

SUSTAINABILITY GRI INDEX



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NAVIGATING THE FUTURE

At L B Finance even amid a challenging business terrain, we kept moving steadily towards making our goals a reality. As this report demonstrates our commendable performance amid a year of change and uncertainty, the L B Finance team continued to develop and share long-term value through strategically improved initiatives – all focused on strengthening our capital positions, enhancing our business model, and expanding our potential in the years ahead.

Today, we believe that our unmatched experience, expertise and understanding of our business will enable us to keep delighting thousands of stakeholders across the island through any eventuality. And now as we approach our 50th year of successful operations in 2021– we are leveraging our potential and resources to successfully navigate the next 50 years, with hopes of dominating the future of the financial services sector in Sri Lanka.



After reaching the summit of a mountain, a lion often looks back and ponders on the journey that led him to this point. It is a moment of enlightenment - one that gives him a deep awareness that it is indeed the past that drives him to aspire for an even more ambitious future.

Just like the mighty lion, LB Finance, having dedicated the past 50 years in service to the people of Sri Lanka, is now ready to embrace an even brighter vision. Our legacy spanning the past half century has enlightened us and given us the assurance to envision an even more vibrant future for all Sri Lankans for the next one hundred years and beyond.

STATEMENT FROM OUR MANAGING DIRECTOR

GRI 102 – 14



Mr. Sumith Adhithetty

Managing Director

OPERATING CONTEXT

It is perhaps the first time since world war II that the entire world was thrown into chaos as no country was spared by the rapid surge of the COVID-19 virus throughout 2020 and over into 2021. With nations around the world focused on controlling the spread of the virus, global trade and economic activity took a back seat, even coming to a virtual standstill in many parts of the world. In Sri Lanka, the first signs of COVID-19 emerged just after the local economy was regaining its balance after the Easter Sunday attacks had shaken the country to its core. Government efforts to lockdown the country in a bid to curb the spread of the first wave of age virus, while commendable, had far reaching consequences which saw Sri Lanka's economy contracting by 3.6% in 2020.

The SME sector, despite recording good growth in recent years, continues to remain highly vulnerable to economic shocks and as such was among the worst affected by the pandemic induced economic downturn. The impact on the SME had a cascading effect on the NBFIs, which have long been the key enablers of the SME sector growth. Seeing as SMEs were unable to service their debt commitments, NBFIs were confronted with the prospect of higher non-performing loans.

To add to this the NBFIs sector's core leasing model also came under pressure owing to the vehicle import ban introduced by the government as part of its fiscal control measures aimed at softening the impact of the economic downturn. Burdened by higher NPL's on one hand and limited

opportunities for credit expansion on the other, the NBFIs sector recorded a highly diluted performance in 2020.

TAKING DECISIVE ACTION

Although we entered the current financial year in lockdown, I am pleased to say that thanks to swift action taken at the onset of the shutdown in mid-March 2020, our people including our call centre teams were geared to work remotely and continued with business as usual.

Meanwhile seeing our lending activities hampered during the lockdown months, we quickly shifted gears to focus on recoveries. Recovery efforts began in earnest at the start of the lockdown with all frontline teams being called in to drive the effort. The momentum was maintained throughout the year with the support of the recoveries unit and the call centre teams. These collective efforts helped to stabilise NPLs to a great extent and it is indeed very encouraging to note that at 5.36%, LBF's NPL ratio was well below the sector average as at 31st March 2021 and also among the lowest recorded in the NBFIs sector as of the same date.

Noting a gradual revival in economic activity during post-lockdown, we resumed many of our lending activities. In our core auto finance business, we redirected our attention to capitalise on the strong demand for registered vehicles, which had ballooned overnight following the complete ban on unregistered vehicle imports. I must admit that while the consistently low interest rate would have been an excellent opportunity for LBF to grow its loan book,

we nonetheless decided to maintain a prudent lending strategy in light of the underlying market weakness. The ongoing repossession ban was another key factor that influenced our decision to be ultra cautious in our lending this year.

 2020/21 Integrated Annual Report, Managing Director's review, page 36 - 39

GRI 101

FOUNDATION

We have taken into account all requirements and guidelines from GRI 101: Foundation in the preparation of our sustainability report, especially GRI's reporting principles for defining report content and quality.

Reporting principles for defining report content

- ④ Stakeholder management
- ④ Sustainability focus
- ④ Materiality
- ④ Strategic direction

④ Completeness

④ Connectivity
Reporting principles for defining report quality

- ④ Accuracy
- ④ Transparency
- ④ Accountability
- ④ Comparability
- ④ Reliability
- ④ Timeliness

GRI 102 GENERAL DISCLOSURES

1. ORGANISATIONAL PROFILE

GRI 102 – 1

Name of the organisation

L B Finance PLC (LBF)

GRI 102 – 2

Activities, brands, products and services

We want our brand to reflect our commitment to sustainability. Hence everything we do center on making every aspect of our business for more sustainable. Our strong focus on asset growth is underpinned by a solid business strategy that ensures our

operations are managed safely, reliably and optimally. We are committed to improving the resilience of our business model to ensure a strong balance sheet position even amidst the volatile macro-economic environment. Meanwhile, we strive to become a competitive market player through continuous and ongoing investment in systems, processes and governance mechanism to create a solid foundation to improve performance and the quality of service that we provide to our customers. To achieve these aspirations, we aim to build a pool of value-driven, high performing employees who are a true embodiment of LBF's vision.

For more information refer page no 16.

GRI 102 – 3

Location of headquarters

No. 275/75, Prof. Stanley Wijesundara Mawatha, Colombo 07.

Tel: 011- 2 200 000 Fax: 011-5 345 327

GRI 102 – 4

Location of operations/Significant locations of operation

LBF has 169 outlets (152 branches and 17 gold loan centers) in Sri Lanka and 12 branches in Myanmar.

 2020/21 Integrated Annual Report, about us, page 16

GRI 102 – 5

Ownership and legal form

- ✦ Incorporated in May 1971 as a private limited liability company and later converted into a public limited liability company in 1982, L B Finance PLC (LBF) was listed on the Colombo Stock Exchange in 1997 and re-registered in June 2008 under the new Companies Act No. 7 of 2007. Initially, the majority shareholding was held by Lewis Brown & Company Limited and subsequently, in 1994, Vanik Incorporation Limited acquired the controlling interest of the Company.
- ✦ Vallibel One PLC and Royal Ceramics Lanka PLC have shareholdings of 51.75% and 26.7% in LBF respectively. The Company's latest venture, L B Microfinance Myanmar Company Limited with 100% stake held by L B Finance PLC.

 2020/21 Integrated Annual Report, our organisational structure, page 17

GRI 102 – 6

Markets served

Sri Lanka and Myanmar

 2020/21 Integrated Annual Report, about us, page 16

Business clusters /Activities	Our products and services	Brands
 INVESTING	Savings Accounts, Fixed Deposits, Minor Savings Account, Salary Plan	   
 FINANCING	Auto Financing, Factoring, Margin Trading, Personal Loans, Housing Loans, Gold Loans, Power Draft, Power Plus	             
 VALUE-ADDED SERVICES	Money Exchange, Western Union, PayHub, CIM Digital Wallet	   

GRI 102 – 7**Scale of the organisation**

Total number of employees	Total assets in Rs. billion	Total number of outlets	Profit after tax in Rs. billion	Market capitalization in Rs. billion
3,536	140.57	169	6.80	26.26

GRI 102 – 8**Information on employees and other workers**

The following tables give a breakdown of employees by category, region and gender.

Total number of employees by employment contract (permanent and temporary) by gender

Employment type	2020/21	
	Male	Female
Full-time employees	2,120	1,395
Employees on contract basis	37	12
Total	2,157	1,407

*LBF's internal temporary employees who are under the contact basis

Total number of employees by employment contract (permanent and temporary) by region

Province	2020/21		Total
	Full-time employees	Employees on contract basis	
Central	290	3	293
Eastern	188	0	188
Northern	136	0	136
North-central	101	0	101
North-western	211	2	213
Sabaragamuwa	167	0	167
Southern	252	2	254
Uva	123	0	123
Western	2,047	42	2,089

Total number of employees by employment type (full-time and part-time) by gender

There are no part time employees in the LBF.

GRI 102 – 9**Supply chain**

Total No. of business partners engaged	Types of business partners engaged	Geographic location of business partners
Over 3,000	Financial service providers	Western Province and suburbs

 2020/21 Integrated Annual Report, social and relationship capital, page 186

GRI 102 GENERAL DISCLOSURES

GRI 102 – 10

Significant changes to the organisation and its supply chain

New branches opening	Branch relocations	New product/products introduction	Changes in the share capital structure
04	04	LB Easy loan	Share split
Changes in the business partners locations	Changes in the structure of the supply chain	Selection and termination of the business partners	
None	None	None	

GRI 102 – 11

Precautionary principle or approach

Risk Management is our precautionary approach to assessing, treating and monitoring how uncertainty may affect our ability to attain objectives for long-term success. The approach is based on our Risk management structure, which is compliant with applicable laws, directives and best practices.

For more information refer our Risk Management Report on page 32 – 56

GRI 102 – 12

External initiatives

We engage in numerous external initiatives and strategic collaborations with relevant to organisations and partners to support and inform our work on the most material sustainability issues.

Policies/Frameworks/Codes/Directives/Laws

Compulsory – Sri Lanka

Sri Lanka Accounting Standards comprising Sri Lanka Financial Reporting Standards (SLFRSs)
 Sri Lanka Accounting Standards (LKASs) promulgated by The Institute of Chartered Accountants of Sri Lanka
 Companies Act No. 07 of 2007
 Finance Business Act No. 42 of 2011
 Corporate Governance Direction No. 3 of 2008 (as amended) issued by the Central Bank of Sri Lanka
 Listing Rules of the Colombo Stock Exchange
 The Code of Best Practice on Corporate Governance 2017 issued by The Institute of Chartered Accountants of Sri Lanka
 Securities and Exchange Commission of Sri Lanka Act No. 36 of 1987 (as amended)
 Sri Lanka Auditing Standards (SLAuSs)
 Sri Lanka Standard on Assurance Engagements (SLSAE) 3000; Assurance Engagements other than Audits or Review of Historical Financial Information, issued by The Institute of Chartered Accountants of Sri Lanka

Voluntary – Sri Lanka

International Integrated Reporting Council's (IIRC) Integrated Reporting <IR> Framework
 A Preparer's Guide to Integrated Reporting by The Institute of Chartered Accountants of Sri Lanka
 GRI Standards
 UNGC Principles and Sustainable Development Goals
 AccountAbility- AA1000SES

Compulsory – Myanmar

Myanmar Companies Act, 2017
 Directive 1/2019 issued by the Microfinance Business Supervisory Committee
 Anti-Money Laundering Law 2014 Myanmar (AML)
 Social Security Law of 2012

Stakeholders involved in the development and governance of these initiatives;

- ❖ Compliance Department
- ❖ Legal Department
- ❖ Risk Management Department
- ❖ Human Resources Department

GRI 102 – 13

Membership of associations

- ❖ The Finance Houses Association of Sri Lanka
- ❖ Leasing Association of Sri Lanka
- ❖ The Ombudsman Sri Lanka (Guarantee) Limited
- ❖ Mercantile Cricket Association
- ❖ Mercantile Football Association

2. STRATEGY

GRI 102 – 14

Statement from senior decision maker

At LBF, we are committed to acting sustainably in our everyday business activities, for we believe that sustainability presents an opportunity to use our skills, expertise and relationships to make a positive difference on individuals, society and the environment. Underpinned by our sustainability strategy, we have set a number of commitment to anchor sustainability more deeply into our operations and to increase our vigilance of sustainability issues over time.

 2020/21 Integrated Annual Report, Managing Director's review, page 36 - 39

GRI 102 – 15

Key impacts, risks and opportunities

Global megatrends express societal shifts and rapidly changing customer behaviours. Overall, we are seeing a growing customer base living longer and more environmentally responsible lives in an increasingly interconnected world. Risk is inherent in all business activities of a financial institution engaged in a varied offering of financial services. Sound risk

management enables us to protect our depositors and investors whilst delivering an adequate risk adjusted return to our shareholders. At LBF, we believe in aligning corporate strategy closely with risk strategy. Risk management efforts are aimed at risk steering, as opposed to mere risk prevention, minimization or identify the potential opportunities.

 2020/21 Integrated Annual Report, our business environment and outlook, page 88 - 97

3. ETHICS AND INTEGRITY

GRI 102 – 16, 102 – 17

Values, principles, standards and norms of behavior

Mechanism for advice and concerns about ethics

LBF has built its good reputation and brand name over a long and rich history. To preserve it, we are committed to adhering to the highest ethical standards in our interactions with all stakeholders – customers, business partners, shareholders, employees, government institutions and the communities in which we operate. Being open, transparent and honest in dealing with these stakeholders allow us to grow responsibly and share our success.

All employees should comply with Financial Customer Protection Framework, Finance Business Act Directions No. 01 of 2018 dated 16th January 2018, issued by the Central Bank of Sri Lanka, and should undertake to comply with the guidelines as stated therein discharging their duties and responsibilities.

Dedicated HR Officer oversees and monitoring the ethics and integrity of the Company and Compliance Officer conduct the training and administration as part of the ethics and integrity on behalf of the Company.

Every employee should sign the declaration of the Code of Conduct and agree with at all times act in conformity with all the provisions in the Code of Conduct and it publish in English language.

Code of Conduct: Ethical and lawful behavior and organizational integrity

Developed by	Approved by	Monitored by
HR department	Board of Directors	HR department and Compliance department

The Company should proactively promote ethical behaviour and encourage employees to talk to supervisors, managers or other appropriate personnel when in doubt about the best course of action in a particular situation. Additionally, employees should report violations of laws, rules and regulations or the Code of Business Conduct and Ethics to appropriate personnel. To encourage employees to report such violations, the Company must ensure that employees know that the Company will not allow retaliation for reports made in good faith.

GRI 102 GENERAL DISCLOSURES

4. GOVERNANCE

GRI 102 – 18

Governance structure

The Board of Directors is the highest governing body. Management Committees responsible for decision-making on economic, environmental, and social topics [Committees of the governing body are: Audit Committee (AC), Integrated Risk Management Committee (IRMC), Nomination Committee (NC), Remuneration Committee (RC), Related Party Transaction Review Committee (RPTRC) and Sustainability Committee].

 2020/21 Integrated Annual Report, governance structure, page 211

GRI 102 – 19

Delegating authority

The delegation of authority for economic, environmental and social topics related to Sustainability Committee has been formalised in the CSR and sustainability guidelines.

GRI 102 – 20

Executive level responsibility for economic, environmental and social topics

There is a dedicated Assistant Manager to take the responsibility for economic, environmental and social topics of the Company and directly reported to the Managing Director, Executive Director- Asset Finance and Executive Director- Asset Management.

GRI 102 – 21

Consulting stakeholders on economic, environmental and social topics

Consulting stakeholders for economic, environmental and social topics going through sustainability governance framework has been formalised in CSR and sustainability guidelines.

GRI 102 – 22

Composition of the highest governance body and its committees

 2020/21 Integrated Annual Report, Board profiles, page 40 – 43

GRI 102 – 23

Chair of the highest governance body

No, the Chairman is Non-Executive.

GRI 102 – 24

Nomination and selecting the highest governance body

In the process of nomination Directors, the Board independently and the Nomination Committee, evaluate the balance of skills, knowledge and experience on the Board and selects candidates who would complement the make-up of the Board. When doing so the skillset, experience, knowledge, diversity and availability on economic, environmental and social topics of the candidate are taken into consideration. Further, whether the candidate is independent in character and judgment and whether there are relationships or circumstances which are likely to affect, or could appear to affect, his/her judgment is also considered. Directors appointed to the Board are required to retire and submit themselves for re-election by the shareholders at the Annual General Meeting of shareholders immediately succeeding his/her appointment.

GRI 102 – 25

Conflict of interest

All Directors are guided by the provisions of the Conflict of Interest Policy. Where Directors have an interest in a material transaction or matter involving the Company that is being considered at the Board or a Board Sub Committee level, they: disclose interest as a general requirement, excuse themselves from the meeting during Board or Board Sub Committee discussions do not cast a vote on the matter related party disclosures.

The Related Party Transaction Review Committee reviews non-recurrent related party and interested person transactions and keeps the Board informed of such transactions, if any.

GRI 102 – 26	Setting purpose, values and strategy reviewed and recommended by the Integrated Risk Management Committee and approved by the Board. Board approved strategic objectives and corporate values has been derived from the Company's Vision and Mission and it has been communicated throughout the Company. Respective functional Heads/ business Heads review and update strategies, policies and goals for submission to the Board through the responsible Executive Directors.
Role of highest governance body in setting purpose, values and strategy	
GRI 102 – 27	Board having the optimal mix of skills, expertise and experience, is paramount to ensure that the Board as a collective is equipped to guide the business and strategy of the Company. To enhance and develop the collective knowledge, Board is briefed on such matters to the management at the committee meetings. Then an expert independent consultant or internal expert conducted a specialised refresher on sustainability topics to the Board of Directors.
Collective knowledge of highest governance body	
GRI 102 – 28	A performance self-evaluation is carried out internally on a periodic basis. A self-evaluation is conducted within Group Sustainability updates to the Board. The evaluation covers performance on key economic, environmental and social topics of priority at all levels of the Company.
Evaluating the highest governance body's performance	None of these actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.
GRI 102 – 29	The identification of the risks will be carried out by the Integrated Risk Management Committee team on behalf of the Board, in consultation with the relevant business owners. The Board Audit Committee is responsible for identification and resolving of queries on governance. Identification, monitoring and controlling the due diligence aspects.
Identifying and managing economic, environmental and social impacts	Assess, validate, report and review the sustainability aspects with compliance and due diligence;
	<ul style="list-style-type: none"> ⦿ Monthly ⦿ Quarterly ⦿ Annually and submitting a report to the Board of Directors and stakeholder consultation is an integral part of the IRMC process within LBF.
GRI 102 – 30	The Group's risk management framework is reviewed by the Board Integrated Risk Management Committee.
Effective of risk management process	
GRI 102 – 31	On a quarterly basis
Review of economic, environmental and social topics	
GRI 102 – 32	Managing Director
Highest governance body's role in sustainability reporting	
GRI 102 – 33	If there is/are critical concern/s, management will communicate the same to the Board of Directors for their discussion and Board will provide narrations and direction to solve or mitigate the concern/s.
Communicating critical concerns	
GRI 102 – 34	Concerns are considered 'critical' when existing internal controls are inadequate to appropriately address them. Concerns taken up for discussion with the Board in 2020/21, none were deemed as 'critical'.
Nature and total number of critical concerns	

GRI 102 GENERAL DISCLOSURES

GRI 102 – 35

Remuneration policies

Information cannot be disclosure- confidential information

GRI 102 – 36

Process for determining remuneration

Information cannot be disclosure- confidential information

GRI 102 – 37

Stakeholders' involvement in remuneration

Information cannot be disclosure- confidential information

GRI 102 – 38

Annual total compensation ratio

Information cannot be disclosure- confidential information

GRI 102 – 39

Percentage increase in annual total compensation ratio

Information cannot be disclosure- confidential information

5. STAKEHOLDER ENGAGEMENT

GRI 102 – 40

List of stakeholder groups



CUSTOMERS



SHAREHOLDERS



EMPLOYEES



SOCIETY/
COMMUNITY



BUSINESS
PARTNERS



REGULAORS

GRI 102 – 41

Collective bargaining agreements

While respecting the universal principles and norms that protect human rights in employment, as specific in the UN Global Compact (UNGC) and in the declarations of the International Labor Organisation (ILO), including the employee right to the freedom of association and the right to engage in collective bargaining, LBF's strong relationships with employees has meant there is no need for any collective agreement. During the year under review, the Company has not faced any type of industrial disputes.

GRI 102 - 42, 102 - 43, 102 - 44

Identifying and selecting stakeholders

Approach to stakeholder engagement

Key topics and concerns raised

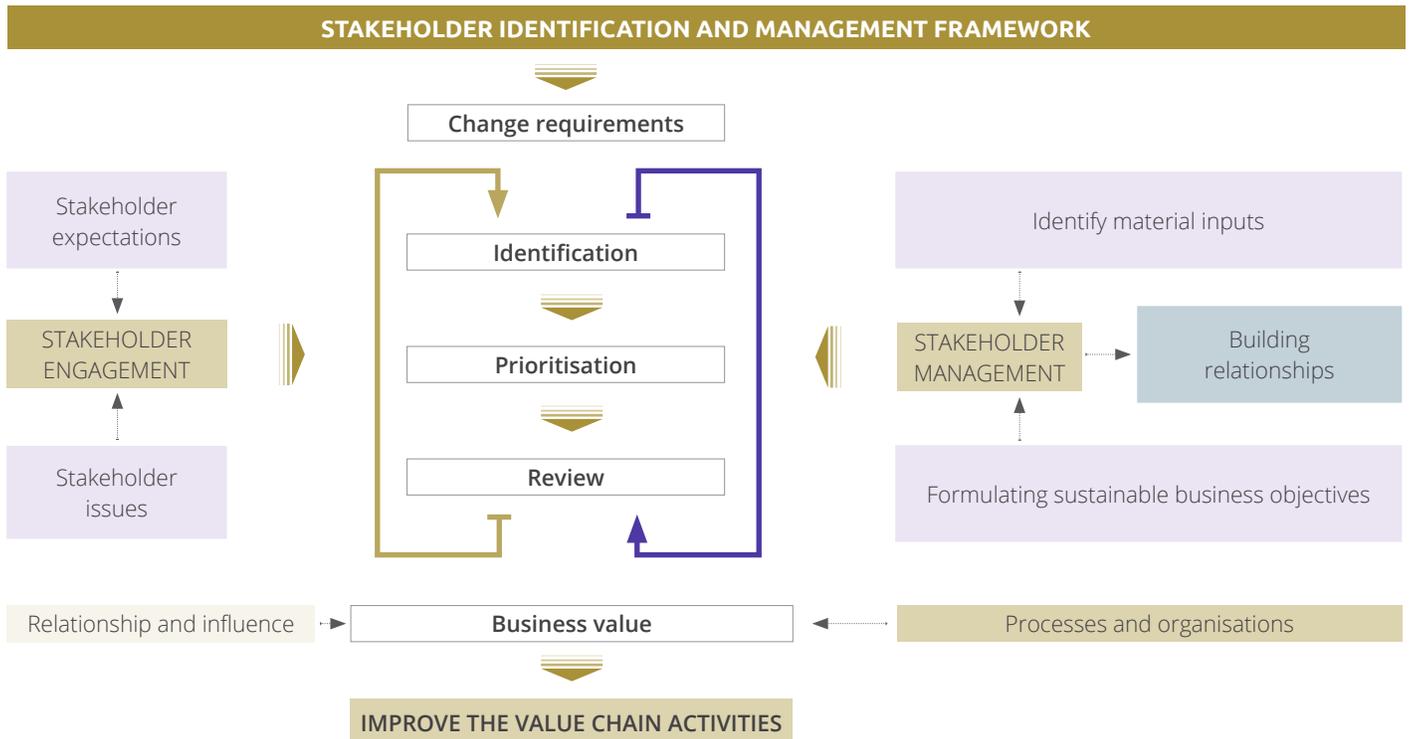
Stakeholder identification is the first and second steps respectively in our integrated stakeholder management framework. We follow two-pronged approach to identify LBNF's stakeholders and broadly classify them under the economic, social or environmental dimensions;

- Impact-based - Stakeholders who have the ability to directly influence the Company's economic, social or environmental performance.
- Interest-based - Stakeholders who may not have a direct influence over our business activities but have an interest on our economic performance and the progress we are making as a corporate steward.

Stakeholder relationships

Being a financial services organisation, our business depends largely on relationships with customers, employees, shareholders, business partners, society/communities and regulators etc. Everyday, across our business we encounter stakeholders who determine our ability to create and sustain long term value. It is therefore, imperative that we connect with them and remain connected with all our stakeholders. We follow an Integrated Stakeholder Management Framework in order to build strong and rewarding relationships with our stakeholders which we expect will pave the way to achieve LBF's vision.

Stakeholder engagement framework



GRI 102 GENERAL DISCLOSURES

Engagement

Once stakeholders are clubbed into either one of the above categories, they are then prioritized according to the degree of engagement required to sustain good relations.

Review

Taking cognizance of the dynamic environment which we operate in, the stakeholder identification process is revisited every five years to identify the emergence of any new stakeholders.

Using the below matrix as a base, we then measure the quality of the existing relationship and determine the scope and scale of engagement required. Working within these parameters we are then able to deploy the most appropriate methodologies to engage with different stakeholder groups.

STAKEHOLDER POWER	Keep satisfied – Meet needs ☛ Regulators	Keep engaged – Manage closely ☛ Customers ☛ Investors ☛ Employees
	Monitor lightly	Keep informed – Respect interest ☛ Business partners ☛ Community
	STAKEHOLDER INTEREST	

 2020/21 Integrated Annual Report, stakeholder engagement, page 52 - 61

6. REPORTING PRACTICE

GRI 102 - 45

Entities included in the consolidated financial statements

2020/21 Integrated Annual Report, financial statements, page 399 - 401

GRI 102 - 46, 102 - 50

Defining report content and topic boundaries

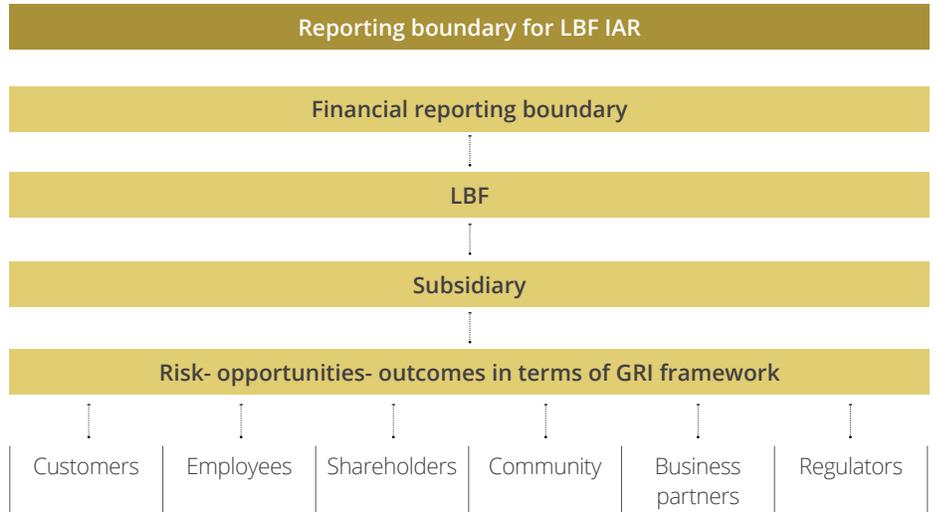
Reporting period

This report cover LBF performance as a Group, for the financial year ended 31 March 2021 (FY20). Any material events which occurred between the year-end and the report's approval on May 2021 are also included to provide a forward-looking narrative which is as complete as possible. The Integrated Annual Report (IAR) aims to provide our stakeholders with a holistic view of LBF's value creation, our strategic focus and resource allocation, corporate governance and business performance. It also outlines the Group's outlook for the financial year ending 31 March 2022 and beyond.

2020/21 Integrated Annual Report, value creation, page 6 - 7,11,55 - 61, our strategic focus and resource allocation, page 74 - 83, corporate governance page, 207 - 208 and business performance page, 102 - 115

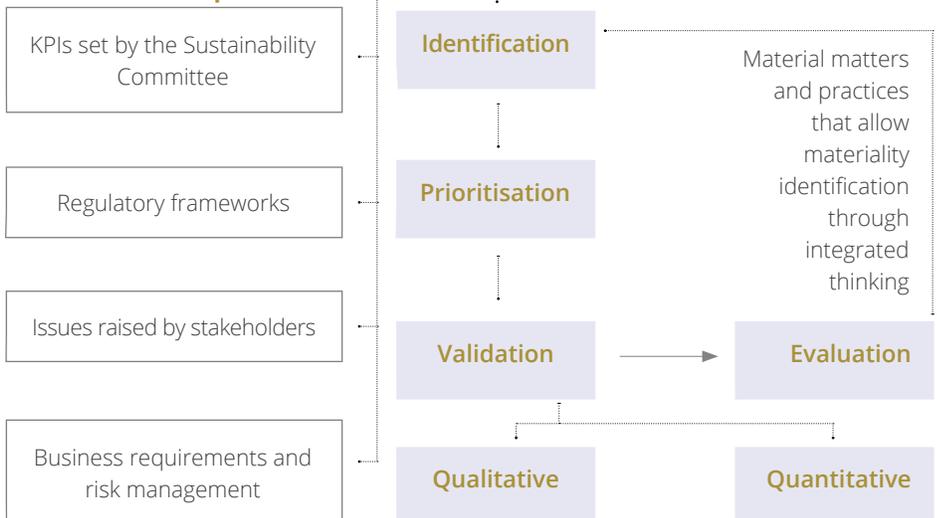
Determine the material assessment

The determination of materiality stems from multiple sources, our immediate operating context which includes the legal and regulatory compliance requirements, risk management, industry trends, globally accepted best practices and the stakeholder engagement process. On this basis, we have identified approximately six material issues that impact our ability to create value across financial, environmental and social dimensions.



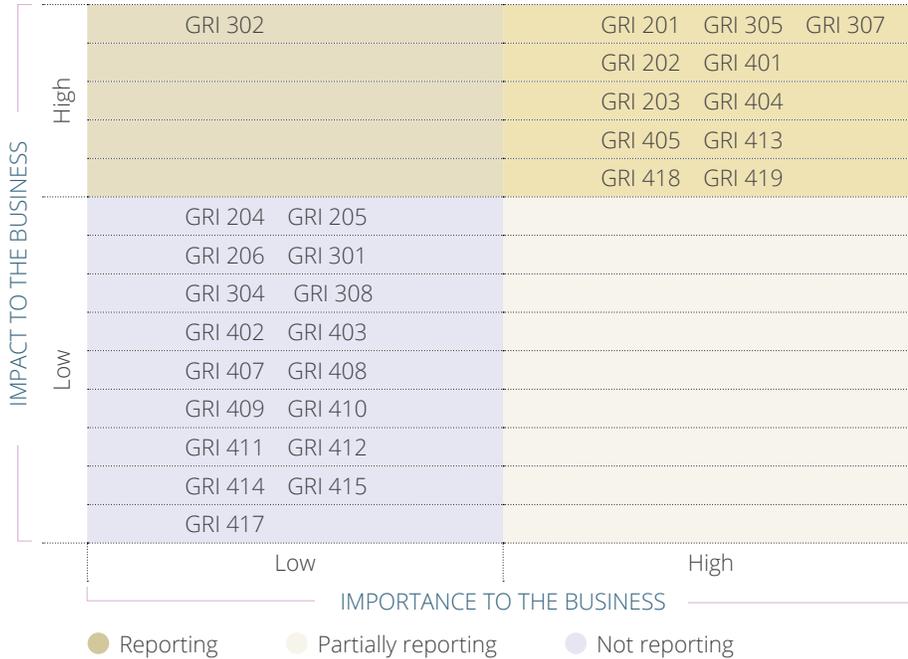
GRI 102 - 47

List of material topics



GRI 102 GENERAL DISCLOSURES

Topic specific materiality disclosures



GRI 102 – 48

Restatements of information

There has been no restatement information to the Group's reporting.

GRI 102 – 49

Changes in reporting

The matters deemed material for 2020/21 are more or less unchanged from those reported in the previous financial year, except for one specific instance (explained below) where material changes were required to the business model as a result of a shift in materiality during the year.

Segment	Material change	Value creation
Business expansion of L B Microfinance Myanmar Company Limited.	Added 04 new branches, total 12 branches.	Introduced a microfinance model, which is geared to support the growth and development of small-scale farmers in rural areas of Myanmar through the provision of much needed financial assistance and business development advices that would enable them to develop stable livelihoods, raise their living standards and improve overall quality of life.

2020/21 Integrated Annual Report, materiality determination, page 66 – 73, 251

Quantitative analysis				
External				
Sector reports	Regulatory frameworks	Voluntary frameworks	Materiality of peers	Research agencies
Internal				
Sustainability Committee	Internal workshops	Company goals	Management directions	Internal business analysis
Qualitative analysis				
External				
Interviews with external experts	Social networks	Value chain	Industry trends	Research and surveys

GRI 102 - 51, 102 - 52

Date of most recent report

Reporting cycle

🕒 Reporting cycle - Annual

2019/20	2018/19	2017/18	2016/17
01st April 2019 to 31st March 2020	01st April 2018 to 31st March 2019	01st April 2017 to 31st March 2018	01st April 2016 to 31st March 2017
			

GRI 102 – 53

Contact point for questions regarding the report

We have strived to respond to your comments and suggestions received during the previous financial year. We welcome your comments and suggestions on this Report. (Feedback form – enclosed) You may contact:

Assistant General Manager- Finance/
Manager- Integrated Reporting &
Sustainability

L B Finance PLC (Corporate Office)

No. 20, Dharmapala Mawatha, Colombo 03.
Tel: 011 2155 000 Fax: 011 2564 488

GRI 102 - 54, 102 - 55

Claims of reporting in accordance with the GRI Standards

GRI content index

This report has been prepared in accordance with the GRI Standards: Comprehensive option.

GRI 102 – 56

External assurance

We have used a combined assurance approach to verify the accuracy and completeness of the information contained in this Integrated Report. The content included herein has been first approved by the respective business Heads with all financial information, further reviewed by the Audit Committee prior to submission to the Board of Directors for approval. Moreover, Messers. Ernst and Young, Chartered Accountants have provided an independent assurance for the Consolidated Financial Statements as well as the non-financial sustainability indicators as per the Global Reporting Initiative (GRI) Standards.

 2020/21 Integrated Annual Report, consolidated financial statements, page 7, 410

PRODUCT PORTFOLIO

<p>INVESTING</p> <p>Key areas of strength and differentiation Customer confidence and financial stability</p> <p>Presence Sri Lanka</p>	<p>Strategic goals</p> <ul style="list-style-type: none"> Grow faster than the market through active customer retention and focus on new customer acquisition Support the customer to achieve their financial goals at different stages throughout their lifetime Drive cost efficiencies to enhance competitive position 	<p>Our products and services</p> 
<p>FINANCING</p> <p>Key areas of strength and differentiation Market leader with strong expertise and relationships</p> <p>Presence</p> <ul style="list-style-type: none"> Sri Lanka Myanmar 	<p>Strategic goals</p> <ul style="list-style-type: none"> Continue to diversify the offerings to achieve leadership in all segments of the market Proactive management of credit risk to safeguard the balance sheet Focus on regional operations by optimising returns in Myanmar Pursue market opportunities that present attractive growth and return prospects 	<p>Our products and services</p> 
<p>VALUE ADDED SERVICES</p> <p>Key areas of strength and differentiation Innovative customised digital solutions</p> <p>Presence Sri Lanka</p>	<p>Strategic goals</p> <ul style="list-style-type: none"> Become digital-centric at the core Implement innovative and low-cost digital platforms to deepen the penetration into selected market segments To build digitally enabled end-to-end infrastructure to improve accessibility and serviceability to retain while at the same time attracting new customers 	<p>Our products and services</p> 

GRI 200 TOPIC SPECIFIC DISCLOSURES

Economic

GRI 201: ECONOMIC PERFORMANCE

GRI 103 -1

Management approach

Explanation of the material topic and its boundary

Economic performance refers to our ability to operate a profitable business model for the long term viability of the Company. Our objective is to provide excellent customer service to our existing customer base and future customer base. Focuses on this economic performance, which is the short to long term measure of LBF's success. The strategy also regards economic success as being inseparable from high standards in environmental and social stewardship. Within LBF, this means ensuring that our business is financially sustainable in the short and long term. Outside of LBF, this means supporting our customers' own market expansion plans and providing them with growth opportunities through the use of our products. We are also working with all stakeholders to transform the way we create value for them.

GRI 103 -2, 103 - 3

Implementation

Performance

LBF, being a responsible and sustainable Company means securing our long term economic growth positively impacting the environment and society, all while meeting stakeholders' expectations. We strive to go beyond responsible growth and benefits for our shareholders through our target of the long term success for our customers, society and the planet. This is also our approach to promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. Our value added is defined as the economic value created by the activities of our business and its employees. This value is distributed to our dividend for shareholders, employees through wages and benefits, providers of capital and governments via paid taxes.

Progress against strategy

This is completed by our approach to delivering excellence in both executions through our LBF business solutions and business operations.

 2020/21 Integrated Annual Report, strategic focus and resource allocation, page 74 – 83

 2020/21 Integrated Annual Report, financial capital, page 134

Value creation through financial capital

Strategy focus business practices are linked to how our strong partnerships enable value creation for the Company and for our key stakeholders. We have forged new partnerships with innovators, employees, business partners and with communities in which we operate, positioning ourselves as partner of choice.

 2020/21 Integrated Annual Report, value creation, page 57 - 63

Our sustainability approach

LBF completed the year with good business momentum and with the project pipeline and win rates being sustained at high levels. This good growth was achieved across all product segments and geographies.

 2020/21 Integrated Annual Report, our approach to sustainability, page 246 - 250

GRI 201 – 1

Direct economic value generated and distributed

	2020/21 %
To employees	9.93
To depositors and lenders	37.37
Payments to providers of capital	6.92
Payment to government	15.63
To community	0.10
Operating costs	14.16
Economic value retained within the business	15.89

GRI 201 – 2

Financial implications and other risks and opportunities due to climate change

We address risks associated with climate change risk through detail initiatives. We look to minimise our contribution to climate change and promote transition to a low carbon economy. We are fully committed to excellence in climate preserving action and our ambitious agenda aims at taking actions for the environment across our operations and beyond. This agenda is based on ambitious GHG emission reduction targets and our own targets have been prepared in alignment with the global effort to limit climate change. We continue to reduce the environmental impact of our activities. Our commitment in green lending practices such as encouraging our customers to purchase hybrid or zero emission vehicles. We continue to conduct carbon footprint calculation for the entire branch network. Our CSR and sustainability teams are also working on awareness programmes and green CSR activities.

 2020/21 Integrated Annual Report, natural capital, page 198 - 204

GRI 201 – 3

Defined benefit plan obligations and other retirement plans

 2020/21 Integrated Annual Report, financial capital, page 294, 356

GRI 201 – 4

Financial assistance received from government

LBF did not receive any significant financial assistance from government in financial year 2020/21.

GRI 202: MARKET PRESENCE

GRI 103 -1

Management approach

The empowerment of women contributes significantly to market presence in terms of the economic effect on local societies. Providing opportunities are essential to expanding economic growth and promoting social development. Equal treatment of women and men is not just the right thing to do – it is also good for business. We implement our policies that are consistent with promoting equal opportunities for all; the full participation of women at LBF makes sound business sense now and in the future. The Board consideration of sustainability and corporate responsibility that embraces women's participation for business process as a key goal will benefit all of us.

GRI 103 - 2, 103 - 3

Implementation

Performance

It is through compensation policies including the pay ratio of women to men that we support the participation of women and the economic growth and development of associated societies. That is a prominent topic at LBF and every year we search for gender pay equity in each of our key markets, identifying any remaining pay gaps and ensuring that these are addressed promptly. These findings are based on the industry peers' Annual Reports.

GRI 202 – 1

Ratios of standard entry level wage by gender compared to local minimum wage

Wages are managed locally with a global oversight to ensure competitive and equitable practices. In all cases, LBF pays above minimum wages as stipulated by

law or applicable collective agreements. According to legislation to be presented in Parliament of Sri Lanka, the national minimum monthly wage for all workers in any industry or service will be Rs. 10,000/- while the national minimum daily wage of a worker will be Rs. 400/-.

GRI 202 - 2

Proportion of senior management hired from the local community

All Senior managers are locally hired (within Sri Lanka).

GRI 203 : INDIRECT ECONOMIC IMPACTS

GRI 103 – 1

Management approach

The way we discuss our exposure to indirect economic impacts is to identify and promote the wider growth priorities for LBF based urban population and outlets from, and local government growth. The maintenance of a strong name in neighbourhoods in which we have a company presence tends to retain the best talent and workers. The growth of local communities is helpful of CSR aspects of fields where we work. Healthy partnerships allow them to participate in collaborative initiatives, contribute to the protection of local habitats and improve livelihoods, and all of them contribute to local communities' economic benefits.

GRI 103 -2, 103 - 3

Implementation

Performance

Neighbourhoods and community hoods in which we operate or originate are crucial to our long term sustainability. These social interests will impact communities in turn. These associates contribute greatly to our business and we dedicate ourselves to helping them to establish a better

life in return. We establish and maintain links with communities and listen to their officials to take into consideration their viewpoints and implement their input into our operations.

The near relationships we have with those who are doing transaction or activities with us, the secret to our continuing success in ensuring the long term quality of the relationship on which we depend. We collaborate with all stakeholders to enhance the quality of life through the ultimate financial services. Our primary aim is to safeguard customers, create trust and provide professional guidance and coordination in the way we make mutually beneficial changes.

In partnership with other stakeholders (shareholders, employees, service providers etc.) we create tailored action strategies based on the concerns found from their engagement survey. We promote educational, health and wellness initiatives as well as sustainable financing and development practices. We also aim to conserve the climate and natural resources in cities and promote participation in sustainable growth and creativity. We take every precaution to work peacefully both socially and economically in these areas and reduce our environmental footprint.

GRI 203 - 1

Infrastructure investments and services supported

We maintain a well managed CSR engagement agenda to strengthen our relationships with all stakeholders. In the year under review, 22 CSR projects are conducted to enhance the quality of the life.

 2020/21 Integrated Annual Report, CSR projects, page 189 - 193

GRI 200 TOPIC SPECIFIC DISCLOSURES

Economic

GRI 203-2

Significant indirect economic impacts

L B Dirimaga entrepreneurship development programme

Success stories of our women empowerment programme 



Sarojini's success story



Samantha's success story



Kalyani's success story



Priyanka's success story

Empowering small merchants with digital literacy

We empowered over 4,000 CIM wallet merchants.

 2020/21 Integrated Annual Report, our contribution to the economy, page 26

GRI 300 TOPIC SPECIFIC DISCLOSURES

Environment

GRI 302: ENERGY

GRI 103 – 1

Management approach

LBF, has an incredibly low direct environmental impact. However, as policies adapt and markets shift, the way we handle our business environmental impact is conditional in our partnerships with customers, business partners, other stakeholders and our growth opportunities. We are also committed to recognizing and handling even the least environmental effects that our work has.

We strive to boost our plants' eco-efficiency, including the quest for power from renewable energy sources. The threats faced by climate change are continually monitored and mitigated and adaptation and remediation are promoted in affected areas. In order to minimize GHG pollution and effects on habitats, our supply chain requires, from the raw material sources to indirect goods and service providers.

GRI 103 – 2, 103 – 3

Implementation

Performance

Motivated by both legal and organizational considerations, we continue to strengthen procedures, reduce our environmental footprint and minimize climate change impacts. Our approach is to use the electricity in productive manner.

We aim to find responses to global problems such as climate change, the depletion of energy and natural capital degradation through recognizing and integrand natural capital issues into our everyday decision making and risk management processes. We expect it to bring us closer to our goal of being the leading green Company in Sri Lanka.

We also adopted an Environmental Management System framework (EMS), which is built in accordance with globally recognized best practices and is committed to minimizing business impacts on the environment.

 2020/21 Integrated Annual Report, natural capital, page 198 - 203

GRI 302 – 1

Energy consumption within the organization

Grid electricity is our primary energy source. Total electricity consumption for the year is 16,191.69 GJ.

GRI 302 – 2

Energy consumption outside of the organization

Company is not consuming energy in outside locations.

GRI 302 – 3

Energy intensity

4.33 GJ

Energy consumption per employee

70.08 GJ

Energy consumption per day

91.23 GJ

Energy consumption per outlet

GRI 302 – 4

Reduction of energy consumption

 2020/21 Integrated Annual Report, natural capital, page 200

GRI 305: EMISSIONS

GRI 103 – 1

Management approach

We produce scope 1, 2 and 3 emissions through direct emissions, indirect emissions related to energy use and other indirect emissions such as those in our supply chain and so affect climate change. This, in turn, directly impacts the availability of our key natural resources. Climate change causes fundamental changes in ecosystem functioning and as such, poses a significant risk to our operations. We also want to make a positive impact on the environment and society.

We work to improve the eco-efficiency of our production sites, with a focus on reducing greenhouse gas emissions and this includes seeking electricity from renewable sources. We constantly assess and mitigate the risks posed by climate change and drive adaptation and remediation in the affected areas. We also involve in our supply chain, from the raw material suppliers to indirect materials and service providers, in an effort to reduce GHG emissions and the impact on the ecosystem.

Making a positive impact on the environment and society is a central concern for our customers and their consumers and it is key to improving our own performance. In doing so, we must also anticipate and influence change. Our approach to responsible innovation considers the potential impact of our processes and products on the environment and also where we can have a positive impact on society. We engage with customers to develop new products and technologies that are more sustainable.

GRI 103 – 2, 103 – 3

Implementation

Performance

We are committed to reducing absolute direct and indirect (scope 1 and 2) emissions by 40% by 2030 compared to 2020 levels and aim to reduce indirect (scope 3) emissions those produced by our entire value chain by minimal over the same period.

Scope 1 emissions are defined as those generated by LBF's fossil fuel consumption and fire extinguishers. Scope 2 emissions come from the emissions associated with electricity consumption. Scope 3 emissions are sometimes difficult to assign to a specific operation, therefore, the reporting method for different sources may vary.

Transition to a low carbon economy, we are also committed to becoming a climate positive business before 2050 based on scope 1, 2 and 3 emissions according to the GHG protocol. We have an interim goal of achieving climate positive operations in terms of scope 1 and 2 emissions before 2040.

Converting our entire electricity supply to fully renewable sources by 2035 is a critical element of this approach. We are at the same time leading significant energy consumption reduction projects across operations and making improvements through investment and effort in energy saving workshops, eco efficiency plans that cover a range of topics including a switch to renewable energy as well as targeted projects, all of which contribute to reduced emissions.

We are targeting a decrease in scope 3 emissions through a joint effort with employees to reduce the carbon footprint of purchased goods and services and associated transport. We are members of the Climate SI, which will enable us to identify ways to reduce the carbon consumption.

 2020/21 Integrated Annual Report, natural capital, page 198 - 203

GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5

Direct (Scope 1) GHG emissions

Energy indirect (Scope 2) GHG emissions

Other indirect (Scope 3) GHG emissions

GHG emissions intensity

Reduction of GHG emissions

This emission report details the quantification of Green House Gas (GHG) emissions for L B Finance PLC for the financial year 2020/2021 (1st April 2020 – 31st March 2021) and provides recommendations to reduce GHG emissions. The boundary of this assessment is the Head Office (located at No. 275/75, Pro. Stanley Wijesundara Mawatha, Colombo 07.), Corporate Office (located at No. 20, Dharmapala Mawatha, Colombo 03), and 152 branches in Sri Lanka. This study quantifies and reports the organizational level GHG emissions based on data received from L B Finance PLC in accordance with ISO 14064-1:2018 and United Nations Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (AR5). All GHG emissions were reported as tonnes of CO2 equivalent (tCO2e).

 2020/21 Integrated Annual Report, natural capital, page 200 - 203

GRI 305-6, 305-7

Emissions of ozone-depleting substances (ODS)

Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions

Emissions of ozone-depleting substances (ODS) our assessment for the year under review, did not reveal any significant air emissions or emission of ozone depleting substances, pollutants and other hazardous compounds arising from LBF's operations. As a result, no detailed measurement of emissions was carried out for LBF, except for what was computed under the carbon footprint calculation process.

GRI 307: ENVIRONMENTAL COMPLIANCE

GRI 103 – 1

Management approach

Environment compliance pose a challenge for the sustainable, rentable growth and socio-economic stability of many environmental resources. Our Company not depends on a wide range of natural resources to produce its flavour and scent items – this has no direct implications for our business. In order for the sustainability of a complex, living world, we need a balance of security, environmental management and regeneration where possible. We ought to help protect natural capital for our Company's long term future.

Environmental enforcement and recovery are the key international instrument which provides a general mechanism for saving and using resources sustainably and for an equal and equitable share of its benefits.

GRI 103 - 2, 103 - 3

Implementation

Performance

We also promote environmental protection in collaboration with institutes of local government which work to preserve vulnerable ecosystems and have formed multiple partnerships to protect local landscapes, genetic resources and environment compliance with local authorities.

Following the Company EMS, we analyzed EMS procedures with respect to internal procedures, in order to achieve a coherent approach both to the sourcing dimensions of the upstream supply and a systematic approach to provide our consumers with the right details. Many of our initiatives follow the driving principles of the SDGs and the organizational climate pledges from the viewpoint of creativity. The future effect of environmental regulation in the country is continuously assessed. We have environmental protection programmes in island-wide, which all tie into our environmental commitment strategy, which is focused on best practices and has strengthened dramatically.

GRI 300 TOPIC SPECIFIC DISCLOSURES

Environment

GRI 307-1

Non-compliance with environmental laws and regulations

Indicator	Status
Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations in terms	
Total monetary value of significant fines	None
Total number of non-monetary sanctions	None
Cases brought through dispute resolution mechanisms	None

GRI 400 TOPIC SPECIFIC DISCLOSURES

Social

GRI 401: EMPLOYMENT

GRI 103 - 1

Management approach

With more than 3,500 workers, LBF is the largest employer in the financial sector. These visionary artistic practitioners are central to our growth. These are our workers who play a wide spectrum of positions and help develop the initial developments of meaning and community in the business.

Via our discussion on talent acquisition, LBF discusses the material topics. It is important to hire, grow, involve and maintain a diverse workforce that addresses potential company demands to boost employee satisfaction, cut costs and increase revenues.

The recruitment and development of employees is a vital factor in achieving our organization and sustainability targets. People who enjoy our work and who are committed to building a prosperous world contribute greatly to the growth of our companies. We concentrate on workforce growth to maximize capabilities and competitiveness, continuously adjust expertise to demands and provide our workers with the best available opportunities.

GRI 103 - 2, 103 - 3

Implementation

Performance

We are working with our people and their strengths. The long tradition of the business with innovation and great customer service continues with its enthusiasm. We represent the communities and cultures in which we operate and offer people of all ages, genders and experience opportunities. We agree that diversity and inclusivity gives our workers greater power and equality and aspire to lead to complete, dedicated jobs and good employment for everyone. We ensure that equal pay, employees' rights, decent working and regulatory ties and that our young labour force continues to improve its skills.

The effect is that workers have an encouraging feeling and will understand their goals throughout their professions. We promote the constructive growth of talent and provide tailored technological and functional assistance. We promote the creation of a diverse population through the production of capabilities for successful leadership by fostering a pool of business expertise and potential leaders and helping to bring local talent and industry professionals together to encourage growth in all markets.

At LBF, the leadership route is open and we are committed to equal opportunities to any inspired, creative and skilled citizen. We have a strategy to attract, hire and encourage individuals exclusively on the basis of expertise and knowledge required to work regardless of race, age, gender, national origin or some other category that does not matter. Finally, equitable and reasonable pay is necessary if best talent in the industry is to be drawn, inspired and retained. Our remuneration strategy is focused on success compensation, global competition, internal uniformity and equity.

 2020/21 Integrated Annual Report, human capital, page 156 - 165

GRI 401 - 1

New employee hires and employee turnover

New Employees hires by age group, gender and region

Region	Women	Men	Total
Western	243	374	617
Southern	5	41	46
Central	11	58	69
Eastern	33	50	83
Northern	29	33	62
North-central	10	11	21
North-western	10	25	35
Sabaragamuwa	9	21	30
Uva	8	28	36

Age category	Women	Men	Total
Age range <30	326	551	877
Age range 30-50	8	50	58
Age range >50	0	7	7

Employee turnover by age group, gender and region

Region	Women	Men	Total
Western	254	406	660
Southern	10	40	50
Central	21	51	72
Eastern	31	54	85
Northern	11	27	38
North-central	13	26	39
North-western	15	33	48
Sabaragamuwa	9	33	42
Uva	4	19	23

Age category	Women	Men	Total
Age range <30	292	576	868
Age range 30-50	74	109	183
Age range >50	2	4	6

GRI 401-2

Benefits provided to full-time employees that are not provided to temporary or part-time employees

Significant locations of operation – LB Finance Head Office/Corporate Office and the island wide branches.

Benefit category	Full time employees	Employees on contract basis
Insurance scheme (including medical)	✓	✗
Parental leave	✓	✗
Retirement provision	✓	✗
Stock ownership	✗	✗

 2020/21 Integrated Annual Report, human capital, page 159 - 160, 356, 408

GRI 401 - 3

Parental leave

	2020/21	2019/20
Total number of employees that were entitled to parental leave	495	548
Total number of employees that took parental leave	85	110
Total number of employees that returned to work in the reporting period after parental leave ended	83	104
Total number of employees that returned to work after parental leave ended that were still employed twelve months after their return to work	75	73

Return to work rate =	$\frac{\text{Total number of employees that did return to work after parental leave}}{\text{Total number of employees due to return to work after taking parental leave}} \times 100$	98
Retention rate =	$\frac{\text{Total number of employees retained 12 months after returning to work following a period of parental leave}}{\text{Total number of employees returning from parental leave in the prior reporting period (s)}} \times 100$	88

GRI 404: TRAINING AND EDUCATION

GRI 103 - 1

Management approach

LBF tackles recruitment and education through its material theme talent management, recruiting, designing, engaging, deploying and maintaining a balanced workforce that faces potential demands is important to our sector.

We concentrate on workforce growth with a view to developing capabilities and effectiveness, continually adapting skills to needs and giving our employees the best opportunity. It helps to boost the retention of workers, lower expenses and raise our profitability.

We provide an exciting and inspiring atmosphere for workers to achieve their career ambitions. This includes strategic workforce growth, delivering tailored technological and logistical assistance, and working to enhance leadership skills. We also underpin the development of a strong workforce by cultivating a network of business professionals and potential leaders to build expertise for sustainable success.

GRI 103 - 2, 103 - 3

Implementation

Performance

Talent growth includes improving leadership skills and ensuring that we have candidates who will fulfill tomorrow's needs. It also encourages us to attract and inspire skilled candidates. Our internal activities concentrate on proactive talent growth and the development of a well-balanced workforce. Both services deliver engaging and inspiring learning opportunities where staff are motivated to discover and encounter new ways of

thinking and working. This also includes integrating multimedia technologies, self reflection, instruction, in house sessions and virtual/digital collaboration in the COVID-19 pandemic, creating a supportive space to implement and checking what workers understand. There is a heavy emphasis on bringing what has been studied back to the operating world. Our drive to grow and involve our skilled professionals is further expressed in initiatives such as our LBF induction programme, a program that enables new workers to learn fundamental knowledge about our organization and its rich history, our industry and our DNA. We also have a series of personalized preparation programmes called sales management and motivational sessions, an annual success schedule that involves talent assessments and job conversations, all of which are part of a philosophy of constant development, interest and feedback.

GRI 404 - 1

Average hours of training per year per employee

Average training hours per employee	2.17
Average training hours per female	1.11
Average training hours per male	1.06

Average training hours per employee category

Average training hours per Senior Management	1.7
Average training hours per Middle Management	2.1
Average training hours per Executives	3.6
Average training hours per Clerical	4.3

GRI 400 TOPIC SPECIFIC DISCLOSURES

Social

$$\frac{\text{Average training hours per employee} \times \text{Total number of employees}}{\text{Total number of employees}} = \frac{\text{Total number of training hours provided to employees}}{\text{Total number of employees}}$$

$$\frac{\text{Average training hours per female} \times \text{Total number of female employees}}{\text{Total number of female employees}} = \frac{\text{Total number of training hours provided to female employees}}{\text{Total number of female employees}}$$

$$\frac{\text{Average training hours per male} \times \text{Total number of male employees}}{\text{Total number of male employees}} = \frac{\text{Total number of training hours provided to male employees}}{\text{Total number of male employees}}$$

$$\frac{\text{Average training hours per employee category} \times \text{Total number of employees in category}}{\text{Total number of employees in category}} = \frac{\text{Total number of training hours provided to each category of employees}}{\text{Total number of employees in category}}$$

GRI 103 - 2, 103 - 3

Implementation

Performance

We support diversity in our enterprise and are completely committed to inclusiveness. We evaluate and analyze the statistics of our balanced workforce, in particular gender and ethnicity, and monitor success in this respect, including the proportion of women and high growth business in leadership roles. Our diversity position outlines our commitment to maintain a representative workforce that represents the diverse cultures in which we operate. Two of our current priorities note that by 2030, 30% of our senior leaders will be women and 35% from high growth markets.

Our commitment to improving balance ensures that a healthy match of gender strengthens our culture and is necessary to meet our market objectives. We are committed to providing and contributing to a work environment that is focused on shared respect for people and free from abuse.

The road towards leadership is accessible and egalitarian to any inspired, skilled and eligible person. Our standards of conduct state that our practices are focused entirely on credentials and expertise required to work regardless of ethnicity, age, gender, national origins or any other category that is not appropriate.

GRI 404 - 2, 404 - 3

Programs for upgrading employee skills and transition assistance programmes

Percentage of employees receiving regular performance and career development reviews

Number of programmes	2020/21	2019/20
Induction/on-boarding	01	03
Functional/technical	09	17
Management/leadership	06	10
Compliance risk	03	03

There are no transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY

GRI 103 - 1

Management approach

Diversity is essential to helping us navigate our dynamic working environment and to represent our customers in the best possible way. Equal rewards are required to inspire executives to make better business choices. Diversity and equal rights was discussed through the content material diversity and inclusion, women's equality and talent management.

Diversity and inclusion was addressed by searching for a balanced workforce that represents the communities in which we function. This includes attempts to eradicate any bigotry and to allow individuals of all backgrounds the

opportunity to succeed. Fair justice for women and men is not only the right thing to do – it is also beneficial for company. The full inclusion of women in LBF makes a good business sense and promoting women's equality as a core target would help all of us.

Managing talent helps us to recruit and maintain the best and brightest. We also plan to recruit local expertise and business leaders to promote success in all regions. We promote diversity in our enterprise and hire to create a diverse and multicultural workforce.

GRI 405 - 1**Diversity of governance bodies and employees****Composition of governance (Board of Directors including Executive Directors)**

Category	2020/21 Gender	
	Male	Female
Board of Directors	4	-
Senior Management	27	4
Middle Management	352	47
Total	383	51
%	88.25%	11.75%

Category	2020/21 Age group		
	Below 30 years	30 - 50 years	Over 50 years
Board of Directors	-	2	2
Senior Management	-	24	7
Middle Management	43	341	19
Total	43	367	28
%	9.82%	83.79%	6.39%

Employee categories and composition of governance

Category	2020/21				
	Age group			Gender	
	Below 30 years	30 - 50 years	Over 50 years	Male	Female
Board of Directors	-	2	2	4	-
Senior Management	-	24	7	27	4
Middle Management	43	341	19	352	51
Executive	1,117	632	10	806	953
Clerical	1,256	41	4	546	755
Minor	23	33	10	-	66
Total	2,439	1,073	52	1,735	1,829

GRI 405-2**Ratio of basic salary and remuneration of women to men**

	Female	Male
Senior Management	0.32	1
Middle Management	0.95	1
Executive	0.91	1
Clerical	0.91	1

GRI 413: LOCAL COMMUNITIES**GRI 103 - 1****Management approach**

Our long term sustainability includes cities and districts where we work. Our enterprise can impact societies and our actions can affect those local stakeholders. We build and maintain active connections with communities and listen to community leaders before incorporating their input into our sustainability activities.

It is important for our company to understand and promote the larger growth priorities of local communities. Holding a strong name in societies in which we have development or trade involvement adds to the company's attraction to the best talent and staff. We will help to ensure the long term availability of these products in places where we supply raw materials by encouraging the growth of the local community. Fostering good relations helps them to collaborate together in order to preserve local habitats and livelihoods. We partner with local groups to promote these priorities in initiatives and causes.

GRI 103 - 2, 103 - 3**Implementation****Process**

We make an important contribution to our sector for the suppliers of natural raw materials. We are committed, in exchange, to helping them in their growth. For more than a decade, we have assisted local producers across a series of social and environmental programmes. In order to help create safer world for people and

GRI 400 TOPIC SPECIFIC DISCLOSURES

Social

their climate, we have partnered with universities since 2019/20. We collaborate with students on these cooperative ventures to identify and then work collaboratively with local needs. Moreover, in six unique regions, the LBF has its own initiatives; Environment 1st, Health 1st, Safety 1st, Future 1st, Heritage 1st, Help 1st.

LBF's CSR collaborate closely with the services offered for these projects by

LBF and depends on them. We also donate to charity organisations. We promote programmes in the fields of education, health and nutrition as well as good practice in protection processes in collaboration with manufacturers, vendors and other organisations. We also help people to preserve their natural resources and climate.

Any care is taken to work healthy both socially and economically in these

societies while reducing our effect on the environment. Therefore, we are in the view of that the everybody should make a difference to the well-being on the societies in which we live and operate. Our green teams, who are involved on most of our pages, provide the ability to make those contributions. Members of these teams engage both in voluntary and internal environmental programmes in local communities.

GRI 413 - 1

Operations with local community engagement, impact assessments and development programmes

Social impact assessments, including gender impact assessments, based on participatory processes;

Identified national issues	No. of issues identified	No. of issues addressed	Impact
Social	22	22	Positive
Environment	15	15	Positive

Environmental impact assessments and ongoing monitoring;

 2020/21 Integrated Annual Report, natural capital, page 198 - 199

Public disclosure of results of environmental and social impact assessments;

 2020/21 Integrated Annual Report, social capital, page 188 - 194 and natural capital, page 200

Local community development programs based on local communities' needs;

 2020/21 Integrated Annual Report, social and relationship capital, page 189 - 193 and sustainable approach, page 247

Stakeholder engagement plans based on stakeholder mapping;

 2020/21 Integrated Annual Report, stakeholder engagement, page 52 - 54

Work councils, occupational health and safety committees and other worker representation bodies to deal with impacts;

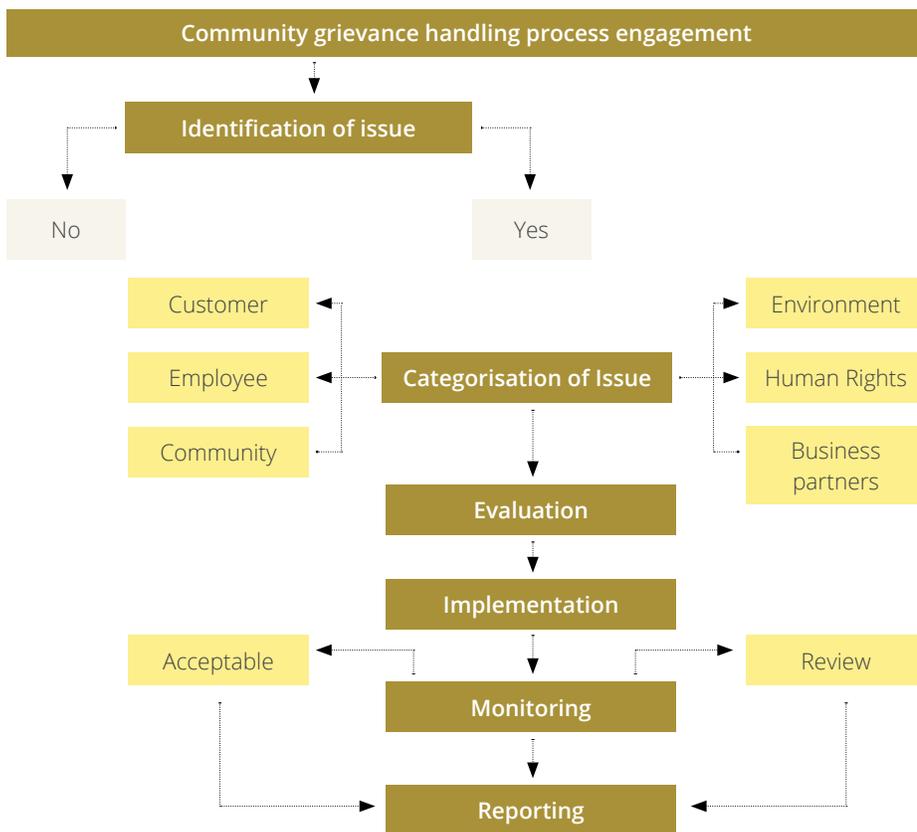
Institution/Committee	Area addressed	No. of initiatives	Description
Team DR	Fire drill for safety measure nets	02	Conduct 02 trail sessions for employees
Team HR	Health guidelines for COVID-19	03	Installing hand washing area, e-mail campaigns, working roster

Local community grievance processes

The formal community grievance mechanism is an integral part of LBF's efforts to support communities while fostering more community participation. The formal grievance management system is designed to highlight the impacts and

risk to the community that arise from our activities by encouraging inclusive communication and mutual understanding. The process of dealing with complaints as an early alert mechanism facilitates prevention, showing our willingness to deal swiftly and effectively with material

problems.



access to their personal information, a variety of levels of physical, technological and procedural protections are in place.

Moreover, Company technology transmits any information that is considered confidential and is then encoded into secured databases with such information being made available to a select number of individuals with exclusive access rights to such systems. The LBF corporate website also includes a detailed privacy policy that explains how all customers information collected by the way of online platforms will be protected.

2020/21 Integrated Annual Report, social and relationship capital, page 179 - 185

GRI 418-1

Substantiated complaints concerning breaches of customer privacy and losses of customer data

Indicator	LBF status
Total number of substantiated complaints received concerning breaches of customer privacy, categorized	
Complaints received from outside parties and substantiated by the organization	None
Complaints from regulatory bodies	None
Total number of identified leaks, thefts, or losses of customer data	None

GRI 419: SOCIOECONOMIC COMPLIANCE

GRI 103 -1

Management approach

We deem it our obligation to do more in order to face the obstacles that obstruct the success of our people as a leading financial institution in Sri Lanka. As a responsible corporate citizen, our Mission is to respond in a way that will cause positive social change for the long term

GRI 413 - 2

Operations with significant actual and potential negative impacts on local communities

As a financial services provider, there is none of significant actual and potential negative impacts on local communities from the business operations.

GRI 418: CUSTOMER PRIVACY

GRI 103 - 1

Management approach

We need some personal and sometimes proprietary information from our customers in order to offer our value proposition. This covers details we collect from customer applications/account form(s), KYC forms and reports from third parties such as the Central Bank and other regulated authorities about the customer's transaction history with the Company. We agree that the security

and safety of customer information is one of our core obligations with vast amounts of such information gathered within day-to-day business. We agree that the ability of customers to share their personal information is a vote of faith in the Company and that we are always committed to protecting customers' privacy rights.

GRI 103 - 2, 103 - 3

Implementation

Performance

As a guideline, unless otherwise authorized by statute, the LBF shall not report customer details to third parties. Both customer personal information will be stored in the context of our operating and data management processes which are managed in a security framework to preclude third-party access to information at any point during their banking relationship with us. In order only workers who have to know this information have

GRI 400 TOPIC SPECIFIC DISCLOSURES

Social

to Sri Lanka's evolving economic-social needs. We believe that we will build lasting progress in the betterment of society by striving to help people evolve and succeed.

Our business targets are associated with socio-economic problems that are perceived to be national priorities. This is also driven by the Sustainable Development Goals of the United Nations (SDGs). We seek to implement the four main stones of sustainability through a socially conscious CSR paradigm, which seeks to achieve a structural shift in grassroots levels.

GRI 103 - 2, 103 - 3

Implementation

Performance

A CSR expenditure that is used to cover the expenses of a group initiative will earn significance amount of the annual profits taxed by LBF. The overall management of the fund shall be included in each pillar of CSR/Sustainability, which is the responsibility of the Corp. Sustainability Committee headed by the Executive Director, with appointed appointees. The Corporate CSR members' monitors and performs the appraisal, resource utilization, execution and successfully performance of the projects under each CSR pillar.

 2020/21 Integrated Annual Report, sustainability, page page 246 - 249

GRI 419 - 1

Non-compliance with laws and regulations in the social and economic era

Indicator	LBF status
Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area in terms of:	
Total monetary value of significant fines	None
Total number of non-monetary sanctions	None
Cases brought through dispute resolution mechanisms	None

CONSOLIDATED SET OF GRI SUSTAINABILITY REPORTING STANDARDS

CONSOLIDATED SET OF GRI SUSTAINABILITY REPORTING STANDARDS

GRI CONTENT INDEX – 'IN ACCORDANCE' – COMPREHENSIVE

GRI standard	Disclosure	External assurance provided	Page No.	Remarks
Organisational profile				
102-1	Name of the organisation	✓	4	
102-2	Activities, brands, products and services	✓	4	
102-3	Location of headquarters	✓	4	
102-4	Location of operations/ Significant locations of operation	✓	4	
102-5	Ownership and legal form	✓	4	
102-6	Markets served	✓	4	
102-7	Scale of the organisation	✓	5	
102-8	Information on employees and other workers	✓	5	
102-9	Supply chain	✓	5	
102-10	Significant changes to the organization and its supply chain	✓	6	
102-11	Precautionary principle or approach	✓	6	
102-12	External initiatives	✓	6	
102-13	Membership of associations	✓	7	
Strategy				
102-14	Statement from senior decision-maker	✓	7	
102-15	Key impacts, risks and opportunities	✓	7	
Ethics and integrity				
102-16	Values, principles, standards and norms of behavior	✓	7	
102-17	Mechanisms for advice and concerns about ethics	✓	7	
Governance				
102-18	Governance structure	✓	8	
102-19	Delegating authority	✓	8	
102-20	Executive level responsibility for economic, environmental and social topics	✓	8	
102-21	Consulting stakeholders on economic, environmental and social topics	✓	8	
102-22	Composition of the highest governance body and its committees	✓	8	
102-23	Chair of the highest governance body	✓	8	
102-24	Nominating and selecting the highest governance body	✓	8	
102-25	Conflicts of interest	✓	8	
102-26	Role of highest governance body in setting purpose, values and strategy	✓	9	
102-27	Collective knowledge of highest governance body	✓	9	
102-28	Evaluating the highest governance body's performance	✓	9	
102-29	Identifying and managing economic, environmental and social impacts	✓	9	
102-30	Effectiveness of risk management processes	✓	9	
102-31	Review of economic, environmental and social topics	✓	9	
102-32	Highest governance body's role in sustainability reporting	✓	9	
102-33	Communicating critical concerns	✓	9	
102-34	Nature and total number of critical concerns	✓	9	
102-35	Remuneration policies		*	
102-36	Process for determining remuneration		*	
102-37	Stakeholders' involvement in remuneration		*	

GRI standard	Disclosure	External assurance provided	Page No.	Remarks
102-38	Annual total compensation ratio		*	
102-39	Percentage increase in annual total compensation ratio		*	
Stakeholder engagement				
102-40	List of stakeholder groups	✓	10	
102-41	Collective bargaining agreements	✓	10	
102-42	Identifying and selecting stakeholders	✓	11	
102-43	Approach to stakeholder engagement	✓	11	
102-44	Key topics and concerns raised	✓	11	
Reporting practice				
102-45	Entities included in the consolidated financial statements	✓	13	
102-46	Defining report content and topic boundaries	✓	13	
102-47	List of material topics	✓	13	
102-48	Restatements of information	✓	14	
102-49	Changes in reporting	✓	14	
102-50	Reporting period	✓	13	
102-51	Date of most recent report	✓	15	
102-52	Reporting cycle	✓	15	
102-53	Contact point for questions regarding the report	✓	15	
102-54	Claims of reporting in accordance with the GRI standards	✓	15	
102-55	GRI content index	✓	15, 34-39	
102-56	External assurance	✓	15, 40-41	

* Information cannot be disclosed - confidential information

GRI 200 : ECONOMIC

GRI 201: Economic performance

103-1	MANAGEMENT APPROACH	✓	18	
	Wealth creation for all stakeholders of LB Finance PLC by implementing forward looking corporate strategies, while assessing the risk of the market			
103-2	Implementation	✓		
103-3	Performance	✓		
201-1	Direct economic value generated and distributed	✓	18	
201-2	Financial implications and other risks and opportunities due to climate change	✓	18	Considering the nature of the business we are not reporting on climate changes.
201-3	Defined benefit plan obligations and other retirement plans	✓	18	
201-4	Financial assistance received from government	✓	18	There is no direct or indirect financial assistance received from the government.

CONSOLIDATED SET OF GRI SUSTAINABILITY REPORTING STANDARDS

GRI standard	Disclosure	External assurance provided	Page No.	Remarks
GRI 202: Market presence				
103-1	MANAGEMENT APPROACH Create a stable and progressive financial environment, which renders high quality solutions, backed by superior technology and a customer-friendly service platform	✓	19	
103-2	Implementation	✓		
103-3	Performance	✓		
202-1	Ratios of standard entry level wage by gender compared to local minimum	✓	19	Partially
202-2	Proportion of senior management hired from the local community	✓	19	Senior Management refers to the designated authority in charge of a key business department. All senior managers of the Company are local hires.
GRI 203: Indirect economic impacts				
103-1	MANAGEMENT APPROACH Initiate responsible stewardship and strategies that would transmit change through the social and economic parameters of the business operations	✓	19	
103-2	Implementation	✓		
103-3	Performance	✓		
203-1	Infrastructure investments and services supported	✓	19	
203-2	Significant indirect economic impacts	✓	20	
GRI 300: ENVIRONMENT				
GRI 302: Energy				
103-1	MANAGEMENT APPROACH Adopt lean resource consumption practices across our operations, to reduce the use of paper, energy, non bio-degradable material, greater degree of renewable energy project financing and energy saving projects	✓	22	
103-2	Implementation	✓		
103-3	Performance	✓		
302-1	Energy consumption within the organization	✓	22	
302-2	Energy consumption outside of the organisation	✓	22	We are not consuming energy outside of the organisation
302-3	Energy intensity	✓	22	
302-4	Reduction of energy consumption	✓	22	
302-5	Reductions in energy requirements of products and services	✓		Considering the nature of the business, this is not relevant for the organisation

GRI standard	Disclosure	External assurance provided	Page No.	Remarks
GRI 305: Emissions				
103-1	MANAGEMENT APPROACH Ensure proactive steps to mitigate the impact on the emission caused by day-to-day business and adhere to all mandatory environmental parameters applicable to business operations and transactions	✓	22-23	
103-2	Implementation	✓		
103-3	Performance	✓		
305-1	Direct (Scope 1) GHG emissions	✓	23	
305-2	Energy indirect (Scope 2) GHG emissions	✓	23	
305-3	Other indirect (Scope 3) GHG emissions	✓	23	
305-4	GHG emissions intensity	✓	23	
305-5	Reduction of GHG emissions	✓	23	
305-6	Emissions of ozone-depleting substances (ODS)	✓	23	
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions	✓	23	
GRI 307: Environmental compliance				
103-1	MANAGEMENT APPROACH Fostering compliance with high standards in environmental governance in the way we source enables us to reduce our environmental impact. Our EMS strategy also helps to mitigate the risks inherent in our minimal impact on environment. Our environmental assessment is related to our material topics of environment protection and preservation, we calculate environment footprint (water, energy, emission) to identify our impact and taking mitigation actions.		23-24	
103-2	Implementation			
103-3	Performance			
307-1	Non-compliance with environmental laws and regulations		24	

CONSOLIDATED SET OF GRI SUSTAINABILITY REPORTING STANDARDS

GRI standard	Disclosure	External assurance provided	Page No.	Remarks
GRI 400: SOCIAL				
GRI 401: Employment				
103-1	MANAGEMENT APPROACH Commitment to create an environment conducive for employees to develop and reach their full potential, both professionally and personally	✓	26	
103-2	Implementation	✓		
103-3	Performance	✓		
401-1	New employee hires and employee turnover	✓	26	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	✓	26	
401-3	Parental leave	✓	27	
GRI: 404: Training and education				
103-1	MANAGEMENT APPROACH Develop a culture where people can make a difference both as individuals and as a team and ensure employee's readiness to take up responsibilities and challenges in our growth process	✓	27	
103-2	Implementation	✓		
103-3	Performance	✓		
404-1	Average hours of training per year per employee	✓	27-28	
404-2	Programmes for upgrading employee skills and transition assistance programmes	✓	28	
404-3	Percentage of employees receiving regular performance and career development reviews	✓	28	
GRI 405: Diversity and equal opportunity				
103-1	MANAGEMENT APPROACH Striving to achieve HR excellence in our business, we continue to pursue an inclusive strategy to develop a work place where equality and diversity feature prominently in the people development agenda	✓	28	
103-2	Implementation	✓		
103-3	Performance	✓		
405-1	Diversity of governance bodies and employees	✓	29	
405-2	Ratio of basic salary and remuneration of women to men	✓	29	

GRI standard	Disclosure	External assurance provided	Page No.	Remarks
GRI 413: Local communities				
103-1	MANAGEMENT APPROACH Working in tandem with global and local mandates that safeguard social responsibility and uphold community empowerment	✓	29-30	
103-2	Implementation	✓		
103-3	Performance	✓		
413-1	Operations with local community engagement, impact assessments and development programmes	✓	30-31	
413-2	Operations with significant actual and potential negative impacts on local communities	✓	31	There are no operations with significant actual and potential negative impacts on local communities.
GRI 418: Customer privacy				
103-1	MANAGEMENT APPROACH Seeking to demonstrate accountability and responsible stewardship towards all customers, which provides unwavering commitment to safeguard customer privacy	✓	31	
103-2	Implementation	✓		
103-3	Performance	✓		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	✓		There are no any complains concerning breaches of customer privacy and losses of customer data
GRI 419: Socioeconomic compliance				
103-1	MANAGEMENT APPROACH For LBF, being a responsible and sustainable company means securing our long-term economic growth, positively impacting the environment and society. Partnering for shared success is linked to how our strong partnerships enable value creation for the Company and our key stakeholders. We have forged new partnerships with innovators, employees and suppliers, and with communities in which we operate, positioning ourselves as partner of choice.		31-32	
103-2	Implementation			
103-3	Performance			
419-1	Non-compliance with laws and regulations in the social and economic era		32	

INDEPENDENT ASSURANCE REPORT ON SUSTAINABILITY



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INDEPENDENT ASSURANCE REPORT TO LB FINANCE PLC ON THE SUSTAINABILITY REPORTING CRITERIA PRESENTED IN THE INTEGRATED ANNUAL REPORT- 2020/21

Introduction and scope of the engagement

The management of L B Finance PLC (“the Company”) engaged us to provide an independent assurance on the following elements of the sustainability reporting criteria presented in the annual report- 2020/21 (“the Report”).

- Reasonable assurance on the information on financial performance as specified on page 18 of the Report.
- Limited assurance on other information presented in the Report, prepared in accordance with the requirements of the Global Reporting Initiative GRI Standards: ‘In accordance’ – Comprehensive guidelines.

Basis of our work and level of assurance

We performed our procedures to provide limited assurance in accordance with Sri Lanka Standard on Assurance Engagements (SLSAE 3000): ‘Assurance Engagements Other than Audits or Reviews of Historical Financial Information’, issued by the Institute of Chartered Accountants of Sri Lanka (“ICASL”).

The evaluation criteria used for this limited assurance engagement are based on the Sustainability Reporting Guidelines (“GRI Guidelines”) and related information in

particular, the requirements to achieve GRI Standards ‘In accordance’ - Comprehensive guideline publication, publicly available at GRI’s global website at “www.globalreporting.org”.

Our engagement provides limited assurance as well as reasonable assurance. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement conducted in accordance with SLSAE-3000 and consequently does not enable to obtain assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement. Accordingly, we do not express an opinion providing reasonable assurance.

Management of the Company’s responsibility for the Report

The management of the Company is responsible for the preparation of the self-declaration, the information and statements contained within the Report, and for maintaining adequate records and internal controls that are designed to support the sustainability reporting process in line with the GRI Sustainability Reporting Guidelines.

Ernst & Young’s responsibility

Our responsibility is to express a conclusion as to whether we have become aware of any matter that causes us to believe that the Report is not prepared in accordance with the requirements of the Global Reporting Initiative, GRI Standards: ‘In accordance’ - Comprehensive

guidelines. This report is made solely to the Company in accordance with our engagement letter dated 5 May 2021. We disclaim any assumption of responsibility for any reliance on this report to any person other than the Company or for any purpose other than that for which it was prepared. In conducting our engagement, we have complied with the independence requirements of the Code for Ethics for Professional Accountants issued by the ICASL.

Key assurance procedures

We planned and performed our procedures to obtain the information and explanations considered necessary to provide sufficient evidence to support our limited assurance conclusions. Key assurance procedures included:

- Interviewing relevant company personnel to understand the process for collection, analysis, aggregation and presentation of data.
- Reviewing and validation of the information contained in the Report.
- Checking the calculations performed by the Company on a sample basis through recalculation.
- Reconciling and agreeing the data on financial performance are properly derived from the Company’s audited financial statements for the year ended 31 March 2021.
- Comparison of the content of the Report against the criteria for a Global Reporting Initiative, GRI Standards: ‘In accordance’ – Comprehensive guidelines.

Our procedures did not include testing electronic systems used to collect and aggregate the information.

Limitations and considerations

Environmental and social performance data are subject to inherent limitations given their nature and the methods used for determining, calculating and estimating such data.

Conclusion

Based on the procedures performed, as described above, we conclude that;

- The information on financial performance as specified on page 18 of the Report are properly derived from the audited financial statements of the Company for the year ended 31 March 2021.

- Nothing has come to our attention that causes us to believe that other information presented in the Report are not fairly presented, in all material respects, in accordance with the Company's sustainability practices and policies some of which are derived from Sustainability Reporting Guideline, GRI Standards- 'In accordance' Comprehensive.

Ernst & Young

19 May 2021
Colombo

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