

DPL *Pulse* in action

PARTNER

Addressing the world's critical challenges requires systems thinking and collaboration across stakeholders; we are determined to engage our diverse partners in this journey.



DPL Pulse in Action

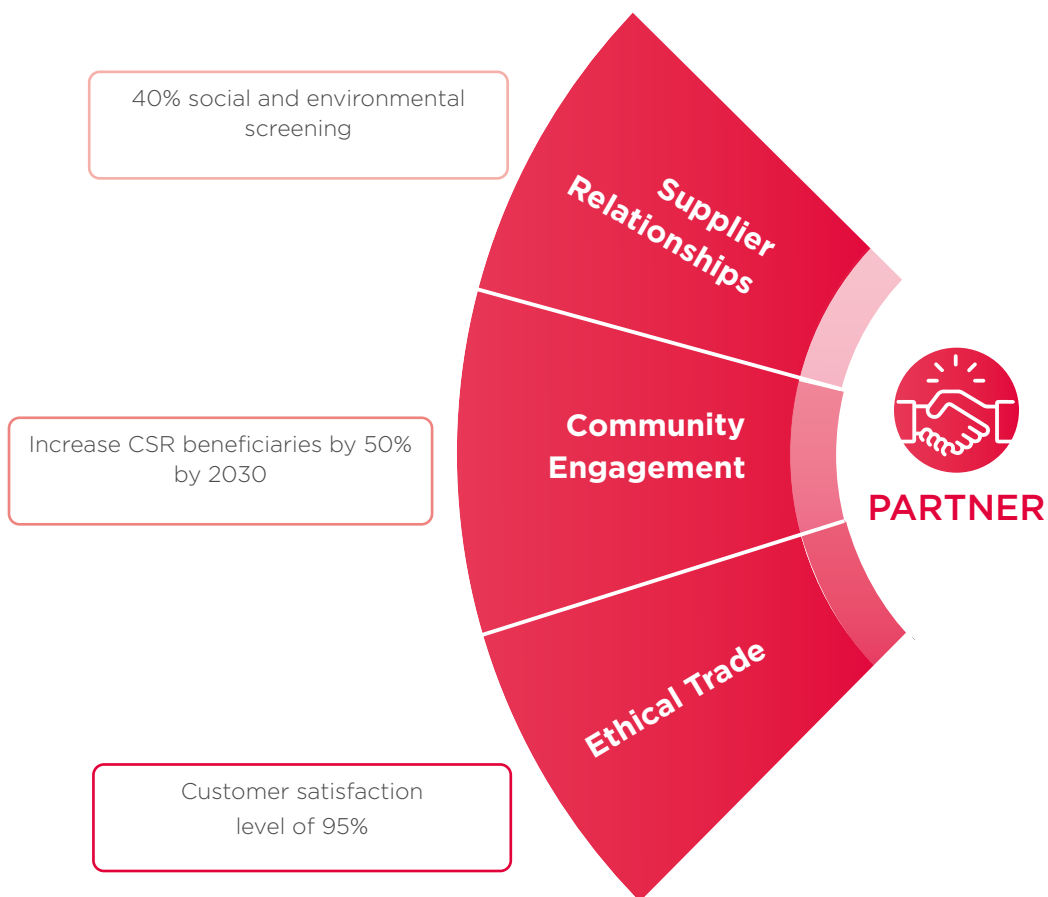
PARTNER

As an organisation which has nurtured extensive relationships across its value chain, we are acutely aware of the importance of maintaining our social license to operate through meaningful, mutually-value adding partnerships. We also view this network as an opportunity to propagate good social and environmental practices across our ecosystem of suppliers and other business partners.

Striving and thriving together to shape better futures






Supplier Relationships	Community Engagement	Ethical Trade
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Supplier Relationships



Targets, actions and KPIs

Policy	Aspiration	Target for 2030	Actions	Baseline Performance (2020/21)	Annual KPI
Procurement Policy 	Propagate strong social and environmental practices along supply chain	Achieve 40% social and environmental screening of total suppliers	<ul style="list-style-type: none"> Map and evaluate all existing suppliers (both packaging and raw material) based on their social and environmental practices Provide guidance to incorporate strong social and environmental practices to existing suppliers 	-	6% of social and environmental screening of total suppliers annually
Chemical Management Policy 	Responsible chemical management practices along supply chain	30% of supply chain to implement chemical management practices	<ul style="list-style-type: none"> Map all the chemical suppliers and introduce chemical management into supply chain (both process and non-process related) Conduct supplier evaluations based on the chemical management performances Provide guidance to ensure the sustainable chemical management practices to existing suppliers 	-	4% of supply chain to implement chemical management practices annually
Relevant SDG and Target	<i>Target 12.4:By 2030, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment Indicators</i>				

DPL Pulse in Action


Community Engagement

Targets, actions and KPIs

Policy	Aspiration	Target for 2030	Actions	Baseline Performance (2020/21)	Annual KPI
Community Relationships 	Uplifting livelihoods and empowering communities	Increase farmer based beneficiaries by 50% through community engagement programs	<ul style="list-style-type: none"> Expand scope and coverage for farmer families & villages through DPL Firstlight Develop new farmer base from areas such as Kegalle and Rathnapura 	4000 farmers currently engaged through DPL Firstlight for supplier development	10% increase in farmer based communities
		Increase CSR beneficiaries by 50% by 2030	<ul style="list-style-type: none"> Identify and implement need-based CSR activities for the communities around each manufacturing facility 	-	10% increase in CSR beneficiaries
Relevant SDG and Target	<p><i>Target 1.1: By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day</i></p> <p><i>Target 1.2: By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions</i></p>				

Ethical Trade

Targets, actions and KPIs

Policy	Aspiration	Target for 2030	Actions	Baseline Performance (2020/21)	Annual KPI
Customer Management Policy 	Exceed customer expectations through identifying and responding to customer needs	Achieve customer satisfaction levels of 95%	<ul style="list-style-type: none"> Identify areas with gaps and take necessary actions to bridge them in order to meet the sector target. 	80% customer satisfaction rate	Achieve 2% customer satisfaction rate increase annually
		Gradual reduction of customer complaints	<ul style="list-style-type: none"> Take corrective and preventive measures to minimize the possibilities of recurrence and report back to the customer with a solution to build the confidence on them that the issue will not be repeated. 	-	Reduction in customer complaints by 3% annually
	Adopt Responsible Marketing Practices	Ensure 100% accessibility for all the products and technical data for all our products allowing customers to make informed purchase decisions	<ul style="list-style-type: none"> Develop the new web site so that all the product information including specifications, certificates and promotional materials can be downloaded easily. Further, new mobile app to be developed to access the product as well as technical data using mobile devices. 	-	Maintain 100% accessibility and continuously improve by incorporating new marketing tools.