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# Policy on Relations with Shareholders and Investors

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**Version 1.0**

## Document Information

<b>Document</b>	Policy on Relations with Shareholders and Investors
<b>Author</b>	Head of Finance
<b>Department</b>	Finance Department
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## Amendments & Changes

Version	Date	Reasons for Amendments	Author

## Authorization

Version	Date	Reviewed by	Date	Approved by
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## 1.0 Introduction

Sarvodaya Development Finance PLC (SDF) is a company registered under the Finance Business Act No. 42 of 2011. The activities undertaken by the Company are overseen by the Central Bank of Sri Lanka. By establishing a systematic approach to identifying, assessing, and managing risk, the SDF intends to continually improve its governance, further improve accountability, and enhance overall performance.

Finance Companies (Corporate Governance) Direction No. 5 of 2021 requires the Board of Directors of the finance companies to approve a policy of communication with all Shareholders and investors.

The Policy on Relations with Shareholders and Investors of SDF is a policy document that guides the Company's efforts to be transparent and accountable to the people it serves.

## 2.0 Objectives of the policy

The objectives of external communications include, but are not restricted to portraying and reinforcing the Company's Corporate Image as approved by the Board of Directors, complying with regulations, informing the shareholders and investors.

The objectives of internal communications include but are not restricted to briefing staff on policies, procedures, operations, and performance; ensuring staff awareness of regulations; etc.

In summary, the key objectives of the Policy on Relations with Shareholders and Investors of SDF are:

- Pursuing a strong corporate reputation through high transparency and consistency in communication with shareholders and investors;
- Timely communication with shareholders and investors - with clarity, coherence and credibility;
- Disseminating information through the official website of the company on real time basis.

### 3.0 Overall Guidelines

- **Integrity**

Communications must underline the integrity of the company. Transparency must be maintained within the bounds of regulations and the competitive environment.

- **Effectiveness**

A clear message along with a mix of traditional and contemporary media is to be used, depending on the specific audience targeted to be communicated.

### 4.0 Guiding principles of communication

4.1 SDF aims to inform, persuade and/or involve all shareholders and investors in the activities and growth of the Company through sustained, consistent and relevant messages using judicious mix of both external and internal communication tools.

4.2 The guiding principles of the Communication Policy of SDF in the context of its goals are transparency, comprehensiveness, relevance and timeliness with a view to make the shareholders and investors aware about the SDF's various activities, products & services, financial strength, regulatory & compliance matters relating to the company.

4.3 SDF endeavors to communicate with its diverse shareholders and investors in their preferred language.

4.4 Different Shareholders and investor groups, their basis for identification and mode of engagements are stated in section 5.1 of this policy.

## 5.0 Operational guidelines

5.1 Shareholders and investors, their expectations, mode of communication and the authorized officers to communicate with them are summarized below.

Stakeholder	Goal of communication	Mode of communication	Authorized officers to communicate
<b>Shareholders and Investors</b>	Ensure Sustainable growth and enhance shareholder value	<ul style="list-style-type: none"> <li>▪ AGM and EGMs</li> <li>▪ Annual Report</li> <li>▪ Company' web site <a href="http://www.sarvodayafinance.lk">www.sarvodayafinance.lk</a></li> <li>▪ Press releases</li> </ul>	<ul style="list-style-type: none"> <li>▪ Board of Directors</li> <li>▪ Company Secretary</li> <li>▪ Chief Executive Officer</li> </ul>

5.2 Any party who violates this policy is subject to disciplinary action.

## 6.0 Language of Communication

In conformance to the Official Language Act No. 19 of 1963, English, Sinhala and Tamil will be the choice of languages of communication. Being the language of business, English will be predominantly used for communications while Sinhala and Tamil will be used based on need.

## 7.0 Annual Report

The Finance Department will coordinate, with the support of the other Departments and publish an annual report that will provide information in relation to the company's activities and financial performance for a specific financial year. The document will be published on the Corporate Website.

## 8.0 Corporate Website

- The website is the primary source of external communication. The company will publish product information, announcements, promotions related to products and services etc. through the website. The link to SDF website is [www.sarvodayafinance.lk](http://www.sarvodayafinance.lk)

## 9.0 Review of the policy

This Policy is reviewed once in two years, or whenever there is a significant change to SDF's operating environment. This review is coordinated by the Finance Department. Proposed changes to the Policy should be recommended by the BIRMC and approved by the Board of Directors.