, owned and operated by Zerotrash and funded by Ceylon Cold Store PLC, under their CSR brand ‘Gunadamin Elephant House’.
- Improving the collection mechanism and expanding the ‘Plasticcycle’ bin network: Total Permanent bin placements at Public and Private locations as of 31st March 2022: 21  
Temporary bin placements at Sports events and Public markets: 2
- Plasticcycle placed 29 more Elephant House sponsored collection bins at the Southern Express way at Aparekka, Beliatta, Kasagala, Agunakolapalassa and Barawakumbuka interchange as well.

**Promoting recycling initiatives:**

- ‘Plasticcycle’ facilitated through ‘AGC Innovate’, to use Plastic Modified Asphalt Concrete (PMAC) to restructure and resurface roads at several business locations of the John Keells Group and its associated companies, such as ‘The Suites at Cinnamon Life’, Crescat Boulevard, the warehouse of John Keells PLC and South Asia Gateway Terminals



Silver Award at bestweb.lk



PMAC road resurfacing project at SAGT



Zero trash collection center at Borelasgamuwa



# ANTI-CORRUPTION

## Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

# ANTI-CORRUPTION



JKH's stringent Code of Conduct, that all employees are required to adhere to is strengthened through a robust governance framework that includes policies on anti-fraud, anti-corruption, anti-money laundering and countering the financing of terrorism, a whistle-blower process, an independent Ombudsperson and a 'Chairperson Direct' communication line, amongst others.

## JKH Policy

The Company places the highest value on ethical practices and has promulgated a zero-tolerance policy towards corruption and bribery in all its transactions and strives to maintain a culture of honesty and opposition to fraud and corruption. Based on this commitment, the Code of Conduct, anti-fraud, fraud prevention, anti-corruption, anti-bribery, validation and audit policies, amongst many others, outline the principles to which the Company is committed in relation to preventing, reporting and managing fraud and corruption. It covers inter alia, theft, embezzlement, overriding controls, giving or receiving kickbacks, bribery, allowing oneself to be placed in situations of conflict of interest and statements (financial or non-financial) dishonestly and recklessly made contrary to the factual position. The Company also has a process to ensure compliance with the laws and regulations of the countries it operates in, including anti-corruption and anti-bribery laws.

JKH seeks to ensure that ethical business practices are the norm from the business unit level, down to the individual employee. Its transparent control and prevention mechanisms also extend to its value chain, to its customers, suppliers and business partners. At the employee level, every employee and director is required to comply with Company policies, including the Code of Conduct. The Company Leadership spearheads the implementation of the Code.

The Company's Annual Report also includes anti-corruption related disclosures in line with GRI 205: Anti-corruption 2016 - 205-1.

## JKH Code of Conduct

- Allegiance to the Company and the Company Values
- Compliance with rules and regulations applying in the territories that the Company operates in
- Conduct all businesses in an ethical manner at all times in keeping with acceptable businesses practices
- Exercise of professionalism and integrity in all business and 'public' personal transactions

The Code of Conduct also includes policies on gifts, entertainment, facilitation payments, proprietary and confidential information.

Policies on anti-fraud, anti-corruption and anti-money laundering and countering the financing of terrorism and JKH's Code of Conduct, amongst other policies, also encompass:

- Anti-bribery controls to prevent payments and contributions being made with the aim of obtaining an improper business benefit from any party including, but not limited to, clients, service providers, customers, business associates and political parties; and
- Controls on gifting and favours. Accepting gifts or favours in whatsoever form, including from clients, service providers, customers, business associates and political parties, is prohibited if it was possible on the part of a "reasonable person" to conclude that the acceptance of such gifts or favours could directly or indirectly affect one's independence in decision making and conduct as an employee and/or if it could be seen by others as a consideration for an official or business favour.

# ANTI-CORRUPTION

## Training

When Directors are newly appointed to the Board, they undergo a comprehensive induction where they are apprised, inter alia, of JKH Values and culture, its operating model, policies, governance framework and processes, the Code of Conduct and the operational strategies of JKH.

At the employee level, every employee agrees to comply with JKH's Code of Conduct, when accepting the terms and conditions of employment. As all executive and above staff need to complete a mandatory learning course on the policies, which is carried out through the Learning Management System, all employees are familiarised with the conditions of JKH's Anti-Corruption policy which also extends to any agents who are authorised representatives of JKH and are educated on human rights practices. Employees are also expected to report any breach of the Code with the assurance of discretion and employees are provided with a number of channels to facilitate such reporting, such as Chairperson Direct, Ombudsperson service and business unit-specific grievance handling process.

All policies of the Company are readily available to employees in the primary languages used in the country i.e. in Sinhala, Tamil and English.

## Value Chain

In dealing with its value chain, JKH ensures transparency and fair practices, fostering mutually beneficial relationships based on open communication that stress the importance of business partners adhering to the ethical standards that underlie all business practices.

Further, a comprehensive selection process is carried out for JKH's key suppliers by JKH's Group Initiatives Division which involves evaluation committees including independent category managers and neutral parties. All suppliers that are selected are contractually bound to adhere to JKH's Supplier Code of Conduct which covers human rights and anti-corruption expectations and are required to submit their audited financial statements for the two most recent financial years upon registration. Further, if it is discovered that the supplier has violated the Supplier Code of Conduct, including anti-corruption breaches, it becomes a reason for termination of contracts and cessation of dealings.

In line with best sustainability practices inspired by the United Nations Global Compact, all contracts have clauses which disallow fraud and corruption amongst others.

## ANTI-CORRUPTION

### Employee Reporting Channels

JKH continuously works towards introducing innovative and effective ways of employee communication and employee awareness. The importance of communication – top-down, bottom-up, and lateral-in gaining employee commitment to organisational goals has been conveyed extensively through various communications issued by the Chairperson-CEO and the management. Whilst employees have many opportunities to interact with the senior management, JKH has created the ensuing formal channels for such communication through feedback, without the risk of reprisal.

- Skip level meetings
- Exit interviews
- Young Forum meetings
- 360-degree evaluation
- Employee surveys
- Monthly staff meetings
- Ombudsperson
- Access to Senior Independent Director
- Chairperson-Direct
- Continuous reiteration and the practice of the 'open-door' policy

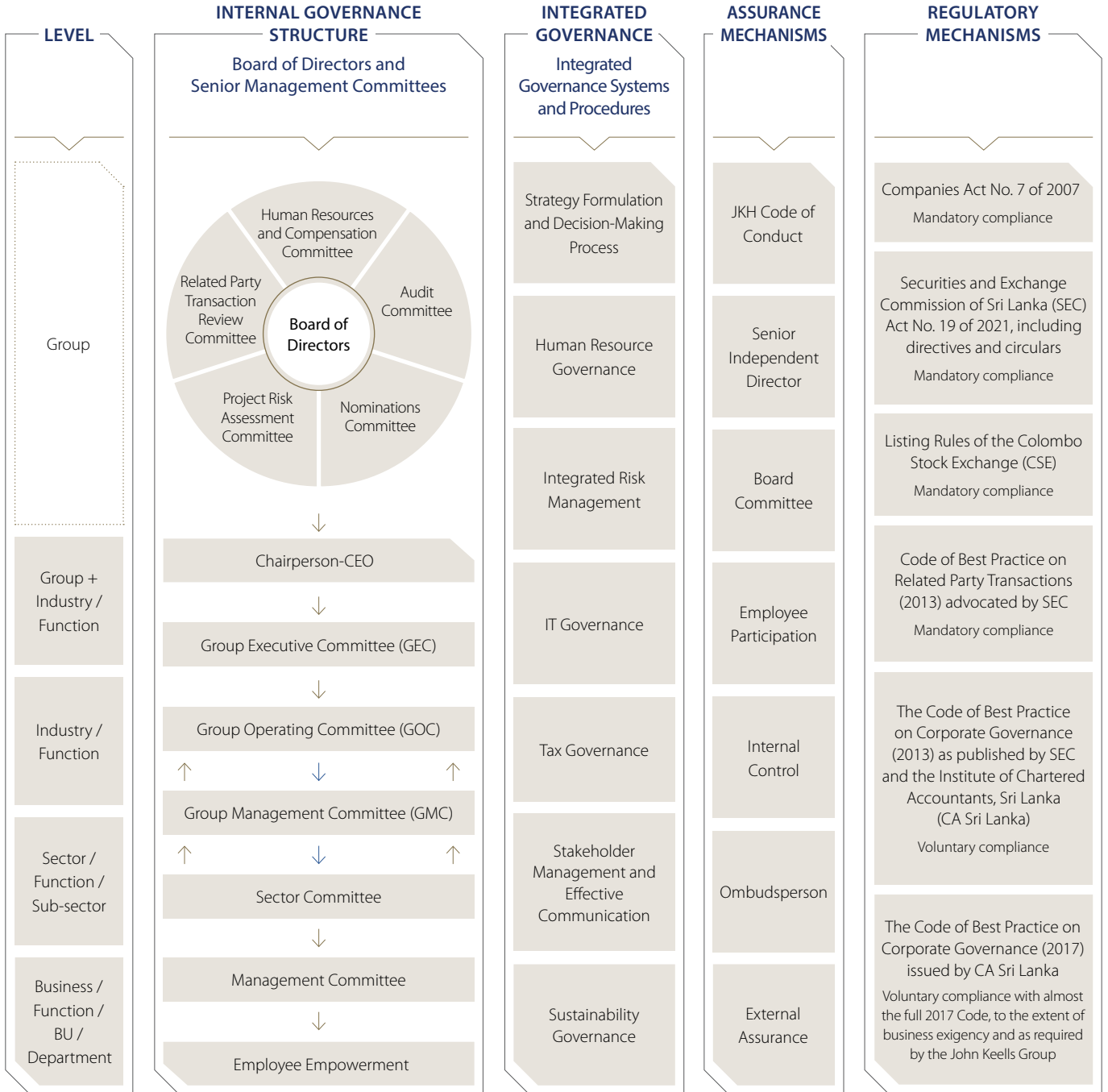
Additionally, JKH continued with its whistle-blower policy and securities trading policy. JKH has witnessed an increased level of communication flow from employees. Such communication and feedback received from the employees by the management are recorded, irrespective of the level of anonymity, and subsequently discussed and followed up. The respective outcomes are duly recorded.

### The Corporate Governance System

JKH's framework has its own set of internal benchmarks, processes and structures towards meeting accepted best practice, in addition to the 'triggers' which ensure compliance with mandatory regulatory requirements. This framework is regularly reviewed and updated to reflect global best practice, evolving regulations, and dynamic stakeholder needs, whilst maintaining its foundational principles of accountability, participation and transparency. JKH's Corporate Governance System plays a pivotal role in ensuring the implementation of Company policies and regulatory requirements, including policies aimed at fostering anti-corruption, anti-bribery, fraud prevention, anti-money laundering, among others, and also acts as an assurance mechanism with inbuilt internal controls.

The diagram below illustrates the key components of the Corporate Governance System of JKH. It depicts the internal governance structure, from the Board of Directors cascading down to employee level, the integrated governance systems and procedures within the Company, the assurance mechanisms in place and the various regulatory frameworks JKH is compliant with from a Governance standpoint.

# ANTI-CORRUPTION



- All 5 Board Sub-Committees are chaired by Independent Directors appointed by the Board.
- The Chairperson-CEO is present at all Human Resources and Compensation Committee meetings unless the Chairperson-CEO's performance assessment or remuneration is under discussion. The Deputy Chairperson/Group Finance Director is invited as necessary.
- Audit Committee meetings are attended by the Chairperson-CEO and the Deputy Chairperson/Group Finance Director. The Head of Group Business Process Review, External Auditors and the Group Financial Controller are regular attendees.
- The GOC acts as the binding agent to the various businesses within the Group towards identifying and extracting Group synergies.



## ANTI-CORRUPTION

The Assurance Mechanisms as illustrated above, comprise the various supervisory, monitoring and benchmarking elements of the Corporate Governance System. These mechanisms also act as 'safety nets' and internal checks in the Governance system. The Company also conducts internal and external audits on a periodic basis, annually at minimum. Doing so, aids the Company to identify and address potential areas of concern whilst addressing stakeholder requirements.

### Regular Monitoring and Risk Assessment

JKH has procedures and processes to enable the prevention, mitigation and reduction of corruption. JKH assesses the risk of corruption as part of its risk management process and puts in place mitigation measures to reduce such risks.

Independent auditors and Management Committees continually review policies and assess the risk of non-compliance regarding corruption. All functions have a process for the prevention and reduction of corruption and are required to include and analyse the risk of corruption as part of their risk management process.

To ensure compliance, reviews are carried out at Management Committee level whilst instances of noncompliance (if any) are formally disclosed to those tasked with governance and oversight on a quarterly basis. Whilst external compliance audits for JKH are carried out annually, independent process reviews are carried out periodically, to assess the efficacy of process and related controls to continuously improve the risk management, controls and compliance posture of the Company.

The JKH Board, Group Executive Committee and Group Management Committees oversee risk management to ensure that risks are brought within tolerance, managed and/or mitigated.

The risk review programme covering the internal audit is outsourced as noted in the ensuing section. Reports arising out of such audits are, post review by the relevant Management Committees and Group Finance Director, forwarded to the Audit Committee of the Board on a regular basis. Further, the Audit Committee also assesses the effectiveness of the risk review process and systems of internal control on a regular basis. The Audit Committee also receives regular reports on the adequacy and effectiveness of internal controls in the Company, compliance with laws and regulations and established policies and procedures of the Company.

On the employee front, employees are also assessed with regard to whether or not they embrace those values set out in JKH's Code of Conduct as a part of the performance appraisal cycle.

### Internal Controls

The Board has taken necessary steps to ensure the integrity of the Company's accounting and financial reporting systems and that internal control systems remain robust and effective via the review and monitoring of such systems on a periodic basis. A quarterly self-certification programme remains in place to confirm compliance with statutory and other regulatory procedures, and also to identify any significant deviations from the expected norms.

The Company has in place an integrated fraud deterrent and investigation framework which enables an integrated platform for handling all aspects of fraud and stakeholder assurance; reinforces uniformity across common processes in matters relating to fraud; employs a data driven approach to the continuous assessment of control efficacy and assesses and deploys appropriate preventive and detective controls against frauds. The digital system for quarterly financial and operational information management, implemented last year, continues to perform as per expectations facilitating data capturing for compliance reporting, providing a sustainable and structured mechanism to enable top-down and bottom-up stakeholder engagement, and tracking the progression of how the compliance posture at entity level has evolved, among others. The Forestpin 'Internal Audit Scoping' continues to be used to identify areas for process optimisation, strengthening controls and in feedback reporting to reinforce governance (management) and assurance structures.



## ANTI-CORRUPTION

The Company is very aware of the need to ensure that no individual has excessive system access to execute transactions across an entire business process or business processes which have critical approval linkages, in the context that increasing use of information technology and integrated financial controls creates unintended exposures within the Company. Segregation of Duties (SoD) dictates that problems such as fraud, material misstatements and manipulation of financial statements have the potential to arise when the same individual is able to execute two or more conflicting, sensitive transactions. Separating disparate jobs into task-oriented roles can often result in inefficiencies and costs which do not meet the cost versus benefit criteria. Whilst the attainment of a zero SoD conflict state is utopian, the Company continues to take steps, to identify and evaluate existing conflicts and reduce residual risks to an acceptable level under a cost versus benefit rationale. No material conflicts were reported during the year.

The Company's internal audit process is conducted by outsourced parties at regular intervals. Whilst there are merits and demerits associated with outsourcing an internal audit, the Company is of the view that having an external based auditor is more advantageous. However, there are certain industries in which the Company has interests in, where the domain is very operationally specific and requires an internal auditor in addition to the external auditor.

### Strengthening the Governance Framework and Controls

During the year under review, several initiatives were undertaken to further strengthen JKH's governance framework and controls:

- JKH continued with its multi-pronged approach to internal audits and process reviews by augmenting its integrated fraud deterrent and investigation framework to foster synergy and collaboration efficiencies between components that deliver governance and assurance and related services, in facilitating business strategies.
- The Company continued to strengthen its IT governance framework through the adoption of a Zero Trust Policy Framework effective 1 April 2022, including shifting to a hybrid-cloud infrastructure as well as a Software Defined Wide Area Network (SD-WAN) to ensure real-time data accessibility, and implementation of a revamped Smart Office platform.
- Internal audits and external audits were conducted during the year under review.

During the year under review, JKH was ranked first in the Transparency in Corporate Reporting (TRAC) Assessment by Transparency International Sri Lanka (TISL) for the second consecutive year. JKH was the only entity to obtain a 100 per cent score for transparency in disclosure practices. This ranking is based on an assessment of corporate disclosure practices among the top 75 public limited companies listed on the CSE under three different thematic areas crucial to fighting and preventing corruption:

- Reporting on anti-corruption programmes
- Transparency in company holdings
- Disclosure of key financial information in domestic operations.

# ANTI-CORRUPTION

## OUTLOOK

### Anti-Fraud, Anti-Corruption and Anti-Bribery

As outlined above, the Company places the highest value on ethical practices and has promulgated a zero-tolerance policy towards corruption and bribery in all its transactions and strives to maintain a culture of honesty as opposition to fraud and corruption. The Company seeks to ensure that ethical business practices are the norm across the Company, down to the individual employee. Its transparent control and prevention mechanisms also extend to its value chain, to its customers, suppliers, business partners and most importantly, to all subsidiaries and equity accounted investees of the Company.

The Company will continue its stance of zero-tolerance towards corruption and bribery in all its transactions and foster transparency and honesty in all business dealings, whilst continually developing its governance frameworks in line with international best practice. The Company's continuous effort to strengthen transparency in Corporate Reporting is evident by JKH being placed first for the second consecutive year in the Transparency in Corporate Reporting (TRAC) Assessment by Transparency International Sri Lanka (TISL) 2021, whilst being the only entity to obtain a full overall score for transparency in disclosure practices among the top 75 Public Limited Companies listed on the Colombo Stock Exchange.

### Increasing Emphasis on Environmental, Social and Governance (ESG) Aspects

ESG analysis and investing continue to gain traction amongst Governments, investment professionals and high net worth investors, given the aim of reducing negligent and irresponsible corporate behaviour that may have an adverse impact on the environment, harm human rights and foster corruption and bribery, among others, and disintegrate the corporate in the long-term. The unprecedented nature of the COVID-19 pandemic and its impacts globally have accelerated and intensified such discussions on the inter-linkages between sustainability considerations and financial performance

JKH is of the view that emphasis on ESG fosters a 360-degree analysis of performance and enables a sustainable business model, which can derive value to all stakeholders. Various measures have been, and are, in place, to ensure a holistic view of performance including managing scarce natural resources, enhancing the well-being of all stakeholders, and ensuring effective governance mechanisms. Such metrics are revisited regularly during decision-making. Initiatives such as the strengthening of internal controls are implemented with a view of ensuring a strong ESG framework. The Company will stay abreast of developments in this regard and continue to integrate ESG elements with business strategy, operations and in reporting.

Subsequent to the private placement of Company shares to the Asian Development Bank (ADB) in January 2022, and ADB's investment mandate pursuant to which private sector projects must have clear development impacts and positive externalities, particularly in ESG aspects, JKH will leverage on ADB's technical expertise to further enhance the Company's existing ESG processes and frameworks to reach best in class benchmarks. Whilst the Company has undertaken many initiatives in this regard, the involvement of a strategic partner such as ADB will significantly augment the current initiatives across the Company and enable a rapid scale up given its strong expertise and experience in this area.

# ANTI-CORRUPTION

## Continual Strengthening of Internal Controls

Augmenting transactional and financial internal controls with operational aspects, in line with international best practice, remains a medium-term priority for the Company. Continuous strengthening of internal controls through a streamlined process that optimises and facilitates process audit information, life cycle management and related processes are expected to:

- eliminate inefficiencies inherent in manual processes.
- provide a platform based on process enforcement.
- enable management follow-up based on centrally held data in a compliance repository.
- identify trends, action taken, effectiveness and opportunities for process improvement by analysing movement of the compliance posture.

## Digital Oversight and Cyber Security

Whilst the rapidly advancing nature of technology and the continual integration of the Company's operations with technological progress has enhanced and streamlined processes and controls across the Company and opened up opportunities, it has resulted in increased vulnerability for the Company from a digital standpoint. As a result, the Board places significant emphasis on ensuring that JKH's soft and hard infrastructure is designed in a manner, and adequate, to deal with a potential breach. Data protection and cyber security are regularly addressed during the Risk Management and Audit Committee meetings and periodically discussed at a Board level. Features such as the provision of timely alerts on action plans and escalation processes for risks, where action plans are over-due, ensure maintenance of live risk grids.

## Data Protection, Information Management and Adoption

The presence of continuously evolving IT infrastructure and platforms to meet requirements of day-to-day business, augured well for the Company, particularly given restrictions in movement during the year and social distancing measures in light of the COVID-19 pandemic. The Company witnessed an acceleration of digitisation and better user adoption. Despite this, adoption of such systems and features remain at a relatively early stage across the Company and is a key focus area for the Company.

Given the emergence of regulations such as European Union General Data Protection Regulation (GDPR) and the Sri Lankan Personal Data Protection Act No. 9 of 2022, data security, integrity and information management will be pivotal. In addition to this, JKH's initiatives on advanced data analytics also necessitate an established governance framework to manage the flow of data. To this end, the Company will continue to strengthen its data governance structure to ensure ownership and accountability of clearly articulated data governance policies and processes and Company-wide data quality standards.

# CORPORATE INFORMATION

## Name of Company

John Keells Holdings PLC

## Legal Form

Public Limited Liability Company  
Incorporated in Sri Lanka in 1979  
Ordinary Shares listed on the Colombo Stock Exchange  
GDRs listed on the Luxembourg Stock Exchange

## Company Registration No.

PQ 14

## Directors

K N J Balendra - Chairperson-CEO  
J G A Cooray - Deputy Chairperson/  
Group Finance Director  
D A Cabraal  
A N Fonseka  
M P Perera  
S S H Wijayasuriya

## Senior Independent Director

A N Fonseka

## Audit Committee

A N Fonseka - Chairperson  
D A Cabraal  
M P Perera

## Human Resources and Compensation Committee

D A Cabraal - Chairperson  
S S H Wijayasuriya

## Nominations Committee

D A Cabraal - Chairperson  
K N J Balendra  
M P Perera  
S S H Wijayasuriya

## Related Party Transaction Review Committee

M P Perera - Chairperson  
D A Cabraal  
A N Fonseka

## Project Risk Assessment Committee

S S H Wijayasuriya - Chairperson  
K N J Balendra  
J G A Cooray  
M P Perera

## Registered Office of the Company

117 Sir Chittampalam A. Gardiner  
Mawatha  
Colombo 2, Sri Lanka  
Telephone : +94 11 230 6000  
Internet : www.keells.com  
Email : jkh@keells.com

## Secretaries

Keells Consultants (Pvt) Ltd.  
117 Sir Chittampalam A. Gardiner  
Mawatha  
Colombo 2, Sri Lanka  
Telephone : +94 11 230 6245  
Facsimile : +94 11 243 9037  
Email : keellsconsultants@keells.com

## Investor Relations

John Keells Holdings PLC  
117 Sir Chittampalam A. Gardiner  
Mawatha  
Colombo 2, Sri Lanka  
Telephone : +94 11 230 6170  
Facsimile : +94 11 230 6160  
Email : investor.relations@keells.com

## Sustainability, Enterprise Risk Management and Group Initiatives

186 Vauxhall Street, Colombo 2,  
Sri Lanka  
Telephone : +94 11 230 6182  
Facsimile : +94 11 230 6249  
Email : sustainability@keells.com

## Corporate Social Responsibility

John Keells Foundation  
117 Sir Chittampalam A. Gardiner  
Mawatha  
Colombo 2, Sri Lanka  
Telephone : +94 11 230 6172  
Facsimile : +94 11 230 6194  
Email : johnkeellsfoundation@keells.com

## Contact for Media

Corporate Communications Division  
John Keells Holdings PLC  
117 Sir Chittampalam A. Gardiner  
Mawatha  
Colombo 2, Sri Lanka  
Telephone : +94 11 230 6191  
Email : jkh@keells.com

## Auditors

Ernst & Young  
Chartered Accountants  
P.O. Box 101  
Colombo, Sri Lanka

## Bankers for the Company

Bank of Ceylon  
Citibank N.A.  
Commercial Bank of Ceylon  
Deutsche Bank A.G.  
DFCC Bank  
Hatton National Bank  
Hongkong and Shanghai Banking Corporation  
Nations Trust Bank  
People's Bank  
Sampath Bank  
Seylan Bank  
Standard Chartered Bank

## Depository for GDRs

Citibank N.A. New York





[www.keells.com](http://www.keells.com)