

ACTIONS AND OBJECTIVES STEMMING FROM THE STAKEHOLDER ENGAGEMENT PROCESS

1. Customer

Objectives Set in 2009/10

Position as at then (As at 31.03.2010)	Where we wanted to be	How we planned to get there	By when	Status as at 31.03.2011	What next...
Customer Health and Safety					
Used CFL lamps are accepted by the Company if a customer returns them.	<ul style="list-style-type: none"> a. To encourage customers to return these lamps for safer disposal. b. To measure the weight of CFL lamps returned by the customers. 	Device a scheme that encourages users to return the lamps to our branches.	March 2011	<ul style="list-style-type: none"> a. Programmes to encourage dealers to return CFL's were carried out. b. Weighing of CFL's will commence from 2011/12. 	<ul style="list-style-type: none"> a. More programmes to educate consumers. b. Weigh the CFL's returned.

Objectives Set in 2010/11

Current position (As at 31.03.2011)	Where we want to be	How we plan to get there	By when
Customer Complaint Management			
A dedicated Customer Relationship Management (CRM) unit is available for the vehicle segment.	To extend CRM for at least one more business segment.	To provide the necessary resources and set-up the processes.	March 2012
Customer Convenience			
Dimo had 25 customer interaction points as at 31.03.2011.	To add at least two more interaction points during the year.	Invest on the required resources.	March 2012

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2. Employees

Objectives Set in 2009/10

Position as at then (As at 31.03.2010)	Where we wanted to be	How we planned to get there	By when	Status as at 31.03.2011	What next...
Training and Development					
It is believed that the Company could play a more active role in providing career ending programmes for employees planning to retire.	To introduce career ending programmes for retiring employees.	<ul style="list-style-type: none"> Identify training gaps. Identify training resources available. 	March 2011	Career ending advice was individually given for retiring employees during the reporting period. However, no structured programme was carried out.	To carry these programmes in a more structured manner.
Our current level of employee satisfaction is 54.29% and the response rate is 55.6%.	Increase the response rate to 60% and the satisfaction level to 65%.	To take more initiatives led by HR Division.	March 2011	In progress. Our current level of employee satisfaction is 55.06% and the response rate is 56%.	Target rate of 65% satisfaction level to be achieved at the end of the year. Response rate also to be improved to 60%.
Health and Safety					
We established a 'Health and Safety' Committee and conducted audits to identify possible occupational Health and Safety risks.	To obtain external recognition for our health and safety policies and procedures (OHSAS 18001 Occupational Health and Safety Standard).	To prepare documentation necessary for certification, Conduct continuous audits and plan continual improvements.	March 2011	Is in progress with the support of an external consultants for selected business units, for whom health and safety is a priority.	Certification to be obtained by March 2012.

Objectives Set in 2010/11

Current position (As at 31.03.2011)	Where we want to be	How we plan to get there	By when
The ratio of female employees was 10% as at 31.03.2011	To improve the ratio to 15%.	Encourage females to apply, even for jobs in the workshops, where male dominance is present.	March 2014

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3. Business Partner

Objectives Set in 2009/10

Position as at then (As at 31.03.2010)	Where we wanted to be	How we planned to get there	By when	Status 2010/11	What next...
Supply Chain Management					
The Company introduced a Code of Conduct for the local suppliers and a declaration to the effect that they abide by the code.	To obtain the declaration from at least 50% of suppliers.	Include obtaining of the declaration in the processes of the Company.	March 2011	23% of suppliers have submitted the declaration.	To obtain the declaration from 60% of suppliers during 2011/12.

Objectives Set in 2010/11

Current position (As at 31.03.2011)	Where we want to be	How we plan to get there	By when
Supply Chain Management			
It is believed that awareness on the Code of Conduct for suppliers is relatively low.	To provide awareness to all suppliers regarding the requirements of our code	Provide adequate literature on the merits of adhering to the code.	Continuous

4. Government and Regulatory Bodies

Objectives Set in 2010/11

Current position (As at 31.03.2011)	Where we want to be	How we plan to get there	By when
The Company's values and ethics require 100% compliance with Government regulations at all times.	To ensure 100% compliance.	<ul style="list-style-type: none"> • Non-tolerance of non-compliance. • Educating new employees. • A corporate culture that promotes the value of compliance with laws and regulations. 	Continuous.

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5. Community

Objectives Set in 2009/10

Position as at then (As at 31.03.2010)	Where we wanted to be	How we planned to get there	By when	Status as at 31.03.2011	What next...
Ethical Marketing Practices					
A code has been prepared on Ethical Marketing Communications.	Zero non-compliance.	The marketing communications division to ensure compliance with the code, prior to release of any marketing communications.	Continuous	100% achieved. Conducted an audit to check whether there is compliance with the code.	Continue monitoring.

Objectives Set in 2010/11

Current position (As at 31.03.2011)	Where we want to be	How we plan to get there	By when
Technical Education			
Supporting Technical/ Vocational education for Sri Lankans.	Provide more courses for training of Sri Lankan youth either free of charge or on a subsidised basis.	Allocate necessary resources.	March 2012

6. Environment

Objectives Set in 2009/10

Position as at then (As at 31.03.2010)	Where we wanted to be	How we planned to get there	By when	Status as at 31.03.2011	What next...
Energy Consumption					
We regularly measure our energy consumption. a. Turnover per and one Mega Joule (MJ) of energy consumed was Rs. 379.	To make an improvement in the ratio.	To implement the recommendations made by energy audit reports.	Continuous	a. Implemented all recommendations contained in the energy audit of 2010/11 b. Ratio significantly increased to Rs. 906 per MJ of energy consumed	a. To further improve the ratio. b. To derive a ratio that represents energy more appropriately.
Carbon Footprint					
The Company has been computing the carbon footprint. GHG emission Kg per one Rupee earned (profit attributable to shareholder). ● 2009/10 - 0.010 Kgs	Reduction of GHG emission per earning by 5% from current level.	Adopting energy efficient initiatives for Scope 1 and Scope 2, which are discussed on page 69.	Continuous	Reduction achieved during the period. 2010/11 - 0.001 Kgs	a. To further reduce the carbon footprint. b. To derive a ratio or an indicator that represents the degree of reduction in the carbon footprint in more representative manner. c. To embark on a programme to calculate the carbon footprint under Scope 3.

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Objectives Set in 2009/10

Position as at then (As at 31.03.2010)	Where we wanted to be	How we planned to get there	By when	Status as at 31.03.2011	What next...
Solid Waste and Hazardous Waste					
Solid waste is segregated and handed over to selected third parties for recycling/reuse. The percentage covered is less than 70% by weight.	To improve this to 80%.	<ul style="list-style-type: none"> a. Approach a 3rd party approved by CEA for a total solution. b. To collect more items of solid waste. 	March 2011	Objective of 80% was achieved.	<ul style="list-style-type: none"> a. To further improve the recycled percentage to 85% within next two years b. To improve solid waste disposal system in all branches.

Water Consumption and Discharge

Ground water recycled and reused as a percentage of total water consumption 32% - 2009/10.	To increase the ground water recycling up to 40%.	<ul style="list-style-type: none"> • Biological water treatment plant to be established in newly-developed workshops and business premises. • Educating employees on adverse impacts of wasting water. 	March 2011	<p>The percentage of ground water recycled was 24%.</p> <p>We had delays in the installation of a water recycling plant at our Weliveriya Complex.</p> <p>The increase in sales of vehicles also added to the increased activity in this Weliveriya Complex.</p>	Increase the ground water recycling and reuse to 40% by 31st March 2012.
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Objectives Set in 2010/11

Current position (As at 31.03.2011)	Where we want to be	How we plan to get there	By when
Material Consumption and Energy			
The paper consumption is currently measured as paper consumption per employee 6 Kg in 2010/11.	<ul style="list-style-type: none"> • To reduce on this ratio by to 10%. • To arrive at a more representative ratio. 	<ul style="list-style-type: none"> a. Advice staff to reduce the consumption of A4 paper as much as possible. b. Promote a paperless office concept. 	Continuously.