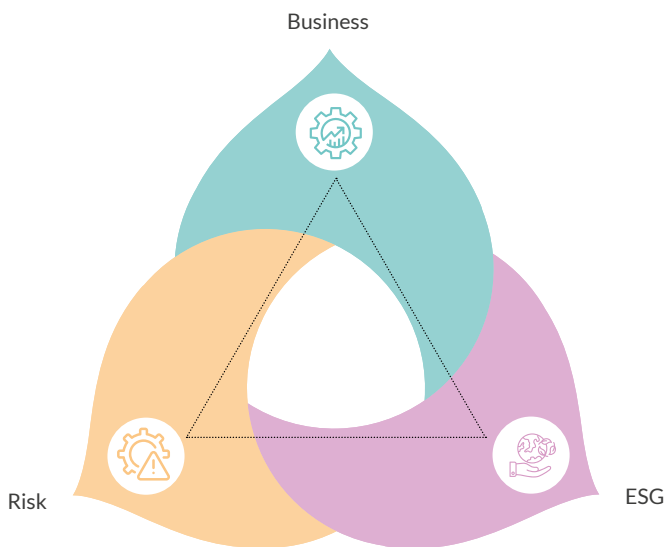


STRATEGY AND RESOURCE ALLOCATION

People’s Leasing has structured its strategy and resource allocation process around three foundational pillars: Business, Risk, and ESG (Environmental, Social, and Governance) considerations. At the core of this approach is a focus on sustainable business growth, driven by a deep understanding of market dynamics, customer needs, and emerging opportunities. The Company allocates resources strategically to capitalise on growth prospects while optimising operational efficiency and profitability. Simultaneously, risk management is integrated into every aspect of decision-making, with robust mechanisms in place to identify, assess, and mitigate potential risks across its operations. From credit and market risks to operational and compliance risks, People’s Leasing prioritises resilience and prudence to safeguard its reputation and financial stability. Furthermore, recognising the importance of environmental sustainability, social responsibility, and ethical governance, ESG considerations are embedded into the Company’s strategy and underpin resource allocation. By leveraging the synergy of the three pillars - Business, Risk and ESG, People’s Leasing strives to achieve sustainable growth while creating long-term value for all stakeholders.

OUR KEY STRATEGIC IMPERATIVES;



STRATEGY AND RESOURCE ALLOCATION

OUR KEY STRATEGIC IMPERATIVES;

01

Pursuing Sustainable Growth

What is signifies for People's Leasing

Pursuing sustainable growth aligns with People's Leasing's long-term vision of fostering financial prosperity while safeguarding social well-being of the people of Sri Lanka and protecting the environment for future generations. By prioritising sustainable growth, the Company strives to contribute not only to the preservation of natural resources and ecosystems but also to ensure that its operations positively impact communities and society at large. Furthermore embracing sustainable practices enhances the Company's reputation to attract socially-conscious investors and customers, thereby mitigating risks associated with environmental degradation and social unrest. Moreover, by integrating sustainability into its business model, enabled People's Leasing to innovate and adapt to emerging market trends in turn enhancing the Company's relevance and competitiveness in an increasingly sustainability-focused global economy. Thus, pursuing sustainable growth is not just a choice for People's Leasing, but a critical strategic imperative that fosters resilience, growth, and prosperity for all stakeholders.

Emerging Trend

Emerging trends in sustainable finance are reshaping the global financial landscape, driven by a growing recognition of environmental, social, and governance (ESG) factors. One notable trend is the rise of green bonds and sustainable debt instruments, which channel capital towards projects with positive environmental impacts, such as renewable energy and clean technology. Additionally, impact investing is gaining momentum, with investors seeking both financial returns and measurable social or environmental benefits. The integration of ESG criteria into investment decision-making processes is becoming mainstream, reflecting a shift towards more responsible and ethical investing practices. Furthermore, financial institutions are increasingly incorporating sustainability considerations into their risk management frameworks, recognising the materiality of ESG risks to long-term financial performance. As stakeholders focus on stronger institutions that emulate transparency, accountability, governance and sustainability, the adoption of sustainable finance principles is expected to continue accelerating, driving positive change across industries and economies.

Emerging Opportunities

Emerging opportunities for the use of technology by financial institutions are disrupting conventional norms regarding how financial solutions are presented and used. One prominent trend is the widespread adoption of artificial intelligence (AI) and machine learning algorithms to enhance customer experience, automate routine tasks, and improve decision-making processes. Robotic process automation (RPA) is streamlining back-office operations, reducing errors, and cutting costs. Blockchain technology is enabling secure and transparent transactions, while Fintech partnerships and collaborations are allowing traditional financial institutions to leverage the agility and innovation of startups while fintech firms gain access to established customer bases and regulatory expertise. Additionally, the proliferation of mobile finance and digital wallets is expanding financial inclusion, reaching underserved populations and providing convenient access to financial services. As technology continues to evolve, financial institutions have unprecedented opportunities to enhance efficiency, mitigate risks, and create new value propositions for customers.

Challenges

Financial institutions face a myriad of challenges when pursuing sustainable growth, as they navigate the complexities of integrating environmental, social, and governance (ESG) considerations into their business models. One significant challenge is the need to reconcile short-term financial objectives with long-term sustainability goals, often requiring strategic alignment and investment in ESG initiatives that may not yield immediate returns. Regulatory compliance and reporting requirements related to sustainability standards are also rapidly evolving, posing challenges for financial institutions seeking consistency and transparency. Moreover, measuring and quantifying the impact of sustainability efforts can be complex, as traditional financial metrics may not fully capture the value generated by ESG initiatives. Addressing these challenges requires a holistic approach, encompassing robust ESG risk management frameworks, stakeholder engagement strategies, and a commitment to transparency and accountability. Additionally, fostering a culture of sustainability across all levels of the organisation is essential to drive meaningful change and embed sustainability principles into the institution's DNA.

Resource Allocation

Priority area	Focus	Key Activities
Improving the robustness of physical touch-points	Right sizing of branches System automation to minimise manual errors, improve employee productivity and drive cost efficiency.	5S implementation Branches offering gold Loan products increased to 104
Strengthen business resilience	IT infrastructure investment	PLCCORE Loan Origination System Implementation upgrade the existing document management system.
Facilitate “Anytime- Anywhere” access to financial services	Digital channel enablement	Enabling customers to carry out savings transactions via PLC touch App and the PLC online platform. Facilitate UPI transactions via LankaQR
Customer empowerment through timely and effective market orientation	Product responsibility	Launch of Solar financing for retail and MSME customers. Launch of Wakalah Investment solution and the Wadi’ah – Gold Safekeeping product. Drive Gold Loans to promote financial inclusion.

Proposed Future Actions

Short term targets

Achieve a twofold increase in business volume compared to the levels of 2023/24, through growth in core product as well as new products.
Attain nearly 15% growth in overall profitability.

Medium/ Long term targets

Facilitate MSME sector expansion by providing access to a range of high-quality structured lending products.
Sustain position as leading NBFi with increased market share.
Promote sustainable leasing to increase investment in green projects and drive social entrepreneurship.

Related SDG



Maintain consistent profitability momentum through sustainable practices: **Profitability**
2023/24 - Rs. 3,540.50 million
2022/23 - Rs. 3,017.64 million
Cost efficiency: **Cost to income**
2023/24 - 55.61%
2022/23 - 52.64%

Establish a robust presence through resilience: **Assets**
2023/24 - Rs. 159,852.09 million
2022/23 - Rs. 171,073.16 million
Quality of the portfolio: **Impairment provision as a percentage of the portfolio**
2023/24 - 8.54%
2022/23 - 9.11%

A fervent drive for innovation and technological advancement
-Investment in IT
2023/24 - Rs. 53.73 million
2022/23 - Rs. 22.68 million

STRATEGY AND RESOURCE ALLOCATION

02

Augmenting Customer Experience

What it signifies for People's Leasing

Augmenting customer experience means going beyond traditional service norms to exceed customer expectations at every touchpoint. It involves implementing innovative technologies and strategies to streamline processes, enhance accessibility, and personalise interactions. This could include developing user-friendly digital platforms for convenient transactions, implementing AI-driven chatbots for instant assistance, and leveraging data analytics to anticipate customer needs. Moreover, augmenting customer experience entails fostering a culture of empathy and responsiveness within the organisation, ensuring that every customer interaction is characterised by attentiveness, respect, and a commitment to resolving issues promptly. By prioritising customer satisfaction and continuously seeking ways to enhance their journey, People's Leasing seeks to build a loyal customer base to differentiate itself in a competitive market.

Emerging Trend

Emerging trends for augmenting the customer experience encompass a convergence of innovative technologies and customer-centric strategies. One significant trend is the rise of fintech partnerships that enables financial institutions to offer a broader range of services through seamless integrations with third-party providers, thereby enhancing convenience and choice for customers. Additionally, the proliferation of mobile banking apps equipped with advanced features such as biometric authentication, voice recognition, and augmented reality interfaces is reshaping the way customers interact with their finances, making transactions quicker, more secure, and more intuitive. Furthermore, the increasing focus on sustainability and ethical banking practices is driving organisations to incorporate environmental, social, and governance (ESG) considerations into their products and services, catering to the growing demand for socially responsible banking solutions. By embracing these emerging trends, companies can stay ahead of the curve and deliver exceptional experiences that meet the evolving needs and preferences of their customers.

Emerging Opportunities

Emerging opportunities for augmenting the customer experience are pivoted on innovation and disruption. One promising avenue lies in the implementation of Internet of Things (IoT) devices to leverage real-time data from connected devices to offer personalised financial insights and products. For instance, financial institutions can analyse data from smart home devices to offer tailored solutions or use wearable trackers to reinforce positive behaviours through personalised rewards schemes. Moreover, the advent of 5G technology promises ultra-fast connectivity and low latency, enabling companies to deliver immersive and interactive digital experiences, such as virtual reality (VR) or augmented reality (AR) financial planning tools. By capitalising on these emerging opportunities, financial institutions can revolutionise the way customers interact with their finances, driving greater engagement, loyalty, and satisfaction.

Challenges

Financial institutions face several challenges when aiming to augment the customer experience, primarily stemming from the complex regulatory environment, legacy systems, and evolving customer expectations. Compliance with stringent regulations such as KYC (Know Your Customer) and AML (Anti-Money Laundering) poses a significant challenge, as it requires implementing robust security measures while ensuring a seamless and frictionless customer onboarding process. Additionally, integrating new technologies into existing legacy systems can be tedious and time-consuming, leading to compatibility issues and operational inefficiencies. Moreover, the sheer volume and variety of customer data present privacy and security concerns, necessitating robust cybersecurity measures to safeguard sensitive information from cyber threats. Furthermore, as customer preferences continue to evolve in the digital age, financial institutions must continually innovate and adapt to meet these changing needs, which requires a culture of agility, experimentation, and continuous improvement. Balancing these challenges while striving to deliver personalised, convenient, and secure experiences remains a constant hurdle for financial institutions seeking to augment the customer experience.

Resource Allocation

Priority area	Focus	Key Activities
Customer empowerment through timely and effective market orientation	Product responsibility	Launch of Solar financing for retail and MSME customers. Launch of Wakalah Investment solution and the Wadi'ah – Gold Safekeeping product.
	Service excellence	Launch of “Classique by PLC” a exclusive value proposition for high net worth customers.
	Complaint handling	Established Customer Service and Dispute Resolution Department.
	Data security	Implemented the Personal Data Protection policy.

Proposed Future Actions

Short term targets

Educate staff about the Financial Consumer Protection Framework (CPF) regulations according to the FCRD-CBSL guidelines.
Improve brand positioning in the premier segment by strategically expanding the “Classique” concept to hub cities across Sri Lanka.

Medium/ Long term targets

Emphasis on ESG integration through focused efforts directed at women’s empowerment.

Related SDG



Forge enduring relationships with customers over the long term –

Repeat customer ratio

2023/24 – 36.87%
2022/23 – 41.47%

Lending customers

2023/24 - 104,865
2022/23 -114,246

Deposit customers

2023/24 - 308,051
2022/23 - 383,715

No of complaints

2023/24 - 166
2022/23 - 128

STRATEGY AND RESOURCE ALLOCATION

03

Differentiation through Our People

What is signifies for People's Leasing

People's Leasing sets itself apart from its peers by leveraging its exceptional human capital to deliver unparalleled customer service and drive innovation. With a commitment to nurturing a highly skilled and motivated workforce, the Company ensures that its employees are equipped with the knowledge, expertise, and resources needed to exceed customer expectations at every touchpoint. This is achieved by fostering a culture of continuous learning and development to empower employees to stay abreast of industry trends, regulatory changes, and emerging technologies, enabling them to anticipate customer needs and provide proactive solutions. Additionally, the Company encourages a collaborative and inclusive work environment where diverse perspectives are valued and creativity is fostered, driving innovation and enabling People's Leasing to stay ahead of the curve in an ever-evolving market. Through its investment in human capital, People's Leasing not only differentiates itself from its peers but also strengthens its position as a trusted partner in the financial services industry.

Emerging Trend

Emerging trends in people development within the financial services industry are transforming traditional approaches to talent management and employee engagement. One significant trend is the emphasis on digital upskilling and reskilling programs to equip employees with the technical skills needed to thrive in an increasingly digitised landscape. With rapid advancements in technologies such as artificial intelligence, blockchain, and data analytics, financial institutions are investing in training initiatives to ensure their workforce remains adept at leveraging these tools effectively. Additionally, there's a growing recognition of the importance of soft skills development, such as emotional intelligence, communication, and adaptability, in fostering strong client relationships and driving business success. Furthermore, the rise of remote work and flexible work arrangements has prompted financial institutions to reimagine their learning and development strategies, offering virtual training programs and digital learning platforms to support employee growth and collaboration regardless of location. Moreover, diversity, equity, and inclusion initiatives are gaining traction, with organisations prioritising diversity in hiring practices and creating inclusive work environments that foster innovation and creativity. By embracing these emerging trends in people development, financial services firms can cultivate a skilled and resilient workforce capable of navigating the complexities of an ever-evolving industry landscape.

Emerging Opportunities

Emerging opportunities for people development involve empowering employees by fostering a culture of continuous learning and development, providing employees with access to training programmes, workshops, and resources to enhance their knowledge and expertise. By investing in digital upskilling initiatives and offering certifications in emerging technologies, companies can empower employees to stay ahead of industry trends and remain agile in a rapidly evolving landscape. Moreover, empowering employees involves fostering a sense of ownership and autonomy in their roles, encouraging them to take initiative, make decisions, and innovate to drive business growth. Providing opportunities for career advancement, mentorship, and cross-functional collaboration also empowers employees to realise their full potential and contribute meaningfully to the company's mission and objectives. Additionally, recognising and rewarding employees for their contributions fosters a sense of appreciation and motivation, leading to higher job satisfaction and engagement. By embracing these opportunities to empower employees, financial services organisations can cultivate a skilled, motivated workforce that drives innovation, delivers exceptional customer experiences, and achieves sustainable growth.

Challenges

Financial institutions encounter various people development challenges due to the unique nature of the industry and the rapidly evolving landscape. One significant challenge is attracting and retaining top talent in a competitive market, particularly in specialised areas. Moreover, the complexity of regulatory requirements and the need for continuous compliance training pose challenges in keeping employees abreast of evolving regulations while balancing their day-to-day responsibilities. Additionally, the pace of technological change necessitates ongoing upskilling and reskilling efforts to ensure employees remain proficient in emerging technologies and digital tools. Furthermore, the hierarchical nature of many financial institutions can hinder employee engagement and innovation, requiring a shift towards more collaborative, agile, and inclusive work cultures. Balancing these challenges while fostering a culture of learning, adaptability, and employee well-being is crucial for financial services institutions to remain competitive and resilient in a rapidly evolving industry.

In addition to the above, there's a notable exodus of skilled employees, presenting a pervasive challenge across various industries in Sri Lanka.

Resource Allocation

Priority area	Focus	Key Activities
Attract and retain the best in-class team	Strategic recruitment	359 New Recruits
	Remuneration and benefits	Rs. 4,248.11 million paid as monetary benefits
	Diversity and inclusion	01: 03 (F : M) Gender Balance 25 - females in leadership roles
Develop a reliable and high functioning workforce	Performance management	A total of 1,711 permanent employees at People's Leasing underwent the mid-year review.
	Training and development	01:2.67 (F:M) training hours
	Career advancement	Promotions: Male - 80 Female -118 Employees earmarked for development under the Succession Planning programme.
Invest in strengthening employee resilience	Employee relations	Quarterly town hall meetings. Launch of a dedicated PEO TV channel to support consistent communication.
	Safety and well-being	Rs. 204.70 million incurred on staff medical expenses.

Proposed Future Actions

Short term targets

Talent retention

Medium/ Long term targets

Strengthen the succession planning process
Leverage digital technology to expand the scope of the work-life balance programme.

Related SDG



Preventing skilled employees from being poached by competitors.

Retention ratio

2023/24 - 79.74%

2022/23 - 89.22%

Effective contribution towards profit generation; **Profit per employee**

2023/24 - Rs. 1.70 million

2022/23 - Rs. 1.40 million

Inspiring motivation through financial incentives - **Remuneration and Benefits**

2023/24 - Rs. 4,248.11 million

2022/23 - Rs. 4,488.55 million

Continuous development transcends being merely a process; it embodies our culture : **Training hours**

2023/24 - Male: 61,547 hrs.

Female: 23,052 hrs.

2022/23 - Male: 55,984 hrs.

Female: 18,609 hrs.

STRATEGY AND RESOURCE ALLOCATION

04

Integrating Environmental and Social factors

What is signifies for People's Leasing

People's Leasing demonstrates a strong commitment to integrate environmental and social factors into its business model. Embracing the principles of environmental stewardship, the Company implements initiatives to reduce its carbon footprint, minimise waste, and promote energy efficiency across its operations. This may include investing in eco-friendly technologies, implementing recycling programmes, and adhering to stringent environmental standards in its lending practices. Moreover, People's Leasing prioritises social impact by actively engaging with local communities, supporting initiatives that promote education, healthcare, and socioeconomic development. Whether through charitable donations, employee volunteer programs, or partnerships with nonprofit organisations, People's Leasing strives to make a positive difference in the lives of those it serves. By aligning its business practices with environmental and social considerations, the Company not only contributes to a more sustainable future but also strengthens its reputation as a responsible corporate citizen committed to creating value beyond financial returns.

Emerging Trend

Emerging trends in environmental and social integration within the financial services industry reflect a growing recognition of the importance of sustainability and social responsibility in driving long-term value creation. One notable trend is the increasing adoption of Environmental, Social, and Governance (ESG) criteria in investment decision-making, as investors seek to align their portfolios with their values and mitigate risks associated with climate change and social inequality. Financial institutions are integrating ESG considerations into their risk management frameworks, assessing the environmental and social impact of their investments, and engaging with companies to promote sustainable practices. Moreover, there is a rising demand for green finance solutions, such as green bonds and sustainable loans, which enable companies to fund environmentally beneficial projects while attracting socially conscious investors. Additionally, regulatory pressures and stakeholder expectations are driving companies to disclose more comprehensive ESG data, fostering transparency and accountability in their operations. By embracing these emerging trends, financial services organisations can not only mitigate risks and capture opportunities in a rapidly changing world but also contribute to building a more sustainable and equitable future.

Emerging Opportunities

Financial institutions have a unique opportunity to drive environmental and social integration within their business models, by leveraging their influence and resources to catalyse positive change. One avenue for action lies in sustainable finance initiatives, where institutions can develop innovative products and services that promote environmental conservation and social welfare. This may include offering green loans for renewable energy projects, financing social impact bonds to address community needs, or creating investment funds focused on ESG criteria. Moreover, financial institutions can integrate ESG considerations into their risk management frameworks, assessing the environmental and social impact of their investments and incorporating these factors into decision-making processes. Additionally, fostering partnerships with stakeholders, such as governments, NGOs, and industry peers, enables financial institutions to collaborate on initiatives that address pressing environmental and social challenges, driving collective impact and creating shared value. By seizing these opportunities, companies can not only enhance their resilience and competitiveness but also contribute to building a more sustainable and inclusive global economy.

Challenges

Financial institutions encounter several challenges when striving to drive environmental and social integration within their business models. One significant hurdle is navigating the complexity of regulatory frameworks and standards surrounding environmental and social issues, which often require comprehensive compliance measures. Additionally, integrating ESG considerations into investment decisions can be challenging due to a lack of standardised metrics, inconsistent reporting practices, and limited availability of reliable data. Moreover, there may be resistance from stakeholders, including investors, clients, and even internal staff, who may prioritise financial returns over sustainability objectives. Furthermore, the transition to a more sustainable business model often requires significant upfront investments in technology, infrastructure, and talent development, which can strain financial resources and impact short-term profitability. Overcoming these challenges requires strong leadership, strategic vision, and a commitment to embedding environmental and social considerations into the core values and operations of financial institutions, ultimately driving long-term value creation and resilience.

Resource Allocation		
Priority area	Focus	Key Activities
Socioeconomic development of communities	Sustainable procurement	25 new suppliers on-boarded.
	Financial inclusion	Rs. 85.42 million granted as micro finance loans.
	Community outreach	Community youth trained under the “හරිත නැණ” (Haritha Nena) Youth Skills Development programme. Rs. 706,291.55 incurred on community outreach programmes. Employees actively participating in community programs through volunteering.
Advocating responsible lending	Green financing	Rs. 1,975,203.00 granted under the green disbursement . Incorporating social and environmental criteria for credit evaluations through the PLCCORE system. Launch of the solar financing scheme for retail and MSME customers.
Strengthen business resilience	Green operations	GHG Inventory report in line with ISO 14064:2018. Increased automation of internal workflows to reduce paper consumption and promote energy saving. Investing in solar systems and rainwater harvesting infrastructure at the Classique centre. EDGE-Green Building certification for the Classique centre. Rs. 23.03 million incurred to initiate the process.
	Efforts undertaken to implement the concept of sustainable finance.	
Drive shared value	Environmental Awareness	Proactively invest in awareness-building initiatives.
	Environmental Outreach Projects	Tree Planting Programme in line with the World Environment Day 2023.

Proposed future actions	
<p>Short term targets</p> <p>Reduce the dependency on grid energy by investing in renewable sources across the branch network.</p> <p>Pursue fin-tech partnerships to strengthen digital channel architecture.</p>	<p>Medium/ Long term targets</p> <p>Implement a comprehensive Environmental Management System (EMS).</p> <p>Systematically adapt all branches to comply with the green building standards.</p>

Related SDG	Key Performance Indicators
	<p>Achieving genuine carbon neutrality</p> <p>Carbon footprint (tCO2e)</p> <p>2023/24 - 2,150.50</p> <p>2022/23 - 1,802.27</p> <p>Recognising the significance of investing in the natural environment</p> <p>Investment on natural environment</p> <p>2023/24 - Rs. 1.98 million</p> <p>2022/23 -Rs. 1.01 million</p>

STRATEGY AND RESOURCE ALLOCATION

05

Stewardship

What is signifies for People's Leasing

Having a strong governance framework signifies a commitment to transparency, accountability, and ethical conduct in all aspects of the Company's operations. It involves establishing robust policies, procedures, and internal controls to ensure compliance with regulatory requirements and best practices, safeguarding the interests of stakeholders and fostering trust in the organisation. A strong governance framework also entails effective risk management practices, with clear delineation of roles and responsibilities, regular monitoring and evaluation mechanisms, and timely reporting to relevant stakeholders. Moreover, People's Leasing's governance framework extends beyond mere compliance to encompass principles of integrity, fairness, and sustainability, guiding decision-making processes and promoting a culture of ethical leadership and corporate citizenship. By upholding high standards of governance, People's Leasing not only mitigates risks and enhances operational efficiency but also reinforces its reputation as a responsible and trustworthy financial institution committed to creating long-term value for all stakeholders.

Emerging Trend

Good governance trends for financial institutions revolves around the heightened focus on stakeholder engagement and accountability. Financial institutions are increasingly recognising the importance of actively involving a diverse range of stakeholders, including customers, employees, shareholders, regulators, and the wider community, in decision-making processes. This trend encompasses initiatives such as stakeholder dialogue, and the establishment of committees representing various stakeholders. Moreover, there is a growing emphasis on transparency and disclosure, with financial institutions striving to provide clear and comprehensive information about their governance structures, policies, and performance. Additionally, there is a shift towards more holistic approaches to governance that consider environmental, social, and governance (ESG) factors, as stakeholders demand greater accountability for the broader societal impacts of financial institutions' activities. By embracing these emerging trends in governance, financial institutions can strengthen trust, enhance resilience, and drive sustainable value creation for all stakeholders.

Emerging Opportunities

Emerging opportunities for financial institutions to embrace good governance practices are abundant and compelling in today's dynamic landscape. Firstly, as regulatory scrutiny intensifies globally, institutions that prioritise governance can navigate regulatory changes more effectively, ensuring compliance and reducing regulatory risks. Additionally, investors are increasingly placing emphasis on environmental, social, and governance (ESG) factors when making investment decisions. Financial institutions that demonstrate strong governance practices can attract a broader investor base and potentially lower their cost of capital. Furthermore, the digital transformation of the financial sector presents opportunities to embed governance principles into technological innovations, enhancing transparency, security, and accountability. Embracing good governance practices not only mitigates risks but also fosters trust among stakeholders, including customers, shareholders, and regulators, ultimately driving sustainable growth and resilience in an ever-evolving financial landscape.

Challenges

Financial institutions encounter several challenges when adopting governance best practices. Firstly, navigating complex regulatory frameworks demands significant resources and expertise, often resulting in compliance burdens and increased operational costs. Additionally, employee pushback and organisational inertia due to the lack of clarity, also often impedes the implementation of new governance structures. Moreover, the rapid evolution of technology introduces cybersecurity risks, requiring institutions to continuously adapt their governance frameworks to mitigate emerging threats. Balancing the need for innovation with the imperative of risk management poses another challenge, as financial institutions must find the right balance to foster growth while maintaining stability. Finally, ensuring consistency and accountability across diverse departments and subsidiaries within large institutions can be a daunting task, requiring effective communication and coordination at all levels. Overcoming these challenges demands strategic leadership, investment in training and technology, and a commitment to fostering a culture of compliance and transparency throughout the organisation.

