

BEST WORKPLACES IN SRI LANKA



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➤ DIMO

Q: What does being recognised as a Great Place To Work in Sri Lanka mean for your organisation beyond the certification?

A: This recognition reflects how our people experience DIMO every day. While policies and frameworks are important, culture is essentially built through trust, relationships, leadership behaviour, and the extent to which people feel valued and heard.

What makes this especially meaningful is that it comes directly from employee feedback, showing that people feel connected to the organisation, take pride in their work and believe they can grow here. Rather than

a one-time achievement, we see it as a responsibility to continuously listen, improve and stay true to our culture.

Q: What were the most notable insights that emerged from the survey results?

A: One of the strongest insights was the importance employees place on authenticity and transparency from leadership. Another clear message was that employees today are looking beyond career progression – they want meaningful work, a sense of purpose and an environment where they feel safe contributing ideas and challenging thinking.

It was also encouraging to see a strong sense of pride in being part of DIMO. Over the years, we have focussed on progressive people practices and workplace experiences, and it is rewarding to see organisations across Sri Lanka placing similar importance on culture and employee wellbeing.

If our journey has inspired others in any way, we see it as a positive contribution to the broader corporate landscape.

Q: How do you ensure consistency in culture across teams as the organisation grows?

A: For us, consistency does not mean everyone works in the same way. Rather, it comes from a shared set of values and behaviours that guide how we work across teams and functions.

We invest in leadership alignment, communication and employee engagement to ensure our values are reflected in everyday practice. As the organisation evolves, we create opportunities for collaboration, cross functional learning and open dialogue, helping people feel connected to a common purpose.

Most importantly, we keep listening as employee feedback helps us understand what is working well and where we need to improve.

Q: What role does leadership play in sustaining a trustworthy workplace?

A: Leadership plays a critical role because employees experience culture largely through their leaders.

At DIMO, leaders are expected to create environments where people feel respected, supported and empowered, building trust through consistency, fairness, empathy and transparency – especially during difficult moments.

We also believe leaders must continuously evolve. In today's environment, leadership requires not only technical capability but also emotional intelligence, adaptability and the ability to guide people through uncertainty.

Q: How has workplace culture translated into business outcomes?

A: A strong culture creates the foundation for sustainable performance. When people feel trusted and valued, engagement, collaboration and accountability naturally improve.

We have seen this strengthen retention, teamwork, resilience and innovation across the organisation. During periods such as COVID-19 and the economic crisis, our people showed remarkable adaptability and



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commitment. That kind of resilience comes from years of trust and shared purpose.

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Q: How has this recognition strengthened your employer brand?

A: Today's workforce looks beyond compensation – seeking opportunities to grow, contribute meaningfully and feel connected to a larger purpose.

Being recognised as a Great Place To Work strengthens our employer brand as it reflects the voice of our employees and helps attract talent looking for progressive, inclusive and future focussed workplaces. Additionally, it reinforces that our efforts around people and culture truly matter.

Q: How do AI adoption, inclusion and leadership development shape your culture?

A: Artificial intelligence and digital transformation are changing how organisations

operate but successful transformation is ultimately about people.

At DIMO, we approach AI not simply as a technology initiative but as part of a broader journey of learning, adaptability and innovation. At the same time, inclusion remains essential. Transformation must create opportunities for everyone to grow and contribute, which is why leaders play a critical role in helping people navigate change with confidence and empathy.

Q: What has been the toughest test of your workplace culture?

A: Without question, it was navigating prolonged uncertainty through COVID-19; the economic crisis; ongoing global instability; and most recently, Cyclone Ditwah – events that tested resilience, trust, empathy and leadership credibility.

What helped us most was the strength of our culture, our commitment to employee wellbeing and the willingness of people to support each other, adapt quickly and stay committed despite chal-

lenges.

Q: Looking ahead, what are your priorities in strengthening culture and leadership?

A: Workplace expectations are evolving rapidly with employees valuing flexibility, wellbeing, continuous learning, and leadership that is capable and compassionate.

Our focus remains on strengthening leadership capability, creating inclusive and high performing teams, supporting continuous learning and building a culture that is resilient through change.

In essence, we want to maintain a workplace where people feel they can do meaningful work, grow with confidence and genuinely belong.

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