

Materiality

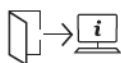
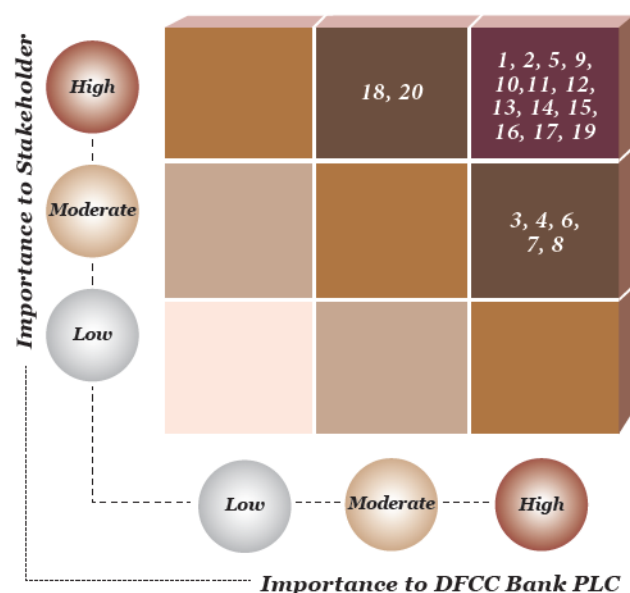
Materiality and Value Creation

The Bank considers materiality when formulating any strategic directions or priorities – that is, any economic, social, and environmental aspects that have an influence on its ability to create sustainable value.

These aspects are considered to be material if they are both relevant and significant to our stakeholders and to the Bank. Significance considers the magnitude of the impact of these aspects, as well as the likelihood of their occurrence.

Materiality Matrix

As part of our materiality analysis, we have determined aspects that are of importance to our stakeholders and to the Bank with regard to our economic, social and environmental agenda for sustainable value creation. These have been mapped on the GRI Standards two-dimensional matrix.



Details of the GRI content index are given in the online report
<http://dfcc2017.annualreports.lk/gri.html>

No.	Category/Topic
1.	Economic performance
2.	Market presence
3.	Indirect economic impacts
4.	Procurement practices
5.	Anti-corruption
6.	Energy
7.	Emissions
8.	Environmental compliance
9.	Employment
10.	Occupational health and safety
11.	Training and education
12.	Diversity and equal opportunity
13.	Non-discrimination
14.	Freedom of association and collective bargaining
15.	Child labour
16.	Forced or compulsory labour
17.	Local communities
18.	Marketing and labelling
19.	Customer privacy
20.	Socioeconomic compliance

Management Approach

Through effective engagement with our stakeholders, we are able to map a portfolio of strategies. With the careful execution of these strategies, the Bank and the Group are able to generate and deliver value to its stakeholders, and derive value in turn. This process helps to accomplish the strategic goal of certifying the sustainability of operations of the Bank and the Group. It also helps the Bank to establish durable relationships with customers, empower employees with mutually rewarding careers, generate steady returns for investors, establish mutually beneficial and profitable partnerships with partners and act responsibly towards the society and the environment.

The Management Discussion and Analysis section discusses the initiatives undertaken during the review period in further detail. These initiatives are classified as internal and external capital, taking into consideration the context of the operating environment and the strategic direction.