



Social and Relationship Capital

The Group recognises the importance of fostering strong and mutually beneficial relationships with its stakeholders, including customers, business partners, and the community. This approach is underpinned by transparency and integrity, guiding the Group's commitment to actively engage with stakeholders throughout its operations. By aligning mutual interests, the Group aims to drive sustainable value creation and foster long-term growth.

HIGHLIGHTS FOR 2024/25



23

New products introduced



17

Industry partnerships



2,900+

Suppliers



Rs. 64.5 Mn+

Invested in Social Impact Projects

IMPACT

Strategic Pillars

- ♦ Driving purpose-led social impact.
- ♦ Building trust and transparency.
- ♦ Enhancing customer-centricity.
- ♦ Promoting responsible supply chain practices.

GRI Topics

- ♦ GRI 2-6: Activities, value chain and other business relationships
- ♦ GRI 2-27: Compliance with laws and regulations
- ♦ GRI 2-28: Membership associations
- ♦ GRI 413-1: Operations with local community engagement, impact assessments, and development programs
- ♦ GRI 416-2: Operations with significant actual and potential negative impacts on local communities

Risks and Opportunities

- ♦ Shifting customer expectations in quality, safety, and ethics.
- ♦ Supply chain disruptions.
- ♦ Opportunities to strengthen customer trust through ethical conduct, responsive feedback systems, and innovation.
- ♦ Potential to deepen social license through impactful community engagement and inclusive development.

UNSDGs



CAPITAL REPORTS

Social and Relationship Capital

CUSTOMER RELATIONSHIPS

The Group fosters strong customer relationships by continuously expanding its product and service offerings to meet the diverse needs of customers across various socioeconomic backgrounds and geographic locations. Through ongoing engagement initiatives, the Group strives to deepen its understanding of customer preferences and expectations. This customer-centric approach ensures that the Group consistently delivers high-quality products and services while maintaining the highest ethical standards and regulatory compliance throughout all interactions.



Customer Engagement

The Group prioritises customer engagement as a cornerstone of its business strategy. By actively seeking customer feedback through various channels, including surveys, complaint management systems, focus group meetings, social media, and direct interactions with retailers and distributors, the Group fosters an ongoing dialogue with its customers. This approach allows the Group to understand evolving customer needs, deepen connections and tailor its product and service offerings accordingly.

390+

surveys conducted

60+

focus group meetings facilitated

138 Million+

social media interactions

1200+

direct interactions with retailers and distributors.



Customer Feedback and Complaint Handling

The Group actively seeks and responds to customer feedback through various channels, including consumer care lines, online complaint forms, and direct interactions with customers. This feedback, encompassing both positive and negative sentiments, is carefully analysed and addressed promptly. The Pharmaceutical Distribution business of the Group operates a 24/7 Pharmacovigilance hotline for the prompt reporting of adverse drug reactions. In Hospitals, dedicated officers and online platforms facilitate the collection of feedback from both in-patients and outpatients, with negative feedback escalated for immediate attention by Senior Management.

98%

complaint resolution rate of complaints received



Manufacturing Excellence and Quality Assurance

Since 2015, the Pharmaceutical Manufacturing business has adhered strictly to Good Manufacturing Practices (GMP), significantly reducing the risk of contamination and ensuring the consistent production of high-quality medicines through meticulous monitoring of critical quality control points. The Pharmaceutical Manufacturing business prioritises quality throughout its operations, encompassing both manufacturing and distribution. In distribution, rigorous cold chain management with 24/7 monitoring ensures the integrity of imported pharmaceuticals. Comprehensive employee training programs on cold chain management enhance industry standards while also regular internal compliance audits and adherence to GDP requirements are integral across the distribution.

20+

Training Hours in Cold Chain Management



Customer Health and Safety

Ensuring customer health and safety is paramount across all Group operations. This commitment is reflected in the quality and safety of the products and services offered, with a strong emphasis on customer solutions and product accountability. In the Healthcare Sector, dedicated channels for adverse drug reaction reporting and product complaints facilitate direct communication with patients and enable prompt action.



Regulatory Compliance

The Group places strong emphasis on regulatory compliance across all its operations. In the Pharmaceuticals Distribution business, strict adherence to all requirements mandated by the National Medicines Regulatory Authority (NMRA) regarding product and service labelling, information dissemination and registration is ensured. This has been strictly adhered to since the inception of its operations. The Regulatory Department, staffed with qualified pharmacists, plays a crucial role in overseeing regulatory compliance and ensuring that all products meet the highest standards.






Ethical Communication and Conduct

The Group upholds the highest ethical standards in all its communications, both internally and externally. A Group-wide Communication Policy and Playbook is in place which provides direction and guidance to all Group-wide communication activities, emphasising honesty, non-discrimination, and transparency. In line with our commitment to responsible communication and conduct, the Group practices are aligned to the Personal Data Protection Act and the Anti-Corruption Act.










INNOVATING FOR CUSTOMER WELLBEING









By understanding and prioritising customer needs, the Group has introduced innovative products that are safe, affordable and accessible to consumers.

Sector		Product/Service	Value to Customers
Consumer Brands	Home and Personal Care	 Baby Cheramy Liquid Soap	Baby Cheramy Liquid Soap: Offers superior moisturization for baby's skin in a convenient liquid format, ensuring gentle cleansing and preventing dryness.
		 Clogard Black Pro Clean Limited Edition	Clogard Black Pro Clean Limited Edition: Makes the act of brushing more appealing through its aesthetic design, encouraging consistent oral hygiene habits.
		 Diva Gardenia & Rose variant Powder	Diva Gardenia & Rose variant Powder: Effectively eliminates unpleasant odors with its advanced fragrance technology, leaving a lasting and delightful floral scent of rose and gardenia.

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Sector		Product/Service	Value to Customers
Consumer Brands	Home and Personal Care	 <p>Gold Aloe Range</p>	Gold Aloe Range: Simplifies the skincare routine with a versatile product suitable for hair, face, and body, providing a refreshing and soothing experience with aloe vera.
		 <p>Gold Galaxy Limited Edition</p>	Gold Galaxy Limited Edition: Delivers a sense of exclusivity and wonder through its captivating fragrance and galaxy-inspired packaging, making the user feel special and indulged.
		 <p>Goya Bloom</p>	Goya Bloom: Provides a refreshing and enjoyable fragrance experience with its appealing fruity flavour.
		 <p>Goya Deo Spray</p>	Goya Deo Spray: Offers reliable, all-day protection against body odor without aluminum, coupled with a long-lasting pleasant fragrance.
		 <p>Vivya Sunscreen</p>	Vivya Sunscreen: Ensures comfortable and invisible sun protection with its lightweight, non-sticky formula that prevents sweating and white cast.
		 <p>Vivya Vitamin C Range</p>	Vivya Vitamin C Range: Effectively reduces excess oil and visibly brightens the skin within two weeks, harnessing the power of Vitamin C, rice extract, and Sri Lankan orange extract.
Consumer Brands	Learning Segment	 <p>Colour Sparx – Pastel</p>	Colour Sparx Pastels: Designed to integrate educational elements with imaginative play. Each package incorporates interactive, themed designs that transform the act of colouring into a learning experience. This unique product aims to foster creative exploration in children, positioning it as a suitable gift and a valuable addition to any child's art supplies.
		 <p>Zippy Water Bottle</p>	Zippy Water Bottles: Provide a safe and durable means of maintaining hydration, frequently incorporating a leak-proof design and appealing colour options.
		 <p>Luncher Pro lunch box</p>	The Luncher Pro Lunch Box: Provides a durable, airtight, and safe solution for transporting meals, featuring a stainless steel interior to maintain food freshness and security.

Sector	Product/Service	Value to Customers
	 <p>Atlas Sharp Pen</p>	The Atlas Sharp Pen: Provides a smooth and consistent writing experience, rendering it suitable for daily use in educational, professional, or domestic settings.
	 <p>Innovate Urban Vibes Water Bottle</p>	The Innovate Urban Vibes Water Bottle: Designed for younger demographics, integrates contemporary styling with functional design, promoting hydration through an appealing aesthetic and construction utilizing safe Tritan material.
Healthcare	Pharmaceutical Manufacturing	
	 <p>RivoMor (Rivaroxaban Tablets 10 mg & 20 mg 10x3)</p>	These locally manufactured medications offer access to premium healthcare at affordable prices: RivoMor (Rivaroxaban Tablets 10 mg & 20 mg 10x3): Direct factor Xa inhibitor anticoagulant, preventing blood clot formation.
	 <p>CliniMor (Cilnidipine Tablets IP 5 mg and 10 mg 10x3)</p>	CliniMor (Cilnidipine Tablets IP 5 mg & 10 mg 10x3): 4th generation Calcium Channel Blocker for management of Hypertension.
	 <p>BisoMor (Bisoprolol Tablets BP 2.5 mg & 5 mg 10x3)</p>	BisoMor (Bisoprolol Tablets BP 2.5 mg & 5 mg 10x3): A cardio-selective Beta Blocker for management of Hypertension and Coronary Artery Disease.
	 <p>MorSartan (Losartan Tablets BP 50 mg 10x10)</p>	MorSartan (Losartan Tablets BP 50 mg 10x10): an Angiotensin II Receptor Blocker (ARB) for management of Hypertension.
	 <p>SalMor (Salbutamol Oral Solution BP 2 mg/5 ml 100 ml)</p>	SalMor Syrup (Salbutamol Oral Solution BP 2 mg/ 5 ml 100 ml): Used for respiratory conditions.
	 <p>Paracetol Oral Solution BP 120 mg/5ml 100 ml</p>	Paracetol Syrup (Paracetamol Oral Solution BP 120 mg/ 5 ml): Used for pain relief.

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PRODUCT AND SERVICE RESPONSIBILITY

During the year, there were no instances of significant fines over Rs. 1 million, or incidents of non-compliance relating to the health and safety of products and services, product and service information and labelling, marketing communications or breaches in customer privacy.

Customer Health and Safety Measures

The Group prioritises customer health and safety across its diverse business units through rigorous and comprehensive measures:

Business	Customer Health and Safety Measures
Home and Personal Care Business	<p>The business has in place a stringent raw material qualification process, ensuring compliance with European Union (EU) regulations, International Fragrance Association (IFRA) standards, and Food and Drug Administration (FDA) approvals. Packaging utilises safe materials, including virgin and food-grade plastics with FDA-compliant master batches, and baby care products feature ergonomic designs. Formulations adhere to international standards and undergo thorough chemical and microbiological testing.</p> <p>Manufacturing follows Good Manufacturing Practices (GMP) and ISO 9001 standards, incorporating advanced safety measures like iron detectors, along with thorough cleaning protocols. All products are dermatologically tested, with baby care items validated by paediatricians and safety assessors. Continuous third-party audits ensure ongoing compliance with safety standards.</p>
Learning Segment	<p>Emphasising the safety of products for children, the Learning Segment uses non-toxic materials in the production of its products. Beyond plastic reduction, the learning segment is also committed to using safer materials, exemplified by the “Innovate Urban Vibes” water bottle introduced which utilises Tritan, considered the safest plastic material in the industry.</p>
Pharmaceutical Manufacturing	<p>The Pharmaceutical Manufacturing business ensures the safety and quality of its products by fully testing all raw materials, including water, according to pharmacopeial monographs, to limit heavy metals and impurities. All finished goods undergo 100% testing for micro and harmful impurities, adhering to pharmacopeial monograph limits.</p>
Pharmaceutical Distribution	<p>The Pharmaceutical Distribution business follows sanitary standards when pasting stickers on pharmaceutical products.</p>
Hospitals & Laboratories	<p>Customer health and safety are ensured through comprehensive measures based on the ISO 45001:2018 standard. Hospitals employs internationally validated clinical indicators to monitor process effectiveness, benchmarking against international targets. These indicators are reviewed monthly by management to implement both reactive and proactive measures for continuous improvement.</p>

RESPONSIBLE MARKETING

Responding to Customer Complaints

The Group focuses on responding to customer complaints through stringent Standard Operating Procedures (SOP)s and processes that ensure increased responsiveness and rapid resolution.

CONSUMER BRANDS



HOME AND PERSONAL CARE

The segment's consumer care management is built on accessibility, responsiveness, and a comprehensive follow-up:

- ♦ The consumer care line number is clearly printed on every product carton. The 24-hour hotline allows customers to lodge complaints or make inquiries at any time, with calls answered promptly by a well-trained team.
- ♦ Complaints are addressed according to a standard protocol, outlined below:

Sample Collection

Samples are collected within three days by a Hemas representative who provides the consumer with two larger replacement units, depending on the issue. The consumer is informed about the company's advanced production processes and certifications, thereby reinforcing confidence in the organisation's products.



Analysis

The collected sample is then analysed by the quality team, who conduct a root cause analysis and implement corrective actions to prevent recurrence.



Monitoring

The organisation consistently follows up on these actions, aiming to eliminate defects.



LEARNING SEGMENT

The business has in place a robust customer complaint handling process, outlined below:

- ♦ Complaints are categorised under three segments such as critical, major, minor, with all complaints responded to as per the agreed upon Service Level Agreement (SLA) times. They are received through 5 channels:

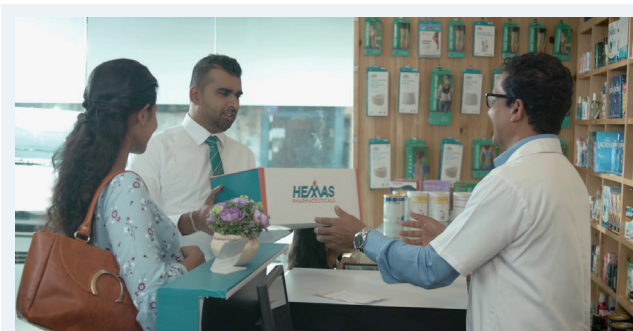


- ♦ All complaints are recorded into the system and registered, with relevant tracking numbers assigned. All the product related complaints and responses are set by Category Quality Assurance Managers within 48 hours. Once the tracking number is released, the complaint flows to the relevant service departments for initial validation. The complaint then flows to the next stakeholder department to initiate root cause analysis (RCA), and undertake Corrective Actions and Preventive Actions (CAPA).
- ♦ The action progress is monitored and reviewed on a monthly basis, and with a summary presented to the Managing Director on a quarterly basis. Complaints are measured on the basis of CCUPMU value (Consumer complaint units per million units sold).

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HEALTHCARE



PHARMACEUTICAL MANUFACTURING & DISTRIBUTION

- ♦ The Pharmaceutical Manufacturing segment has established SOPs to ensure customer complaints are addressed.
- ♦ The Pharmaceutical Distribution segment relies on a dedicated hotline for Pharmacovigilance activities that enables end consumers to get in touch with the Company with respect to any product complaints. The hotline is manned by a MBBS qualified doctor in order to provide professional guidance on any matters. All complaints received have been handled with a 100% success rate with no adverse communication reported.



HOSPITALS & LABORATORIES

- ♦ Patient feedback is centrally monitored, with all negative feedback converted to corrective actions.
- ♦ A robust incident reporting system is in place to report and track all incidents in the Hospital. All incidents reported are discussed on a weekly basis with the leadership teams with the necessary corrective actions taken.

Responsible and Ethical Advertising, Promotions, and Sales

CONSUMER BRANDS

Home and Personal Care

All communication materials for personal care, personal wash, and feminine hygiene categories undergo mandatory approval by the NMRA.

- ♦ Fems and Baby Cheramy Soap hold Sri Lanka Standards Institution (SLS) certification and voluntarily adhere to these national standards.
- ♦ Clogard product packaging prominently displays certifications obtained from the Sri Lanka Dental Association (SLDA) and the Sri SLS.
- ♦ Baby Cheramy packaging for soap, cream, cologne, and diapers features relevant certifications, which are also clearly communicated in television advertisements (e.g., International Fragrance Association (IFAR) compliance, Certified Safe for Baby designation, dermatological testing).
- ♦ All products comply with pertinent legal frameworks, and the Maximum Retail Price is indicated across all communication channels.

HEALTHCARE

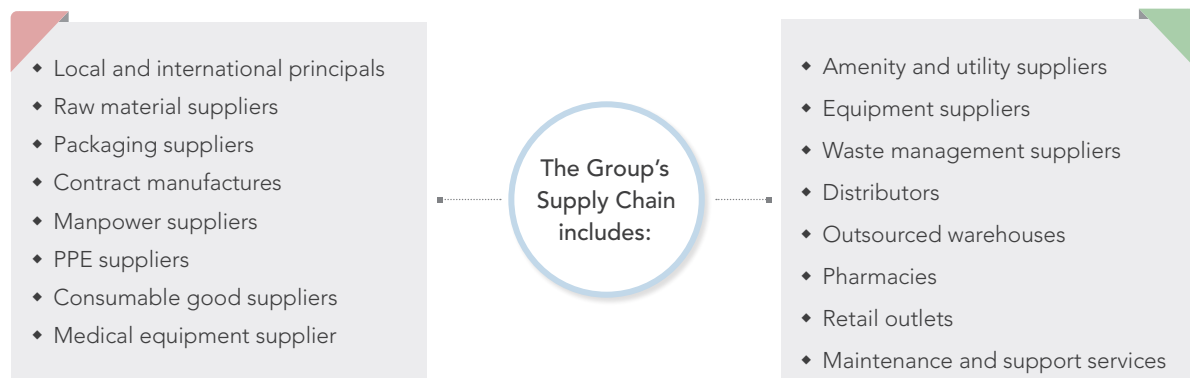
Pharmaceutical Manufacturing & Distribution

- ♦ All promotional initiatives undertaken by the Pharmaceutical Manufacturing business are executed following a thorough evaluation of the anticipated impact. This process adheres to a stringent promotional code, emphasizing a patient-centric approach. Consequently, no personal benefits are extended to other stakeholders.
- ♦ The Pharmaceutical Distribution sector operates within a stringently governed framework, adhering fully to NMRA guidelines across all promotional activities.

Hospitals & Laboratories

- ♦ Hospitals & Laboratories has in place systems and processes to maintain responsible and ethical marketing standards:
- ♦ Internal review processes have been established to vet all promotional materials prior to their release to the public. All branding is released with the approval of the Head of Marketing (HOM), and if any clinical clearance is needed, it is obtained through the Director of Medical Services (DMS).
- ♦ All marketing and promotional activities comply with the relevant legal and regulatory requirements. This includes adhering to advertising standards and regulations set by health authorities in Sri Lanka, ensuring that all claims made in advertisements are truthful, evidence-based, and not misleading.
- ♦ Hospitals follows a strict code of ethics in its marketing practices. This includes avoiding the exploitation of vulnerable populations, such as children or the elderly, in their advertising campaigns. It also emphasises transparency in its promotions, ensuring that customers are fully informed about the terms and conditions of any offers.

BUSINESS PARTNER RELATIONSHIPS



Supplier Screening and Selection

The Group relies on a holistic approach towards supplier screening and selection, spanning the following aspects:



Ensuring Alignment with Corporate Values:

- ♦ A comprehensive Supplier Code of Conduct outlines ethical expectations for all suppliers and business partners.
- ♦ Each sector within the Group undertakes specific screening methodologies and criteria that align with industry best practices and standards.
- ♦ Brands undergo registration and ethical screening.
- ♦ Regulatory and quality certificates are obtained to ensure compliance with applicable standards.
- ♦ The Significant Supplier Engagement Methodology is employed by all Group SBUs with significant operations. This policy strengthens supplier engagement through a 5-point process, which includes self-declaration forms, annual audits, supplier forums, and a supplier rating system.

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SUPPLIER ASSESSMENT ON ENVIRONMENTAL AND SOCIAL PRACTICES

The Group maintains a strong commitment to ensuring supplier adherence to environmental and social standards. To this end, a comprehensive evaluation process is employed for the assessment of all new suppliers. During the year, the Group added 327 new suppliers across various categories, supporting operational resilience and aligning with sustainability and ethical sourcing priorities.

Business	Supplier Assessment Methodology
Home and Personal Care Business	Establishes clear environmental and social expectations for prospective suppliers, with a focus on key areas such as carbon footprint, labour rights, and community impact. The pre-qualification stage involves the administration of ESG surveys, verification of compliance with relevant certifications including ISO 14001, and thorough screening for any history of violations. Sustainability clauses are integrated into contractual agreements, and suppliers are mandated to provide regular reports on their environmental and social performance.
Learning Segment	Validates the credentials of its suppliers through the verification of relevant certificates and the conduct of audits.
Pharmaceutical Manufacturing	Employs a multi-faceted approach to supplier qualification, including on-site audits, detailed questionnaires, and comprehensive documentation review. Supplier qualification is conducted every three years in accordance with Good Manufacturing Practice (GMP) guidelines.
Hospitals	Requires all suppliers to formally sign a code of conduct and provide detailed information regarding their compliance with environmental and social standards. Occasional on-site audits are also conducted to ensure ongoing adherence.

A similar rigorous procedure is applied to contract manufacturers across the Group. The Home and Personal Care business conducts on-site visits to these facilities to verify working conditions, environmental compliance, and labour practices. These visits include conducting interviews with workers, performing health and safety checks, and monitoring waste generation and emissions levels. The Learning Segment undertakes the validation of contract manufacturers through the scrutiny of certificates, proof documents, and the execution of sustainability audits.

ENTRENCHING SUSTAINABILITY WITHIN THE SUPPLY CHAIN

The Group prioritises sustainability and efficiency in all aspects of procurement, production, and distribution, and maps out any social and environmental risks along the supply chain, which in turn guarantees that all business partners adhere to responsible practices.

Supplier Engagement and Identification of Needs

The Group employs a range of channels to ensure consistent and frequent dialogue with suppliers.

120+

in-person and online meetings

40+

Review meetings with key suppliers/
principals

10+

Supplier surveys

30+

Supplier evaluations

30+

Supplier audits

Consumer Brands	
Home and Personal Care <ul style="list-style-type: none"> ♦ Regular communication is maintained via emails, scheduled meetings (both in-person and online), calls discussing opportunities, market trends and any bottlenecks with regular operations. ♦ Quarterly review meetings are scheduled with key suppliers to discuss on operations, quality, project updates, cost optimisation initiatives and any other key areas. ♦ Supplier evaluations are conducted on an annual basis, which provides suppliers with the opportunity of providing feedback and potential areas for improvement. ♦ Supplier surveys are given priority and honest open feedback is given so that informed decisions and improvements can be made by the supplier. 	Learning Segment <ul style="list-style-type: none"> ♦ The segment maintains open discussions with its suppliers to provide flexible solutions that provide mutually beneficial results. ♦ The segment additionally relies on emails, telephone conversations, and face-to-face discussions as channels of communication, in addition to maintaining bi-annual in-person visits.
Healthcare	
Pharmaceuticals Manufacturing and Distribution <ul style="list-style-type: none"> ♦ Annual audits are conducted by the Group's reputed principals to support feedback and correction cycles. ♦ The Demand Planning Team and the Warehouse Teams constantly engage with principals to maintain smooth, seamless operations. 	Hospitals & Laboratories <ul style="list-style-type: none"> ♦ Regular communication is maintained via a multi-channel approach, including emails, phone calls, regular discussions, and meeting sessions. ♦ Data analytics are utilised to assess order patterns, lead times, and performance metrics, allowing the segment to anticipate supplier needs and adjust processes accordingly. ♦ A structured feedback loop enables suppliers to provide input on processes, raise concerns, and suggest improvements. ♦ Audits are conducted to evaluate performance, address issues, and discuss future strategies.

UPSKILLING AND SHARING BEST PRACTICES FOR SUPPLIERS

The following activities are conducted across various segments of the Group:

30+

Quality Audits Conducted

The Home and Personal Care business established monthly engagements with key material suppliers to facilitate ongoing enhancement of its quality monitoring protocols and to exchange learnings and best practices.
The Learning Segment conducts regular upskilling sessions, concentrating on documentation procedures, communication protocols and quality improvement methodologies.
Knowledge exchange sessions are conducted to enhance efficiency and performance. Additionally, Hospitals & Laboratories provides access to a knowledge base that includes case studies, industry insights, and operational guidelines.
Regular training sessions and workshops are conducted across the Group.
Identifying areas for improvement through Corrective and Preventive Action (CAPA), site visits, benchmarking, and RFP processes, and providing the necessary advice and assistance to support their transformation.
Keeping suppliers apprised of the latest industry standards and policy changes, and the necessary steps to be taken to ensure alignment with the same.
Joint projects on sourcing improvements takes place, thereby, fostering a spirit of collaboration that drives resource responsibility, waste reduction, and cost optimisation, while addressing any bottlenecks.
Quality audits are performed on a regular basis with feedback provided to suppliers on areas of improvement.

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STRENGTHENING PARTNERSHIPS

The Group believes in treating its suppliers as strategic partners who are essential to the Group's long-term success. To this end, the Group offers several facilities to support their development, many of which are discussed in the previous page. These include:



Offering financial support via flexible payment terms and access to working capital financing.



Providing technical assistance, training and advice.



Access to in-house experts who extend guidance on quality improvement, process optimisation, and compliance with regulations.



Consistent discussions are maintained with joint projects conducted regularly to fuel innovation and development



Certain segments provide rolling forecasts to foster discussions on commercial terms and anticipated risks.

LOCAL PROCUREMENT

The Group actively seeks out local suppliers in order to prioritise national development.

2,300+

Local suppliers

82%

Percentage of Local Suppliers

Business	Local Procurement Practices
Home and Personal Care	Local sourcing is part of the business's procurement strategy, particularly in relation to packaging material. Preference is given to local sources which meet the Group's specifications and criteria, and at present approximately 90% of packaging materials are locally sourced. The business continuously seeks out opportunities to develop parts of the portfolio which was previously imported.
Learning Segment	The segment prioritises 1400+ local suppliers under its green procurement concept.
Hospitals & Laboratories	A dedicated programme has been established that identifies and supports local suppliers. This initiative includes preferential terms, technical assistance, and capacity-building efforts to help these suppliers meet the Group standards.

PURCHASING SCHEMES AND SUPPLIER SUPPORT

The Group focuses on extending guaranteed purchasing schemes to suppliers in order to provide them with security.

Home and Personal Care Segment:

Ensured suppliers received adequate support during the economic crisis by providing financial assistance and job security through reduced credit terms / advance payments, and by supplying fuel where possible. Business volume rolling forecasts are shared with the suppliers to enable better planning and material management.

Learning Segment:

Offers flexibility by sharing packaging and assembling processes with small-scale vendors, including cottage industries, and works closely with small and medium-scale suppliers.

Hemas Hospitals & Laboratories:

Commits to buying a specified quantity of products at a pre-agreed price, providing stability and predictability to its suppliers. Additionally, support is provided in the form of bulk purchasing to reduce costs and increase their market reach.

REWARD MECHANISMS

The Home and Personal Care Business

Offering preferred supplier status to those who have displayed high standards of reliability and performance. Such suppliers are given preference in evaluations and decision making for future development opportunities.

Learning Segment

Relies on annual supplier evaluation results to recognise their suppliers, and in the process of establishing a fully-fledged recognition system via the Group.

Pharmaceutical Distribution Business

Offering recognition for the outstanding contribution of its principals through an annual Awards Ceremony.

INDUSTRY RELATIONSHIPS

The Group's involvement in a wide range of industry and business associations has enabled it to be a thought-leader and change-maker in the industries it operates in. Key associations of the Group are listed below:

General Business/Trade	<ul style="list-style-type: none"> ♦ Ceylon National Chamber of Commerce ♦ Ceylon National Chamber of Industries ♦ Sri Lanka Pakistan Business Council ♦ The Industrial Association of Sri Lanka ♦ Cosmetic Manufacturers Association in Sri Lanka ♦ Employers' Federation of Ceylon
Pharmaceutical Manufacturing and Distribution	<ul style="list-style-type: none"> ♦ Sri Lanka Chamber of the Pharmaceutical Industry ♦ Sri Lanka Chamber of Pharmaceuticals Manufacturing Association ♦ Sri Lanka Chamber of Medical Devices Industry ♦ Pharmaceutical Society of Sri Lanka
Hospitals & Laboratories	<ul style="list-style-type: none"> ♦ The Association of Private Hospitals and Nursing Homes (APHNH) ♦ Private Medical Laboratories Society Limited
Shipping Aviation and Logistics	<ul style="list-style-type: none"> ♦ Sri Lanka Association of NVOCC Agents (SLANA) ♦ Sri Lanka Association of Vessel Operators (SLAVO) ♦ Ceylon Association of Ship Agents (CASA) ♦ Sri Lanka Association of Airline Representatives
Other	<ul style="list-style-type: none"> ♦ Biodiversity Sri Lanka

COMMUNITY RELATIONSHIPS

The Group is deeply committed to fostering equitable and thriving communities, aligning its business operations with its overarching purpose of empowering families to aspire for a better tomorrow. Recognising the significant impact its operations can have on surrounding communities, the Group proactively engages with local leaders and other stakeholders, including residents, employees, regulators, and key opinion leaders such as religious and educational leaders. These interactions involve a diverse range of community members and aim to understand and address potential concerns.

The Group robust grievance handling mechanisms ensures that any community concerns are promptly addressed and resolved. By actively listening to and addressing community grievances, the Group ensures that its operations are conducted responsibly.

During the year all community grievances that were brought forward were resolved by the Group. Further, there were no instances of significant non-compliance with laws and regulations that apply to the organisation. The Group defines significant as fines exceeding Rs. 1 million.

Through ongoing community engagement activities, the Group identifies and implements community service programs that support local livelihoods and improve the well-being of residents. In addition, the Group extends this commitment by providing emergency relief and addressing disaster response needs of adversely affected communities.

This proactive approach to community engagement strengthens the Group's social license to operate, enhances its brand image, and demonstrates a commitment to sustainable and equitable development.

The Group focuses on the following priority areas for its social impact projects



Creating Equal Opportunities for Learning

- ♦ Creating quality educational experiences for every child.
- ♦ Creating equal learning opportunities for children from underprivileged and underserved backgrounds to continue their education.



Supporting Health and Well-being

- ♦ Providing expert advice and guidance to support those impacted by key health issues prevalent in today's society.
- ♦ Facilitating, testing and a range of interventions to prevent or mitigate emerging health impacts.



Empowering Vulnerable Communities

- ♦ Empowering women with entrepreneurship, knowledge-building and skills development.
- ♦ Empowering children with disabilities to reach their full potential.
- ♦ Distribution of dry rations and other essentials for vulnerable communities.

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Hemas commits to empowering families to aspire for a better tomorrow

01



Creating Quality Learning Experiences

- Facilitating learning by creating quality educational experiences for every child.
- 31,900+** Children Supported via: Online Learning and Seminars.



255,800+ Families Empowered

02



Creating Equal Learning Opportunities

- Creating equal learning opportunities for children from underprivileged and underserved backgrounds to continue their education.
- 101,800+** Teachers, Parents, and Children Supported via: Teacher Trainings, Parental Awareness Sessions, Children's Awareness Sessions, and Scholarship Distributions.

03



Creating a Safer World

- Providing expert advice to parents with the aim of creating a safer world for babies.
- 17,800+** Parents Impacted.

03

Baby Cheramy Darupatiyata Surakshitha Lowak Parental Clinics



02 Atlas Sipsavi

01 Atlas Learn

12 Ayati

10 Be an Angel



11 Feed a Future



12



Ayati

Enabling Children with Disabilities to Reach their Full Potential

- Offers access to multi-disciplinary clinical operations encompassing all disabilities (physical and mental) including, but not limited to: Cerebral Palsy, Downs Syndrome, Autism Spectrum Disorder, etc.
- 14,100+** Differently-abled Children Supported via: Initial screening and interventions that include Speech & Language Therapy, Audiology, Physiotherapy, Family Therapy, Occupational Therapy, Education and Nutrition Therapy.

11

Providing a Social Security Net for Communities

- Donation of nutrition packs to underprivileged kids studying in Piyawara Preschools across the island.
- 1,275** Kids
- 12** Districts
- 37** Piyawara pre-schools

10

Uplifting the Spirits of Underprivileged Children during the Christmas Season

- Group employees generously donated stationery and toys to children facing hardship. These gifts aimed to support their education and bring joy during the holiday season.
- 3,500+** Children Impacted.

04



Empowering Women and Providing Solutions to Aspire for More

- ♦ Empowering women with entrepreneurship and skills development to help them market their home-grown products and services.
- ♦ **500+** Women Supported via: Training Sessions Conducted for Female Entrepreneurs.

05



Enabling women to better manage work life stress

- ♦ Educating and supporting women to manage their stress.
- ♦ **140+** Women impacted via awareness sessions and open forum discussions.

04
Diva
Dathata
Diriya05
Vivya
Purpose06
Kumarika
Sonduru
Diriyawanthi07
Fems
HER
Foundation09
Piyawara08
Upakara

06



Providing Wigs to Cancer Patients

- ♦ Providing natural hair wigs for patients undergoing chemotherapy and advocating the strength of a woman.
- ♦ **1,700+** Women Supported via: Donation of Wigs to Cancer Patients.

09



Creating an inclusive world where no child is left behind

- ♦ To nurture young children with good care in order to provide a solid foundation for a lifelong journey.
- ♦ **4+** Piyawara pre-schools added to the national network.

08



Providing free dialysis cycles for patients battling Chronic Kidney Diseases

- ♦ Offering free monthly dialysis cycles to a selected number of Chronic Kidney Disease (CKD) patients from low-income backgrounds.
- ♦ **90+** Patients were given free dialysis cycles.

07



Tackling Period Poverty

- ♦ Nationwide initiative which pioneers in addressing menstrual health and hygiene concerns.
- ♦ **58,500+** Women and Girls Supported via: Awareness Sessions on Period Poverty, Free Napkin Distributions, Improving the Overall Hygiene of 90+ Schools.