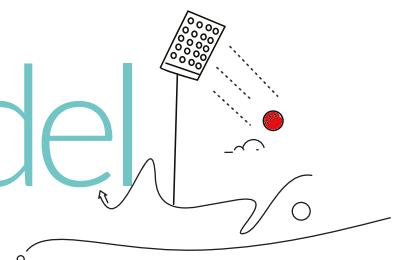


PLC's Value Creation Model



We've firmly established ourselves as a significant player in Sri Lanka's NBFi market, honing our robust business strategy over the past two decades. Our sustainability hinges greatly on this strategy, which requires continual guidance from diverse disciplines such as economics, finance, marketing, legislation, and strategy to remain agile in day-to-day operations. Moreover, People's Leasing consistently refines its value creation model, processes, and activities to align with inputs, outputs, outcomes, and desired impacts. This adaptation is crucial given the competitive and complex market landscape, dynamic operating environment, and emerging threats to traditional business models.

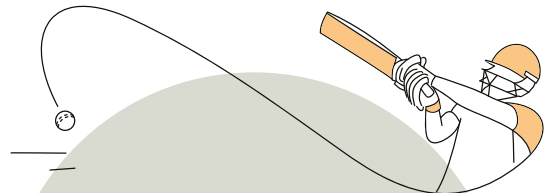
vision

To become legendary in the financial service scene as a provider of customer-friendly innovative and total solution.



mission

Dedicated value-added customer service to accomplish organisational service excellence whilst maintaining a sustainable competitive advantage.



Our value creation commence with ESG

We focus on our ;

- » Environmental Responsibility
- » Social Accountability
- » Conformity to the governance
- » Slowing consumer demand for goods.



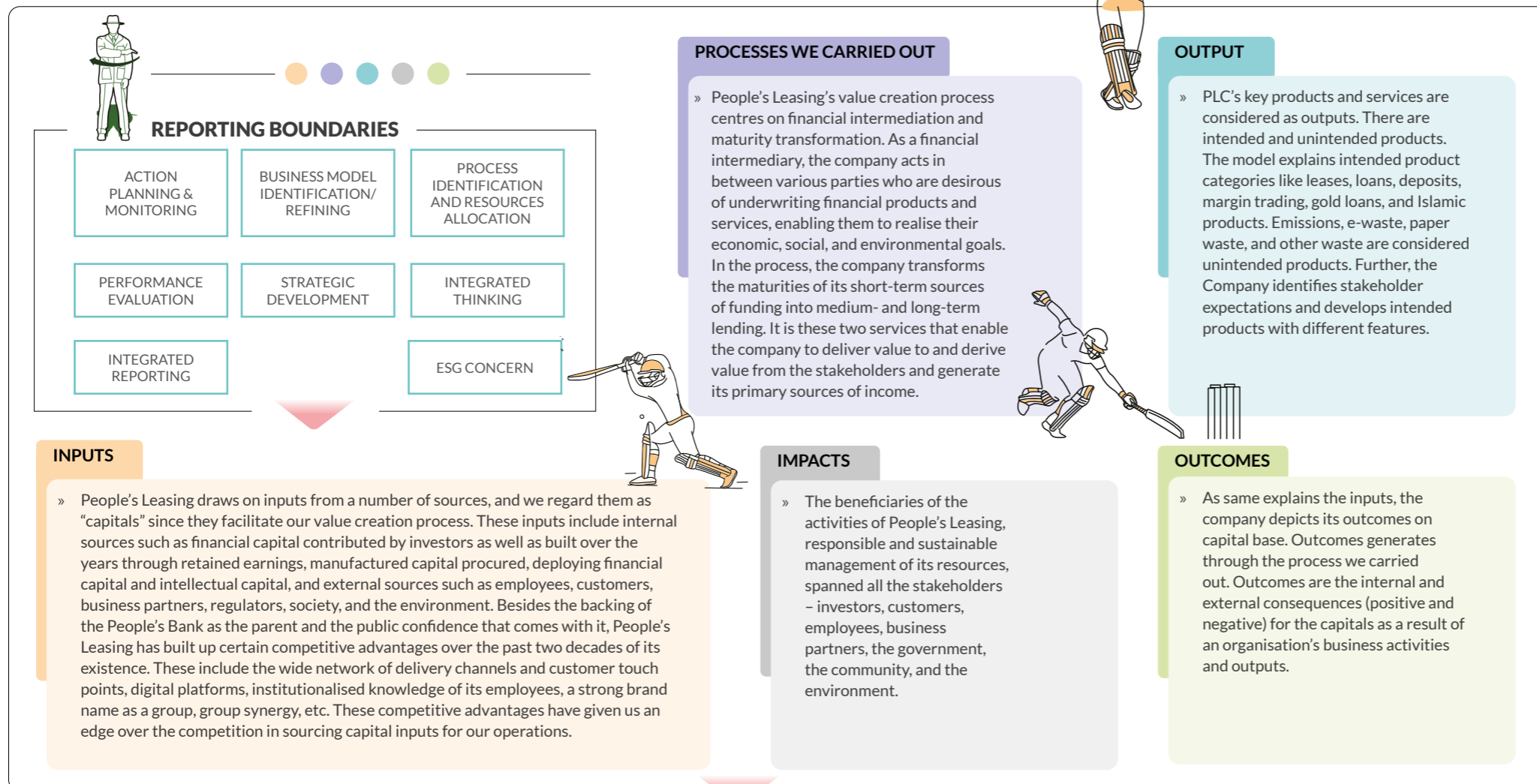
We integrate our Strategies to Business Model

Our Key strategic imperatives;

- » Pursuing Sustainable Growth
- » Augmenting Customer Experience
- » Differentiation through Our People
- » Integrating Environmental and Social Factors
- » Stewardship



INPUTS WE USED, PROCESSES WE CARRIED OUT, OUTPUTS WE GENERATED AND THE IMPACT BY WAY OF OUTCOMES ARE EXPLAINED IN DETAIL BELOW:



BY OUR DEDICATION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS), WE HOPE TO BRING MORE SOCIETAL, ENVIRONMENTAL VALUE, AND TRANSPARENCY.



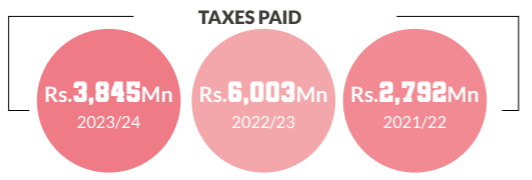
WHAT SETS US APART FROM OTHER MAJOR PLAYERS?

The distinctive qualities of People's Leasing are reflected in our value creation approach through the relationships we have with our stakeholders, which are fueled by the organisation's strategic priorities. Our strategic focuses, which are directed toward environmental, social, and governance concerns, have material concerns at their core. Being a state-owned enterprise (SOE) the company's priorities consistently set it apart from other NBF1 industry participants. We provide significant contributions to the government in many ways, and finally our earnings are included in the government's revenue.



Value propositions caused to differentiate the People's Leasing;

CONTRIBUTION TO LOCAL ECONOMY Being a SOE, the company's strategic priorities focus on sustainable growth. More than two decades of providing financial services, we have been able to make a real impact on our stakeholders as evident from the loyal base of investors, satisfied customers, passionate employees, gratified business partners, cordial relationships with the regulators and the positive impact on the society and the environment.



FINANCIAL INCLUSION 9.08% of the NBF1 sector in terms of assets, People's Leasing plays an important role in the financial system of Sri Lanka. Our focus has been mostly on the informal sector comprising SMEs and individuals. Meantime, our classique centre provides individualised services meticulously crafted to cater to comfort and convenience.

EMPLOYEE LOYALTY Employees are the live capital among all other capital inputs that reflect the company's brand image. Within the year, People's Leasing creates 2,052 job opportunities and 17,990 experience years. Our 79.74% employee retention ratio reflects a fair indicator, which indicates we are not highly affected by brain drain compared to other key players in the industry.

PLC'S VALUE CREATION MODEL

EXTERNAL ENVIRONMENT

Geopolitics Economic Technological Environmental Legal Regulatory Cultural Rivalry Force majeure

The Capitals

Quantitative

FINANCIAL

TOTAL ASSETS RS. 171.07 BN	TOTAL LIABILITIES RS. 131.28 BN	PORTFOLIO RS. 114.27 BN
EQUITY RS. 39.79 BN	TOTAL BORROWINGS RS. 125.37 BN	MARKET CAPITALISATION RS. 16.13 BN

MANUFACTURED

OUR BRANCH NETWORK OF **111 BRANCHES** REPRESENTED BY **RS. 1,481.01 MILLION** WORTH OF PROPERTY, PLANT AND EQUIPMENT

WIDESPREAD **TOUCH POINTS**

CAPEX OF **168.94 MILLION**

INTELLECTUAL

BRAND VALUE AND BRAND EQUITY
RS. 6.51 BN

SOFTWARE VALUED
RS. 19.19 MN

POLICIES AND PROCEDURES

ROBUST RISK MANAGEMENT FRAMEWORK

DATA ANALYTICS

HUMAN

EMPOWERED AND COMMITTED WORKFORCE OF
2,114 EMPLOYEES

TOTAL CUMULATIVE EMPLOYEE EXPERIENCE
18,928 YEARS

SOCIAL & RELATIONSHIP

383,715 DEPOSIT CUSTOMERS

114,246 LENDING CUSTOMERS

12,990 BUSINESS PARTNERS

LONG-STANDING RELATIONSHIPS AND TIE-UPS

10,770 SHAREHOLDERS

NATURAL

CARBON FOOTPRINT
1,802.27 tCO₂e

RECYCLED PAPERS
7,797 kg

Qualitative

Liquidity management strategies lead us long term resilience

State-of-art core IT systems
Innovative digital channels

Institutionalised knowledge

- » Strong corporate brand image and value
- » Integrity

Expertise and experienced workforce.

- » Performance-linked reward structure
- » Innovativeness

- » Practice of socially responsible lending
- » ESG considerations towards sustainable operations
- » Promoting UN Sustainable Development Goals (SDG's)
- » Compliance with GRI Standards
- » Responsible marketing

- » Qualitative
- » Commitment towards paperless finance

INPUTS

- 1 NO POVERTY
- 3 GOOD HEALTH AND WELL-BEING
- 4 QUALITY EDUCATION
- 5 GENDER EQUALITY
- 6 CLEAN WATER AND SANITATION
- 7 AFFORDABLE AND CLEAN ENERGY
- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 13 CLIMATE ACTION
- 15 LIFE ON LAND
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
- 17 PARTNERSHIPS FOR THE GOALS

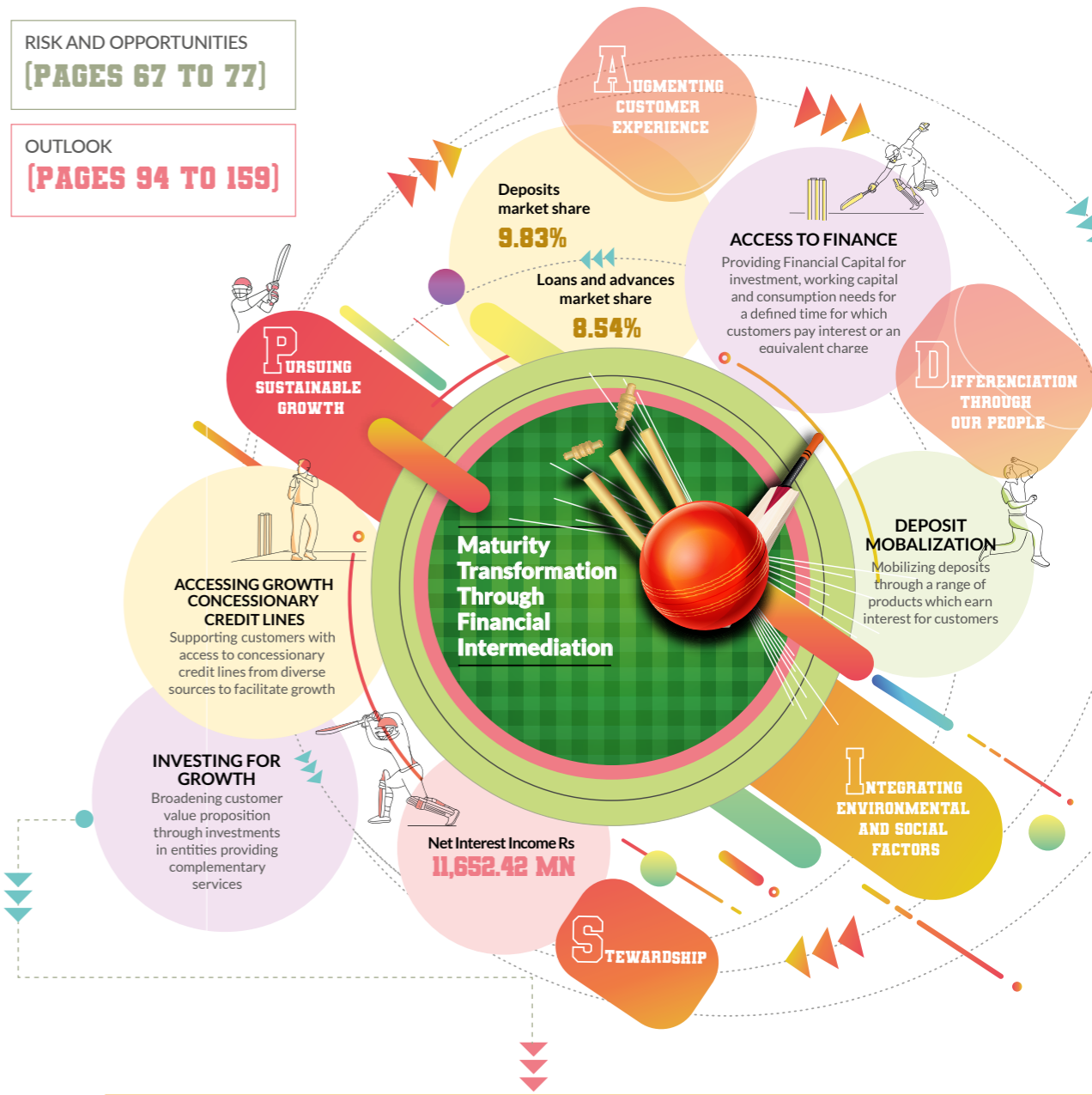
MISSION

RISK AND OPPORTUNITIES
(PAGES 67 TO 77)

OUTLOOK
(PAGES 94 TO 159)

VISION

VALUES



INTENDED PRODUCTS

Leases
Loans
Deposits
Margin Trading
Gold Loans
Islamic Products

IMPACTS FROM THE OPERATING ENVIRONMENT

Economic Recession & Uncertainty

Government

Increased Automation

OUTPUTS

EXTERNAL ENVIRONMENT

SPECTRUM OF COMPETITION
(PAGES 46 TO 47)

OUTCOMES
(Positive and negative- over the short, medium and long term)

PERFORMANCE
(PAGES 80 TO 159)

UNINTENDED PRODUCTS

The Pandemic Government Policy

Emissions
E-waste
Paper waste
Other waste

	PRESERVING	ERODING
FINANCIAL CAPITAL RS. 3,540.50 MILLION Profitability 31 March 2024 Dividends for the F/Y 2024 RS. 2,858.64 MILLION	Financial Performance	Portfolio 31 March 2024 RS. 103,650.45
HUMAN CAPITAL RS. 4,248.11 MILLION Payments to employees RS. 66.85 MILLION Investment in training & development Employee satisfaction	Improve Staff recruitments	Decline in Staff Retention
SOCIAL & RELATIONSHIP CAPITAL Business Partners "30,209" Deposit Customers "308,051" Lending Customers "104,865"	Strengthen Business Partnership	Decline the Customers
INTELLECTUAL CAPITAL RS. 4.49 BILLION Brand value Lean and efficient systems Increased tacit knowledge	Enhance Investment in Software	Loss in Tacit Knowledge
MANUFACTURED CAPITAL Total cumulative experience 17,990 Promotions and appreciations for the F/Y Number of Branches 109 Gold Loan Operations 104	Right Sizing Branches	No of physical touch points 109
NATURAL CAPITAL Classique Centre EDGE green building certificate Paper less process reduce wastage Carbon Footprint 2,510.50 tCO2e Increased digital transactions Recycled Paper 1,476 Kg	Our carbon footprint	No of physical touch points 109

STAKEHOLDERS	
	INVESTORS
	FUNDERS
	CUSTOMERS
	OTHER BUSINESS PARTNERS
	GOVERNMENT
	COMMUNITY
	VEHICLE SUPPLIERS
	EMPLOYEES
	ENVIRONMENT
	OTHER REGULATORY BODIES

IMPACT	
	1 Optimum risk return trade-off
	2 Enhanced customer experience
	3 Compliance to environmental laws
	4 Transparency Longlasting mutually beneficial relationship
	5 "Voice" of the Company
	6 Efficient Capital Formation
	7 Responsible lending