

SINGER FINANCE

POLICY ON ENVIRONMENTAL, SOCIAL AND GOVERNANCE SUSTAINABILITY

In Compliance with CSE Listing Rule 9.2.1 (h)

VERSION 1.0

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ABBREVIATIONS USED IN THIS POLICY

ESG – Environmental, Social and Governance

Company – Singer Finance (Lanka) PLC

CBSL – Central Bank of Sri Lanka

1. INTRODUCTION

Singer Finance (Lanka) PLC ("the Company") is committed to integrating Environmental, Social, and Governance (ESG) principles into its core business operations. This comprehensive policy outlines the Company's approach to ESG, emphasizing the creation of long-term value, responsible business practices, and sustainable development. The policy serves as a guiding framework for managing the Company's ESG impacts, enhancing stakeholder engagement, and ensuring compliance with all relevant laws and regulations. As a registered finance company in Sri Lanka, the Company acknowledges its critical role in promoting sustainable finance and green initiatives.

2. ENVIRONMENTAL POLICIES

The environmental pillar of ESG focuses on how an organization interacts in relation to the natural environment, weighing in on things like energy usage, pollution, natural resource utilization, conservation efforts, the management of waste, and so on. The Environment pillar of ESG has grown increasingly pertinent given the scope of the several crises the planet Earth is currently experiencing and the severity of environmental risks to businesses.

Environmental Objectives - Biodiversity Preservation.

Minimizing the carbon footprint.

Shaping a greener future.

2.1 Energy and Emission Management Policy

2.1.1 Scope

This policy applies to the head office, all branches, and all business operations of Singer Finance (Lanka) PLC. It provides a comprehensive framework for managing energy consumption, improving energy efficiency, promoting the use of renewable energy, and reducing greenhouse gas emissions.

2.1.2 Our Commitment

Singer Finance (Lanka) PLC is committed to using energy as economically, ecologically, and efficiently as possible. Recognizing that energy is a precious resource, energy conservation is a top

priority. This policy aims to reduce energy consumption across all operations, enhance productivity and efficiency, improve working conditions, and promote sustainability.

2.1.3 Energy Efficiency

The Company is dedicated to implementing strategies that increase energy efficiency throughout its operations. This includes:

- **Energy Audits:** Conducting regular energy audits to identify areas for improvement.
- **Upgrading Equipment:** Replacing outdated equipment with energy-efficient alternatives.
- **Operational Improvements:** Streamlining operations to minimize energy wastage.
- **Employee Training:** Educating employees on energy-saving practices and encouraging their participation in energy management initiatives.

Target	Aspirations	Actions	Annual KPI
Achieve 100% usage of energy-efficient air conditioners and electrical items by 2030.	Minimize energy wastage and lower utility costs.	1. Replace outdated appliances with energy-efficient models. 2. Regularly service and maintain equipment. 3. Educate employees on responsible energy usage.	Monitor energy efficiency of appliances and air conditioners, aiming for 100% compliance by 2030.

2.1.4 Renewable Energy Usage

The Company aims to increase the use of renewable energy across its operations by:

- **Solar Power:** Installing solar panels at all branches where it is possible to do so.
- **Partnerships:** Collaborating with renewable energy providers to ensure a steady supply of green energy.
- **Incentives:** Providing incentives for adopting renewable energy solutions within the company.

Target	Aspirations	Actions	Annual KPI
Achieve 30% usage of renewable and sustainable energy sources by 2030 (including solar and other renewable options).	Reduce carbon footprint and promote sustainability.	1. Install solar panels in all branches where it is possible to do so. 2. Implement energy-efficient lighting	Increase renewable energy usage by 5% annually to reach 60% by 2030.

		systems. 3. Partner with renewable energy providers to diversify energy sources.	
Reduce energy intensity by 15% by 2030 (measured in kWh/m ²).	Improve energy efficiency across all operations.	1. Implement energy-efficient lighting systems (e.g., LED lighting). 2. Conduct regular energy audits to identify further efficiency improvements.	Achieve 2% reduction in energy intensity by the end of each financial year.

2.1.5 Emission Reduction Targets

To mitigate the environmental impact of its operations, the Company is committed to reducing its greenhouse gas emissions through:

- **Emission Tracking:** Implementing systems to monitor, measure, and report on Scope 1, Scope 2, and Scope 3 emissions. This includes direct emissions (Scope 1), indirect emissions from energy use (Scope 2), and emissions from supply chain activities and business travel (Scope 3).
- **Target Setting:** Establishing clear, measurable targets for reducing GHG emissions across all scopes.
- **Scope 3 Emissions Tracking:** The Company aspires to achieve a comprehensive understanding of its total carbon footprint by capturing and reporting on Scope 3 emissions, which include upstream and downstream emissions such as employee commuting, supply chain emissions, and waste generated in operations.
- **Continuous Improvement:** Regularly reviewing and updating emission reduction strategies to incorporate the latest technological advancements and best practices. This ensures alignment with global sustainability goals and industry standards.

Target	Aspirations	Actions	Annual KPI
Reduce overall GHG emissions by 10% by 2030 (across Scope 1, 2, and 3).	Align with global climate goals and reduce environmental impact.	1. Implement energy management systems. 2. Optimize energy usage across operations. 3. Transition to low-carbon technologies.	Achieve a 2% reduction in Scope 1 & 2 emissions and begin tracking Scope 3 by the end of 2025.

2.1.6 Implementation and Monitoring

The implementation of this policy will be managed by the Sustainability Team in collaboration with the heads of departments and regional managers. Key aspects include:

- **Action Plans:** Developing detailed action plans with specific timelines and responsibilities.
- **Performance Monitoring:** Regularly monitoring energy consumption, efficiency improvements, and progress towards renewable energy targets.
- **Reporting:** Ensuring accurate and timely reporting of energy management data to senior management and relevant stakeholders.

Monthly data is diligently recorded and reported to ensure accurate and timely tracking of our sustainability efforts. This data is systematically compiled and shared across the company's ESG Committee and the Sector ESG Committee as part of the Group's overarching governance structure. By integrating this monthly reporting practice, The Company ensures ongoing transparency, facilitate regular review and analysis, and support continuous improvement in its ESG performance and strategic decision-making.

2.1.7 Responsibility and Accountability

Responsibility for the successful implementation of this policy lies with the executive management, heads of departments, and all regional and branch managers. They are tasked with:

- **Ensuring Compliance:** Adhering to this policy and related guidelines across all operations.
- **Resource Allocation:** Providing the necessary resources and support for energy management initiatives.
- **Accountability:** Ensuring accountability at all levels of the organization for achieving energy management goals.
- **ESG Committee Monitoring:** The ESG committee is responsible for monitoring performance against energy management targets and reporting on progress.

2.1.8 Link to UN SDGs & GRI

This Energy Management Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 7:** Ensure access to affordable, reliable, sustainable, and modern energy for all.
- **SDG 12:** Ensure sustainable consumption and production patterns.
- **GRI 302:** Energy.
- **GRI 305:** Emissions.

2.2 Water Management Policy

2.2.1 Scope

This policy applies to the head office, all branches, and all business operations of Singer Finance (Lanka) PLC. It provides a structured approach to managing water resources effectively, ensuring compliance with regulatory standards, and promoting sustainable water practices throughout the organization and its value chain.

2.2.2 Our Commitment

Singer Finance (Lanka) PLC recognizes the critical importance of water as a precious resource. The Company is committed to sustainable water management, aiming to minimize water wastage, improve water efficiency, and ensure responsible water usage across all operations. This policy also seeks to encourage best practices in water efficiency among customers and suppliers.

2.2.3 Water Conservation

The Company is dedicated to implementing strategies that reduce water consumption and promote conservation. Key initiatives include:

- **Water Reduction Programs:** Implementing programs across all branches and the head office to reduce water usage.
- **4R Concept:** Emphasizing the principles of Reduce, Recycle, Recover, and Reuse in all water management activities.
- **Water-Saving Technologies:** Installing water-efficient fixtures and adopting technologies that optimize water usage.

Target	Aspirations	Actions	Annual KPI
By 2030, reduce water wastage by 30% through the 4R concept (Reduce, Recycle, Recover, and Reuse).	Minimize water wastage and promote sustainable water management.	<ol style="list-style-type: none"> 1. Implement water reduction programs in all branches and head office. 2. Establish water recycling and recovery systems. 3. Educate employees on responsible water management practices. 	Achieve a 5% reduction in water wastage by the end of the financial year.

2.2.4 Wastewater Management

Singer Finance (Lanka) PLC is committed to managing wastewater responsibly by:

- **Recycling and Reuse:** Exploring opportunities to recycle and reuse wastewater where feasible, reducing the overall water footprint.
- **Monitoring:** Regularly monitoring wastewater management practices to ensure continuous improvement and compliance.

2.2.5 Implementation and Monitoring

The implementation of this policy will be managed by the Sustainability Team in collaboration with department heads and regional managers. Key aspects include:

- **Action Plans:** Developing detailed action plans with clear timelines and responsibilities.
- **Performance Monitoring:** Regularly monitoring water usage, conservation efforts, and the effectiveness of water management strategies.
- **Reporting:** Ensuring accurate and timely reporting of water management data to senior management and relevant stakeholders.

2.2.6 Responsibility and Accountability

Responsibility for the successful implementation of this policy lies with the top management, heads of departments, and all regional and branch managers. Their duties include:

- **Ensuring Compliance:** Adhering to this policy and related guidelines across all operations.
- **Resource Allocation:** Providing the necessary resources and support for water management initiatives.
- **Accountability:** Ensuring accountability at all levels of the organization for achieving water management goals.

2.2.7 Link to UN SDGs & GRI

This Water Management Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 6:** Ensure availability and sustainable management of water and sanitation for all.
- **SDG 12:** Ensure sustainable consumption and production patterns.
- **GRI 303:** Water and Effluents.
- **GRI 306:** Effluents and Waste.

2.3 Material and Waste Management Policy

2.3.1 Scope

This policy applies to the head office, all branches, and all business operations of Singer Finance (Lanka) PLC. It provides a structured approach to managing materials and waste effectively, ensuring compliance with regulatory standards, and promoting sustainable practices in material sourcing, waste minimization, recycling, and disposal.

2.3.2 Our Commitment

Singer Finance (Lanka) PLC recognizes the importance of sustainable material sourcing and efficient waste management. The Company is committed to minimizing the environmental impact of its operations by reducing waste, promoting recycling and reuse, and ensuring responsible disposal of all waste materials. This policy also seeks to enhance material efficiency and encourage sustainable practices throughout the supply chain.

2.3.3 Sustainable Material Sourcing

The Company aims to source materials responsibly by:

- **Sustainable Supplier Evaluation:** Conducting evaluations of current and potential suppliers to ensure they meet sustainability criteria.
- **Recycled Materials:** Prioritizing the use of recycled materials in company operations wherever feasible.
- **Sustainable Partnerships:** Developing partnerships with suppliers who demonstrate a commitment to sustainable practices.

Target	Aspirations	Actions	Annual KPI
Achieve 30% usage of recycled paper by 2030.	Promote the use of recycled paper and sustainable sourcing.	1. Identify and source recycled paper for all company operations. 2. Monitor and report on paper usage. 3. Set sustainability standards for all suppliers.	Increase the usage of recycled paper to 2% by the end of 2024.

2.3.4 Waste Minimization

The Company is committed to reducing the generation of waste by:

- **Lean Management Practices:** Implementing lean management practices to optimize resource use and minimize waste generation.
- **5R Concept:** Promoting the 5R principles of Refuse, Reduce, Reuse, Recycle, and Recover in all waste management activities.
- **Employee Engagement:** Educating employees on responsible waste management practices and encouraging their active participation.

Target	Aspirations	Actions	Annual KPI
Reduce waste by 30% by 2030.	Minimize environmental impact and promote sustainable waste management.	1. Implement waste reduction programs in all branches and the head office. 2. Educate employees on responsible waste	Achieve a 5% reduction in waste generated by the end of 2024.

		management practices. 3. Promote recycling and reusing materials where feasible.	
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2.3.5 Recycling and Reuse

The Company will enhance its recycling and reuse initiatives by:

- **Paper Recycling:** Promoting paper recycling across all branches and the head office.
- **Material Reuse:** Identifying opportunities to reuse materials within operations to reduce the need for new resources.
- **Recycling Programs:** Partnering with local recycling services to ensure responsible disposal and recycling of waste materials.

Target	Aspirations	Actions	Annual KPI
Recycle 75% of paper used by 2030.	Promote responsible paper usage and recycling.	1. Install paper recycling bins in all branches and head office. 2. Encourage employees to reduce paper consumption through digital alternatives. 3. Partner with local recycling services.	Increase paper recycling to 15% by the end of 2024.

2.3.6 Waste Disposal and Treatment

Singer Finance (Lanka) PLC is committed to the responsible disposal and treatment of waste by:

- **Safe Disposal:** Ensuring all waste is disposed of safely and in compliance with regulatory standards.
- **Waste Treatment:** Implementing waste treatment processes to minimize the environmental impact before disposal.
- **Zero Landfill Goal:** Striving towards a goal of zero waste to landfill by enhancing recycling and recovery initiatives.

2.3.7 Implementation and Monitoring

The implementation of this policy will be managed by the Sustainability Team in collaboration with department heads and regional managers. Key aspects include:

- **Action Plans:** Developing detailed action plans with clear timelines and responsibilities for waste management.
- **Performance Monitoring:** Regularly monitoring material usage, waste generation, and the effectiveness of waste management strategies.

- **Reporting:** Ensuring accurate and timely reporting of material and waste management data to senior management and relevant stakeholders.

2.3.8 Responsibility and Accountability

Responsibility for the successful implementation of this policy lies with the top management, heads of departments, and all regional and branch managers. Their duties include:

- **Ensuring Compliance:** Adhering to this policy and related guidelines across all operations.
- **Resource Allocation:** Providing the necessary resources and support for material and waste management initiatives.
- **Accountability:** Ensuring accountability at all levels of the organization for achieving material and waste management goals.

2.3.9 Link to UN SDGs & GRI

This Material and Waste Management Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 12:** Ensure sustainable consumption and production patterns.
- **SDG 14:** Conserve and sustainably use the oceans, seas, and marine resources for sustainable development.
- **GRI 301:** Materials.
- **GRI 306:** Effluents and Waste.

2.4 Green Finance Policy

2.4.1 Scope

The scope of the Green Finance Policy covers all aspects of Singer Finance (Lanka) PLC's lending portfolio and financial operations. This policy is designed to integrate environmental sustainability into our financial services by promoting eco-friendly projects, encouraging green initiatives, and embedding sustainable practices within the company's credit framework. The policy applies to the identification, evaluation, financing, and monitoring of green projects, ensuring that our financial activities contribute positively to environmental sustainability. Additionally, this policy is aligned with the Central Bank of Sri Lanka's (CBSL) Sustainable Finance Roadmap and Taxonomy, providing a strategic and compliant framework for green finance initiatives.

2.4.2 Our Commitment

Singer Finance (Lanka) PLC is committed to fostering a sustainable future through its financial services. Recognizing the role that financial institutions play in addressing environmental challenges, the Company is dedicated to supporting green projects that promote environmental stewardship, reduce carbon emissions, and contribute to the overall sustainability goals of Sri Lanka. This policy outlines our commitment to offering green financing products, supporting solar energy initiatives,

and ensuring that our investment practices align with sustainability principles as guided by the CBSL’s Sustainable Finance Roadmap and Taxonomy.

2.4.3 Green Financing Products

The Company will develop and offer a range of green financing products aimed at supporting environmentally sustainable projects and supporting the country’s environmental objectives. These products are structured to comply with the CBSL’s Taxonomy, ensuring that all financed projects contribute to the country’s broader sustainability goals. These products include:

- **Green Loans:** Loans designed specifically for projects that have a positive environmental impact, such as renewable energy installations, energy efficiency upgrades, and sustainable agriculture.
- **Eco-Friendly Mortgages:** Mortgages that provide favourable terms for energy-efficient homes or buildings certified under green building standards.
- **Sustainable Project Financing:** Financing solutions for large-scale projects that contribute to environmental conservation, such as water management systems, waste recycling facilities, and green infrastructure developments.

Target	Aspirations	Actions	Annual KPI
Achieve a portfolio allocation of 8% for green financing projects by 2030.	Promote sustainability by supporting environmentally friendly initiatives.	1. Identify and evaluate green financing projects. 2. Offer favorable lending terms for green projects. 3. Monitor and report on portfolio allocation.	Achieve at least 1% portfolio allocation for green financing projects by the end of the financial year.

2.4.4 Solar Lending Initiatives

Singer Finance (Lanka) PLC is committed to promoting the adoption of solar energy through targeted lending initiatives, in line with the CBSL’s Sustainable Finance Roadmap. These initiatives include:

- **Solar Home Systems Financing:** Providing loans with favorable terms for residential solar panel installations, enabling homeowners to transition to renewable energy sources.
- **Commercial Solar Projects:** Offering financing solutions for businesses and commercial entities looking to invest in large-scale solar energy projects.
- **Community Solar Programs:** Supporting the development of community solar projects that allow multiple stakeholders to benefit from shared solar energy installations.

Target	Aspirations	Actions	Annual KPI
Offer concessionary interest rates for eligible green projects, with a goal of increasing green project loan disbursement by 10% by 2030.	Incentivize green project adoption and growth.	1. Identify eligible green projects. 2. Offer reduced interest rates for green project loans. 3. Market green lending offerings to prospective clients.	Achieve a 1% increase in green project loan disbursement by the end of the financial year.

2.4.5 Sustainable Investment Practices

The Company will integrate ESG criteria into its investment decision-making processes to ensure that investments align with sustainability goals as defined by the CBSL’s Taxonomy. Key initiatives include:

- **Green Project Assessment:** Implementing a comprehensive assessment framework to evaluate the environmental impact of potential investments, ensuring alignment with the CBSL’s Sustainable Finance Roadmap.
- **Responsible Lending:** Ensuring that all green financing projects undergo rigorous due diligence to confirm their sustainability credentials.
- **Partnerships and Collaboration:** Working with environmental organizations and stakeholders to co-finance and support green initiatives that align with the Company’s sustainability objectives and the national roadmap.

Target	Aspirations	Actions	Annual KPI
Collaborate with at least two environmental organizations to support and co-finance green initiatives by 2030.	Strengthen support for environmental projects and initiatives.	1. Identify and establish partnerships with environmental organizations. 2. Develop co-financing arrangements for green projects.	Establish partnerships with at least one environmental organization by the end of the next financial year.

2.4.6 Implementation and Monitoring

The implementation of this policy will be managed by the Green Finance Team, in collaboration with the Sustainability Team, department heads, and regional managers. Key aspects include:

- **Action Plans:** Developing detailed action plans with clear timelines and responsibilities for the promotion of green financing.
- **Performance Monitoring:** Regularly monitoring the allocation of funds to green projects, the effectiveness of lending initiatives, and compliance with green finance targets as guided by the CBSL's framework.
- **Reporting:** Ensuring accurate and timely reporting of green finance activities to senior management, stakeholders, and relevant regulatory bodies, aligning with the CBSL's requirements.

2.4.7 Responsibility and Accountability

Responsibility for the successful implementation of this policy lies with top management, heads of departments, and all relevant teams involved in green financing activities. Their duties include:

- **Ensuring Compliance:** Adhering to this policy and related guidelines in all green financing activities.
- **Resource Allocation:** Providing the necessary resources and support for the successful execution of green financing initiatives.
- **Accountability:** Ensuring accountability at all levels of the organization for achieving the green finance targets set forth in this policy.

2.4.8 Link to UN SDGs, GRI

This Green Finance Policy is aligned with the following UN Sustainable Development Goals (SDGs), Global Reporting Initiative (GRI) standards, and CBSL's Sustainable Finance Roadmap:

- **SDG 7:** Ensure access to affordable, reliable, sustainable, and modern energy for all.
- **SDG 13:** Take urgent action to combat climate change and its impacts.
- **GRI 201:** Economic Performance.
- **GRI 302:** Energy.
- **GRI 305:** Emissions.
- **CBSL's Sustainable Finance Roadmap and Taxonomy:** Ensuring that all green financing activities align with national strategies and frameworks for sustainable development.

3. Social Policies

The organization's interactions with stakeholders are referred to as the social pillar. This encompasses measures of human capital management as well as the effect an organization has on the people and areas it interacts with. A distinguishing feature of ESG is how social impact expectations have spread beyond corporate boundaries to practically all external stakeholders.

Main Aim - Ensuring a brighter future for all our stakeholders.

Covered:

- Human Capital Related
- Diversity and Inclusion
- CSR and Community Management
- Customer Management
- Financial Inclusion
- Financial Resilience

3.1 Human Capital Related

3.1.1 Scope

This policy applies to all individuals associated with Singer Finance (Lanka) PLC, including full-time and part-time employees, contractors, and other personnel. It encompasses a wide range of human capital management areas such as recruitment, employee well-being, training and development, performance management, talent management, and succession planning. The objective is to create a fair, inclusive, and supportive work environment that fosters professional growth and aligns with the company’s values.

3.1.2 Employee Well-being and Welfare

Singer Finance (Lanka) PLC is committed to promoting the physical, mental, and emotional well-being of its employees. The Company ensures a safe and healthy work environment through:

- **Well-being Programs:** Regular initiatives focused on mental health, stress management, and overall well-being.
- **Health and Safety:** Compliance with occupational health and safety standards, ensuring safe working conditions for all employees.
- **Work-Life Balance:** Exploring flexible working arrangements and promoting policies that enable employees to balance their professional and personal lives effectively.

Target	Aspirations	Actions	Annual KPI
Achieve a 15% improvement in employee retention by 2030 through well-being programs and flexible work policies.	Enhance work-life balance and well-being.	1. Implement well-being programs (e.g., stress management, health initiatives). 2. Explore flexible work arrangements. 3. Promote well-being and monitor employee feedback.	Implement well-being programs by the end of 2024.

3.1.3 Learning and Development

The Company is committed to providing continuous learning and development opportunities for its employees. These include:

- **Training Programs:** Comprehensive training programs aligned with both employee needs and business goals.
- **Mentoring and Coaching:** Offering structured mentoring and coaching to support career development.
- **Career Advancement:** Opportunities for employees to upskill, pursue advanced education, and achieve professional growth.

Target	Aspirations	Actions	Annual KPI
Provide a minimum of 20 hours of training per employee annually by 2030.	Enhance skills and career development.	1. Identify training needs. 2. Develop and deliver training programs. 3. Monitor participation.	Provide at least 5 hours of training per employee by the end of 2024/25.

3.1.4 Talent Management and Succession Planning

To ensure business continuity and growth, Singer Finance (Lanka) PLC emphasizes robust talent management and succession planning:

- **Manpower Planning:** Conducting strategic workforce planning to meet long-term business needs.
- **Succession Planning:** Identifying high-potential employees and developing them for future leadership roles.
- **Retention Strategies:** Implementing strategies such as career growth opportunities and mentorship programs to retain top talent and reduce turnover.

Target	Aspirations	Actions	Annual KPI
Reduce employee turnover to 15% or lower.	Improve employee retention and career development.	1. Analyze turnover data. 2. Develop and implement retention strategies. 3. Provide career growth and mentorship opportunities.	Reduce turnover by the end of 2024.

3.1.5 Performance Management

Singer Finance (Lanka) PLC ensures a transparent and effective performance management system that aligns individual and company goals:

- **Performance Appraisals:** Conducting annual performance reviews based on clear metrics and goals.
- **Feedback Mechanisms:** Implementing continuous feedback and coaching to support employee development.
- **Rewards and Recognition:** Recognizing and rewarding outstanding performance to motivate employees and drive business success.

Target	Aspirations	Actions	Annual KPI
Ensure 100% of employees receive performance appraisals annually.	Enhance employee satisfaction and commitment.	<ol style="list-style-type: none"> 1. Administer engagement surveys. 2. Identify improvement areas. 3. Implement action plans based on survey feedback. 4. Ensure all employees receive performance appraisals. 	Achieve an engagement rate of 100% completion of performance appraisals by the end of 2024.

3.1.6 Link to UN SDGs & GRI

This Human Capital Related Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 3:** Ensure healthy lives and promote well-being for all.
- **SDG 4:** Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- **SDG 5:** Achieve gender equality and empower all women and girls.
- **GRI 401:** Employment.
- **GRI 403:** Occupational Health and Safety.
- **GRI 404:** Training and Education.

3.2 Diversity and Inclusion

3.2.1 Scope

This policy applies to all individuals associated with Singer Finance (Lanka) PLC, including employees, contractors, vendors, and stakeholders. It covers all aspects of the company’s operations, including recruitment, promotions, career development, leadership, and interactions with external suppliers and partners. The objective is to foster a diverse and inclusive culture that reflects the pluralistic society in which we operate and enables every individual to reach their full potential.

3.2.2 Commitment to Equal Opportunity

Singer Finance (Lanka) PLC is committed to providing equal opportunities for all employees, regardless of gender, race, ethnicity, religion, disability, sexual orientation, or any other characteristic. This commitment extends to all areas of employment, including hiring, promotions, compensation, development opportunities and general working conditions. The Company emphasizes merit-based career advancement and ensures that decisions related to employment are made fairly and objectively, without any discrimination or bias.

Target	Aspirations	Actions	Annual KPI
Ensure equal opportunities for career growth and development, with at least 15% of promotions coming from underrepresented groups (women, ethnic minorities, individuals with disabilities).	Promote equal opportunities and career advancement.	<ol style="list-style-type: none"> 1. Implement transparent promotion processes. 2. Provide career development support for underrepresented groups. 3. Monitor and report on promotion statistics. 	Promote at least 2% of employees from underrepresented groups by the end of 2025.
Ensure 60% of employees undergo Diversity, Equity, and Inclusion (DEI) training annually.	Foster a culture of inclusivity.	<ol style="list-style-type: none"> 1. Develop and deliver DEI training programs. 2. Ensure DEI training is part of onboarding and ongoing learning. 3. Monitor DEI training completion rates. 	Commence DEI training by the end of 2024.

3.2.3 Gender Equity Initiatives

Singer Finance (Lanka) PLC is dedicated to promoting gender equity across all levels of the organization. The Company is committed to increasing the representation of women and other

underrepresented genders in leadership roles through initiatives that strengthen diversity perspectives in recruitment, selection, and performance management processes. Specific actions include:

- **Gender-balanced Recruitment:** Ensuring a balanced gender ratio in hiring processes.
- **Gender-inclusive Leadership Pipeline:** Building a talent pipeline with equal gender representation for key leadership roles.

Target	Aspirations	Actions	Annual KPI
Increase the proportion of women in leadership roles to 15%	Foster gender diversity in leadership.	1. Strengthen the gender balance in recruitment. 2. Promote gender-equity leadership programs. 3. Build succession plans inclusive of gender representation.	Hire and promote women for key leadership positions.

3.2.4 Disability Accommodation

Singer Finance (Lanka) PLC is committed to fostering an inclusive environment that supports employees with disabilities by providing reasonable accommodations and ensuring accessible workspaces. Specific actions include:

- **Workplace Adjustments:** Modifying the work environment to ensure that employees with disabilities can perform their job duties effectively.
- **Training Programs:** Offering training programs that educate employees and managers about disability inclusion and sensitivity.
- **Equal Opportunity:** Ensuring that employees with disabilities have equal opportunities for career development and advancement.

Target	Aspirations	Actions	Annual KPI
Establish infrastructure to support employees with disabilities.	Ensure an accessible and inclusive work environment.	1. Assess workplace accessibility. 2. Provide reasonable accommodations for disabled employees. 3. Promote disability awareness through training.	Ensure 100% compliance with workplace accessibility standards.

3.2.5 Link to UN SDGs & GRI

This Diversity and Inclusion Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 5:** Achieve gender equality and empower all women and girls.

- **SDG 10:** Reduce inequality within and among countries.
- **GRI 405:** Diversity and Equal Opportunity.
- **GRI 406:** Non-discrimination.

3.3 CSR and Community Management

3.3.1 Scope

This policy applies to all aspects of Singer Finance (Lanka) PLC’s Corporate Social Responsibility (CSR) and community engagement initiatives. It encompasses the organization’s commitment to ethical business practices, social and environmental sustainability, and community development. This policy applies to employees, contractors, suppliers, business partners, and all CSR activities initiated by the Company.

3.3.2 Engagement with Local Communities

Singer Finance (Lanka) PLC is committed to fostering strong relationships with the communities in which it operates. The Company will actively engage in initiatives that promote economic growth, create employment opportunities, enhance skills development, and support cultural preservation in these communities. Community engagement activities will include:

- **Community Grievance Mechanism:** Implementing a structured grievance mechanism for community members to raise concerns or complaints, ensuring that issues are addressed promptly and effectively.
- **Support for Local Development Projects:** Partnering with local authorities and organizations to support development projects that benefit the community.
- **Economic Development Initiatives:** Supporting local entrepreneurship and micro-finance programs, particularly in regions where the Company operates.

3.3.3 Corporate Social Responsibility (CSR) Initiatives

The Company will undertake various CSR initiatives that contribute to the social, economic, and environmental well-being of the communities in which it operates. These initiatives will focus on:

- **Education and Skills Development:** Providing educational support and vocational training programs for underprivileged individuals, with a particular focus on youth empowerment.
- **Healthcare:** Supporting healthcare initiatives and improving access to medical services for underserved communities.
- **Environmental Conservation:** Promoting environmental sustainability by organizing tree-planting events, reducing waste, and supporting energy conservation programs.

Target	Aspirations	Actions	Annual KPI
Plant 1000 trees annually to contribute to environmental sustainability.	Promote environmental conservation and sustainable practices.	1. Identify suitable locations for tree planting. 2. Organize tree	Plant 4000 trees by the end of 2024.

		planting events. 3. Monitor tree growth and care.	
Launch and support 5 community development initiatives annually to foster local economic growth and social well-being.	Contribute to the development and improvement of local communities.	1. Identify and collaborate with local organizations for community projects. 2. Implement initiatives focusing on education, health, or infrastructure. 3. Measure and report on the impact of these initiatives.	Successfully complete 5 community development initiatives by the end of 2024.

3.3.4 Employee Volunteering Programs

Employee engagement is a critical component of Singer Finance’s CSR strategy. The Company will encourage employees to participate in community service and volunteering activities. Key initiatives include:

- **Employee Volunteering:** Organizing volunteer programs where employees can contribute their time and skills to community projects.
- **Fundraising:** Supporting employees in organizing fundraising events to benefit social causes.
- **Recognition:** Recognizing employees who actively engage in CSR initiatives, thereby fostering a culture of giving back to society.

3.3.5 Empowering Communities through Micro-Finance

Singer Finance (Lanka) PLC aims to empower underserved communities, particularly in the North and East regions of Sri Lanka, through micro-finance and small business support programs. These initiatives will focus on:

- **Micro-Finance for Entrepreneurs:** Providing small loans and financial services to individuals and small businesses, especially in rural areas, to promote entrepreneurship and economic independence.
- **Capacity Building:** Offering training and mentoring to help entrepreneurs and small businesses grow and succeed.
- **Financial Literacy:** Providing financial education to individuals and communities to enhance their understanding of financial management and promote financial inclusion.

Target	Aspirations	Actions	Annual KPI
Conduct vocational training programs for unemployed	Enhance employability and skills development.	1. Develop vocational training	Gradually increase beneficiaries by the end of 2024.

youth, targeting 20 participants annually.		programs. 2. Collaborate with vocational centers. 3. Monitor participant progress.	
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3.3.6 Link to UN SDGs & GRI

This CSR and Community Management Policy aligns with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 1:** No Poverty – Supporting economic growth and poverty alleviation through micro-finance.
- **SDG 4:** Quality Education – Providing educational support to underprivileged individuals.
- **SDG 8:** Decent Work and Economic Growth – Promoting employment opportunities and supporting entrepreneurship.
- **SDG 13:** Climate Action – Promoting environmental sustainability through tree planting and other green initiatives.
- **GRI 413:** Local Communities – Ensuring the Company’s CSR efforts contribute positively to local communities.

3.4 Customer Management

3.4.1 Scope

This Customer Management Policy is designed to ensure that Singer Finance (Lanka) PLC places customer centricity at the core of its operations, aligning with two of its key corporate values: **Lead with Respect** and **Demonstrate Responsibility and Integrity**. The policy applies to all employees, agents, and representatives of Singer Finance (Lanka) PLC who interact with customers or provide financial services. It encompasses all aspects of customer engagement, including customer experience, satisfaction, transparency, ethical treatment, financial literacy, complaints handling, and adherence to regulatory standards.

3.4.2 Customer Experience and Satisfaction

The Company is committed to delivering an exceptional customer experience by putting customers' needs at the forefront of business decisions. We aim to build long-term relationships based on trust, respect, and mutual benefit. To achieve this, Singer Finance (Lanka) PLC will:

- **Proactive Engagement:** Ensure customers receive timely, accurate, and relevant information about products and services.
- **Tailored Solutions:** Provide financial products and services that meet the specific needs of each customer.

- **Feedback Mechanisms:** Regularly collect and act on customer feedback to continually improve services and address customer needs.

Target	Aspirations	Actions	Annual KPI
Maintain a customer satisfaction rate of 90% or higher by 2030.	Ensure high levels of customer satisfaction and loyalty.	1. Implement regular surveys and feedback mechanisms. 2. Develop action plans to address customer concerns. 3. Monitor customer satisfaction metrics.	Achieve a satisfaction rate of 80% by the end of 2024.

3.4.3 Transparency and Ethical Treatment

Singer Finance (Lanka) PLC is committed to ensuring transparency and fairness in all customer interactions. We will provide clear, honest, and comprehensive information regarding our products, services, and pricing. This includes:

- **Full Disclosure:** All fees, terms, and conditions will be fully disclosed before customers commit to any financial product or service.
- **Ethical Conduct:** We will avoid deceptive or unfair practices, ensuring all interactions uphold the highest standards of honesty and professionalism.
- **Customer Rights:** Customers will be made aware of their rights, and the Company will ensure fair treatment, especially in cases of dispute or complaint resolution.

3.4.4 Financial Literacy Programs

As part of our commitment to customer empowerment, Singer Finance (Lanka) PLC will offer financial literacy programs to help customers make informed financial decisions. These programs include:

- **Workshops and Seminars:** Organizing financial literacy workshops to educate customers about personal finance management, saving, and investment.
- **Resource Materials:** Providing online resources, guides, and videos that explain complex financial products in simple terms.
- **Tailored Education:** Offering customized financial literacy programs for specific customer segments, such as SMEs and first-time borrowers.

Target	Aspirations	Actions	Annual KPI
Provide financial literacy resources and workshops to 500 customers annually by 2030.	Empower customers with financial literacy.	1. Organize financial literacy workshops. 2. Provide resources such as videos and brochures. 3. Monitor	Educate 250 customers by the end of 2024.

		participation and feedback.	
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3.4.5 Complaint Handling and Grievance Redressal Mechanisms

Singer Finance (Lanka) PLC is dedicated to addressing customer complaints efficiently and fairly. A structured complaint handling mechanism will be implemented to ensure prompt and impartial resolution of customer issues. The key elements of the mechanism include:

- **Clear Procedures:** Providing customers with clear guidelines on how to lodge complaints.
- **Timely Resolution:** Ensuring complaints are resolved within a defined timeframe.
- **Continuous Monitoring:** Monitoring the effectiveness of the complaint resolution process and implementing improvements based on customer feedback.

Target	Aspirations	Actions	Annual KPI
Resolve 90% of customer complaints within 7 business days.	Improve customer service and satisfaction by addressing complaints promptly.	1. Train employees on effective complaint handling. 2. Monitor resolution timelines. 3. Report on complaint handling performance.	Resolve 80% of complaints within 7 business days by 2024.

3.4.6 Link to UN SDGs & GRI

This Customer Management Policy aligns with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 8:** Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.
- **SDG 10:** Reduce inequality within and among countries.
- **GRI 417:** Marketing and Labeling – Ensuring transparency in customer communications.
- **GRI 418:** Customer Privacy – Protecting customer data and ensuring privacy.

3.5 Financial Inclusion

3.5.1 Scope

The Financial Inclusion Policy applies to all operations and services of Singer Finance (Lanka) PLC, focusing on extending access to financial services to underserved and marginalized communities in Sri Lanka. The policy covers all employees, agents, and representatives involved in designing, marketing, and delivering financial services. It aims to create affordable, accessible, and inclusive financial products and services, ensuring responsible lending, promoting financial literacy, and

fostering economic empowerment, particularly for individuals and small enterprises in rural and underbanked regions.

3.5.2 Expanding Access to Financial Services

Singer Finance (Lanka) PLC is committed to promoting financial inclusion by expanding access to financial services for unbanked and underbanked populations. Key strategies include:

- **Branch Expansion:** Establishing branches or service points in underserved areas.
- **Digital Accessibility:** Leveraging digital platforms to reach remote communities and provide convenient access to financial services.
- **Community Engagement:** Engaging with local communities to understand their financial needs and offering customized solutions.

Target	Aspirations	Actions	Annual KPI
Reach and serve at least 500,000 unbanked and underbanked individuals and small businesses by 2030.	Expand access to financial services for underserved communities.	1. Establish new branches in underserved areas. 2. Develop targeted marketing campaigns. 3. Offer tailored financial products.	Serve 50,000 individuals and small businesses by the end of 2024.

3.5.3 Affordable and Inclusive Financial Products

Singer Finance (Lanka) PLC will design and offer affordable financial products and services that meet the specific needs of underserved populations. These products will include:

- **Microloans and Micro-insurance:** Small-scale loans and insurance products designed to provide financial security without imposing undue financial burdens.
- **Savings Products:** Accessible savings accounts with low fees to encourage financial discipline and long-term savings.
- **Transparent Pricing:** The Company will avoid hidden fees, high-interest rates, or complex terms that could disadvantage customers.

Target	Aspirations	Actions	Annual KPI
Introduce affordable financial products, including savings accounts, microloans, and insurance, with no hidden fees.	Offer affordable and transparent financial products.	1. Develop and launch affordable products. 2. Communicate terms clearly.	Achieve a 2% market share of affordable financial products by 2024.

		3. Regularly review pricing.	
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3.5.4 Support for Small and Medium Enterprises (SMEs)

The Company recognizes the critical role of SMEs in driving economic growth and job creation. Singer Finance will support the development of SMEs by:

- **Access to Capital:** Providing loans and credit facilities tailored to the needs of small businesses.
- **Business Development Services:** Offering mentorship, business planning assistance, and financial management training to SMEs.
- **Digital Solutions:** Leveraging digital financial tools to enhance the efficiency and productivity of SMEs.

Target	Aspirations	Actions	Annual KPI
Provide access to credit for SMEs and support business development through mentorship programs.	Foster SME growth and development.	1. Offer customized loans for SMEs. 2. Partner with organizations to provide mentorship. 3. Track SME growth and development.	Increase SME lending by 2% by the end of 2024.

3.5.5 Financial Education and Literacy Programs

To empower customers and communities with the knowledge they need to make informed financial decisions, Singer Finance will:

- **Financial Literacy Workshops:** Organize financial literacy programs that focus on budgeting, saving, borrowing responsibly, and using financial services effectively.
- **Outreach to Schools and Youth:** Partner with educational institutions to conduct workshops for students, promoting financial literacy at a young age.
- **Community Outreach:** Conduct workshops targeting marginalized and underserved groups, with a special focus on women and rural communities.

Target	Aspirations	Actions	Annual KPI
Conduct financial literacy workshops for Advanced Level (AL) students and underserved communities.	Foster financial literacy among young people and underserved groups.	1. Organize workshops with schools and communities. 2. Provide financial education materials. 3. Track	Reach 1,000 beneficiaries by the end of 2024.

		participation and impact.	
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3.5.6 Link to UN SDGs & GRI

This Financial Inclusion Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 1: No Poverty** – Ensure all individuals have access to financial services and resources to improve their economic standing.
- **SDG 5: Gender Equality** – Promote economic empowerment for women through financial services and financial literacy programs.
- **SDG 8: Decent Work and Economic Growth** – Foster financial inclusion as a driver of sustainable economic growth and employment.
- **SDG 10: Reduced Inequalities** – Reduce inequality by ensuring financial access for underserved and marginalized communities.
- **GRI 201: Economic Performance** – Demonstrate the financial inclusion contributions to economic development.
- **GRI 413: Local Communities** – Track the positive impacts on local communities through financial inclusion efforts.

3.6 Financial Resilience

3.6.1 Scope

This Financial Resilience Policy applies to all operations, services, and interactions within Singer Finance (Lanka) PLC, aimed at enhancing the financial well-being of customers and strengthening the company’s resilience. The policy encompasses financial advice, risk management, financial literacy, emergency preparedness, and sustainable financial practices to ensure long-term financial stability for both customers and the institution.

3.6.2 Customer-Centric Approach

Singer Finance (Lanka) PLC prioritizes the financial well-being of its customers by offering personalized financial services tailored to their individual needs and circumstances. This includes:

- **Personalized Financial Advice:** Providing tailored advice based on customer needs and financial goals to help them navigate their financial journeys.
- **Financial Resources:** Offering resources such as financial wellness guides, digital tools, and educational materials to promote responsible financial practices.
- **Customer Feedback:** Actively seeking customer feedback to improve financial services and ensure they align with evolving customer needs.

Target	Aspirations	Actions	Annual KPI
Promote customer financial wellness by offering personalized financial advice and resources.	Enhance customer financial well-being.	1. Develop financial wellness resources. 2. Provide personalized advice. 3. Promote responsible financial practices.	Offer financial wellness resources and advice throughout the year.

3.6.3 Emergency Preparedness

Singer Finance (Lanka) PLC is dedicated to enhancing its preparedness for unforeseen events by:

- **Contingency Planning:** Developing and maintaining robust contingency plans to ensure business continuity during emergencies.
- **Emergency Drills:** Conducting regular drills and simulations to test the effectiveness of these contingency plans.
- **Continuous Improvement:** Reviewing and refining preparedness strategies based on feedback and the outcomes of emergency simulations.

Target	Aspirations	Actions	Annual KPI
Enhance emergency preparedness by developing and testing contingency plans.	Improve readiness for unforeseen challenges.	1. Maintain contingency plans. 2. Conduct drills and simulations. 3. Refine strategies based on outcomes.	Test and refine contingency plans regularly by 2024.

3.6.5 Link to UN SDGs & GRI

This Financial Resilience Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 1: No Poverty** – Promoting financial resilience to help individuals and businesses achieve financial independence.
- **SDG 8: Decent Work and Economic Growth** – Supporting financial stability and growth through responsible lending and business continuity measures.
- **SDG 9: Industry, Innovation, and Infrastructure** – Promoting access to financial services and digital solutions for business growth.
- **GRI 201: Economic Performance** – Demonstrating financial resilience and risk management as part of sustainable economic development.
- **GRI 419: Socioeconomic Compliance** – Ensuring compliance with all relevant regulations and standards for customer and financial protection.

4. Governance

Main Aim - Being a responsible and responsive corporate citizen.

4.1 Objective

The objective of the Governance Policy is to uphold the highest standards of corporate governance, ensuring transparency, accountability, and ethical conduct in all business activities. This policy establishes a framework that integrates Environmental, Social, and Governance (ESG) considerations into decision-making processes and operations, fostering sustainable growth and building trust with stakeholders.

4.2 Board Oversight

The Board of Directors at Singer Finance (Lanka) PLC plays a critical role in overseeing ESG-related matters, ensuring that they are incorporated into the company's strategic objectives. Key elements include:

- **ESG Committee:** The ESG Committee is tasked with monitoring the company's ESG performance, ensuring that ESG considerations are integrated into strategic decision-making processes.
- **Board Training:** Regular training is conducted for board members to stay informed on emerging ESG issues, regulations, and best practices, thereby enabling informed decision-making.
- **Quarterly Reporting:** ESG risk assessments and non-financial performance reports are conducted and tabled at the quarterly audit committee meetings, as mandated by the Hayleys Group. This ensures that ESG risks and non-financial performance are regularly reviewed and managed at the highest level of governance.

4.3 Risk Management

Singer Finance (Lanka) PLC implements a comprehensive risk management framework that is essential for identifying, assessing, and mitigating ESG-related risks. The following practices are key to maintaining resilience and safeguarding business continuity:

- **Regular Risk Assessments:** ESG risk assessments are conducted regularly to identify potential financial, operational, and environmental risks. These assessments are reviewed during the quarterly audit committee meetings as mandated by the Group.
- **Mitigation Strategies:** Based on the findings of risk assessments, robust mitigation strategies are developed and implemented to ensure the company remains resilient in the face of ESG crises.
- **Continuous Monitoring:** Risk indicators and trends are continuously monitored to ensure that the company's risk management strategies remain effective and responsive to emerging threats.

Target	Aspirations	Actions	Annual KPI
Strengthen risk management practices through regular assessments and mitigation.	Improve risk preparedness and mitigation.	1. Conduct periodic ESG risk assessments. 2. Implement risk mitigation strategies. 3. Table assessments at quarterly audit committee meetings.	Ensure all ESG risk assessments are conducted and reported quarterly by 2024.

4.4 Ethical Conduct

Upholding ethical standards is fundamental to the governance framework of Singer Finance (Lanka) PLC. The company is committed to promoting integrity, transparency, and accountability throughout its operations:

- **Code of Conduct:** A comprehensive Code of Conduct has been established to ensure that all employees, agents, and representatives adhere to ethical business practices. This code outlines the standards of behavior expected across all levels of the company.
- **Whistleblower Protection:** The company has implemented a whistleblower policy that encourages employees to report unethical behavior without fear of retaliation. The policy ensures confidentiality and the protection of whistleblowers, promoting a culture of transparency.
- **Regular Audits:** Regular internal audits and compliance checks are conducted to ensure adherence to ethical standards, identify potential areas of improvement, and maintain accountability within the organization.

4.5 Compliance

Compliance with all relevant laws, regulations, and international standards is integral to the company’s governance practices. Singer Finance (Lanka) PLC will:

- **Regulatory Compliance:** Continuously review and update policies to reflect changes in the legal and regulatory environment, ensuring full compliance with applicable laws, including those related to ESG.
- **Engagement with Regulatory Bodies:** Actively engage with regulatory authorities and industry groups to stay informed about emerging regulations, best practices, and industry standards.
- **Policy Updates:** Ensure that the company’s governance and ESG-related policies are regularly updated to align with regulatory changes and best practices.

4.6 Governance Policies

Singer Finance (Lanka) PLC has a robust set of governance policies to guide its operations. These policies ensure that the company adheres to high governance standards and maintains operational efficiency. These include:

- **Board and Board Committee Charter:** Outlining the responsibilities and structure of the Board and its committees.
- **Stakeholder Engagement Policy:** Providing guidelines for transparent and effective engagement with key stakeholders.
- **Information Technology Policy:** Ensuring the security and efficiency of the company's IT resources.
- **Intellectual Capital Policy:** Protecting and managing intellectual capital and fostering innovation.
- **Cyber Security Policy:** Establishing protocols to protect the company from digital threats.
- **Whistleblower Policy:** Offering a confidential and secure method for reporting unethical practices.

4.7 Link to UN SDGs & GRI

The Governance Policy is aligned with the following UN Sustainable Development Goals (SDGs) and Global Reporting Initiative (GRI) standards:

- **SDG 16:** Peace, Justice, and Strong Institutions – Promoting accountable, transparent, and inclusive institutions.
- **GRI 102:** General Disclosures – Ensuring transparency and accountability through comprehensive disclosure on governance practices.
- **GRI 205:** Anti-corruption – Implementing effective measures to prevent corruption and ensure ethical business practices.
- **GRI 419:** Socioeconomic Compliance – Adhering to relevant laws, regulations, and standards for ethical governance and risk management.

This Governance Policy reflects Singer Finance (Lanka) PLC's unwavering commitment to fostering responsible, transparent, and ethical governance. Through Board oversight, proactive risk management, and a focus on compliance and ethical conduct, the company ensures that it upholds the highest standards of corporate governance while contributing positively to the communities it serves and maintaining long-term sustainability.

5. Continuous Improvement

Objective: The objective is to foster a culture of continuous improvement in ESG practices, encouraging innovation and stakeholder engagement to enhance sustainability performance.

Innovation: The Company will engage in research and development to identify and implement innovative sustainability solutions. Cross-functional collaboration will be encouraged to integrate sustainability into all aspects of the business. Employees and teams will be recognized and rewarded for their contributions to sustainability initiatives.

Stakeholder Feedback: Stakeholder engagement is crucial for continuous improvement. Regular feedback will be sought from employees, customers, suppliers, and community members through surveys, focus groups, and consultations. This feedback will be used to identify areas for improvement and inform policy updates and strategic decisions.

Benchmarking: Benchmarking ESG practices against industry standards and best practices will be a regular activity to identify gaps and opportunities for improvement. The Company will participate in sustainability indices and certifications to gain external validation of ESG performance. Policies and practices will be reviewed and updated regularly to stay ahead of emerging trends and regulatory requirements.

Singer Finance (Lanka) PLC is committed to leading by example in sustainability and governance. By integrating ESG principles into all aspects of operations, the Company aims to create long-term value for stakeholders and contribute positively to society and the environment. This policy provides a comprehensive framework for achieving ESG goals, fostering continuous improvement, and ensuring transparency and accountability in all business activities. Through ongoing commitment and innovation, the Company will strive to be a leader in ESG sustainability, setting a standard for others to follow.

6. Review Of Policy

The Board of Directors of the Company will review the policy once in two years. This policy is a living document and will be reviewed and updated to reflect the evolving nature of ESG standards and practices.

Effective Date - This Policy is effective from 24/09/2024