

INNOVATING FOR A HEALTHIER TOMORROW



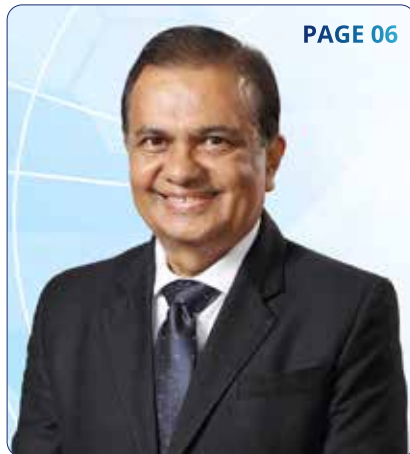


INNOVATING FOR A HEALTHIER TOMORROW

At the forefront of Sri Lanka's digital healthcare revolution, eChannelling PLC continues its transformative journey driven by innovation, inclusivity, and intelligent technology. As a forward-thinking, customer-centric organization, we are harnessing the power of artificial intelligence, remote diagnostics, and emerging digital solutions to respond to the evolving demands of modern healthcare. In an era defined by rapid digital adoption, we have built a connected and expansive ecosystem that unites health care service providers ensuring that smart, high-quality healthcare is accessible to all. Looking ahead, our strategic vision is to fully embrace a virtual healthcare model enabling patients to be diagnosed and cared for remotely. This evolution will be instrumental in redefining care delivery in Sri Lanka, making healthcare more proactive, preventive, and patient centric. With our eyes set firmly on the future, we are committed to reshaping the healthcare experience through continuous innovation empowering individuals, advancing preventive care, and setting new benchmarks in AI-driven digital health solutions across the globe.



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Despite the external challenges, our core platform continued to process a high volume of transactions, with user engagement remained robust reaffirming the enduring relevance and resilience of our services.

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ABOUT US

We are proud to be pioneers in digital innovation, having introduced Sri Lanka's first fully e-commerce-based business in 2001. At eChannelling, we were the first software development and ICT service provider to launch a digital healthcare platform in the country. Over the past two decades, we have led the digital transformation of Sri Lanka's healthcare sector by revolutionizing the doctor channelling process and embracing cutting-edge technologies to enhance service delivery.

Through our continued focus on innovation, we have successfully bridged the gap between healthcare service providers and the public using user centric digital solutions. Prior to our advancements, patients had to physically visit hospitals or clinics to make appointments, often without access to the full list of doctors, available time slots, or medical specializations. Today, with our digital platform, the entire process is simplified, transparent, and accessible from anywhere, at any time.

As we look ahead, eChannelling is entering a new era of intelligent digital healthcare. We are actively integrating Artificial Intelligence (AI) into our systems to provide smarter, faster, and more personalized healthcare experiences. Features such as AI-powered doctor recommendations, predictive appointment scheduling, virtual consultations, health reminders, and smart

triaging are being developed to optimize patient journeys and empower healthcare providers with meaningful insights.

Our future roadmap includes the use of advanced analytics, machine learning, and mobile first technologies to further digitalise healthcare delivery in Sri Lanka. We aim to transform eChannelling into a comprehensive digital health ecosystem connecting hospitals, laboratories, pharmacies, insurance providers, and patients on one intelligent platform. This transformation will not only improve efficiency and decision-making but also make healthcare more affordable, accessible, and proactive.

Our dedication to convenience, innovation, and digital excellence has earned us consistent recognition as one of the top 100 brands in Sri Lanka. We were also awarded Best ICT Service Provider 2019 by CFI.co (UK), SLIM Brand Excellence, Best Management Practice awards and many more, highlighting our impact on the nation's digital healthcare journey.

eChannelling operates as a subsidiary of Mobitel (Pvt) Ltd, which is fully owned by Sri Lanka Telecom PLC. As Sri Lanka's National Mobile Service Provider, Mobitel is committed to digitally empowering the nation. Its collaboration with eChannelling supports a shared vision of transforming healthcare through digitalization and innovation.

Together, we are shaping the future of healthcare in Sri Lanka harnessing the

power of technology, AI, and connectivity to deliver exceptional value, improve lives, and build a healthier, digitally-enabled nation.



OUR VISION

To be the leading digital gateway connecting people to healthcare and essential services anytime, anywhere



OUR MISSION

Our mission is to revolutionize access to healthcare and essential services in Sri Lanka and beyond by delivering cutting-edge, AI-driven solutions through eHospital. We are committed to bridging the gap between service providers both health and non-health and the people, by enabling seamless digital connectivity, personalized service delivery, and intelligent queue management across government and private sectors. By integrating advanced technologies, we aim to enhance operational efficiency, ensure faster access to services, and provide Sri Lankans locally and globally with trusted, accessible, and high-quality experiences across all sectors.



OUR VALUES

- Passion for innovation
- Empowerment
- Trust
- Reliable
- Organised
- Loyal
- Efficient
- United
- Motivated



ABOUT THE COMPANY

<https://www.echannelling.com/company>

ABOUT THIS REPORT

WELCOME TO THE 17 TH EDITION OF THE ANNUAL REPORT OF ECHANELLING PLC.

We present this report with a comprehensive look at our operations during the financial year from 1st January 2024 to 31st December 2024. In this report we reveal our approach to attain our ultimate purpose of creating sustainable value for the information and decision-making purposes of our stakeholders and other interested parties.

SCOPE AND BOUNDARY

This Report covers the operations eChannelling PLC for the period of twelve months from 1st January 2024 to 31st December 2024.

This period is consistent with the Company's usual annual reporting cycle. The Company's most recent report was for the financial year 2023. The financial and sustainability reporting of our Company follows an annual reporting cycle. The financial and non-financial information presented in the report represents the information of the Company. There were no significant changes to our organizational structure or size during the year under review.

FORWARD LOOKING STATEMENTS

The report includes forward-looking statements related to our operations. We have provided an outline of the future outlook, plans, financial and operational projections and targets.

Despite our commitment to offer futuristic statements made in a responsible manner, we encourage the reader to adopt a precautionary approach and accept the possibility of the end-result differing from the projections.

MATERIALITY

The content included in this Report has been carefully selected following a detailed materiality assessment. We used this process to identify the business, social, environmental and external issues which could have the most significant impact on our ability to generate value were identified. The process for determining material issues is given in this Report.

RESPONSIBILITY

The Senior Management at eChannelling PLC has undertaken the preparation and review of the Integrated Annual Report for the fiscal year 2024. In addressing all pertinent matters up to the report's date, both the Board and the ECL Management recognise their duty to present an impartial perspective of the Company's performance in 2024. The Annual Report for 2024 is officially endorsed on behalf of the Board by:

Mothilal de Silva

Chairman

Chandrasiri Kalupahana

Director

Sudharshana Geeganage

COO - Mobitel (Pvt) Ltd

Isuru Dissanayake

Chief Commercial Officer



Scan to view
online version



FEEDBACK

We welcome your comments on our Report, together with any queries and suggestions for improvement.

Please direct your valuable feedback and inquiries to:

Name :

Geredene Suares

Designation :

Company Secretary

Contact email :

geredene@slt.com.lk

FINANCIAL HIGHLIGHTS

	Year ended 31st December 2024	Year ended 31st December 2023
	Rs.	Rs.
Revenue	255,897,321	271,193,906
Profit from operations	16,040,207	15,784,902
Profit before income tax expense	45,970,720	59,541,732
Profit for the year	31,947,148	43,826,611
Total Assets	708,433,901	588,501,117
Net Assets	475,511,178	443,095,156
Net Current Assets	464,852,745	438,018,407
Net Assets Per Share	3.89	3.63
Earning Per Share (EPS)	0.26	0.36
Return on Investment (ROI)	6.72 %	9.89 %
Gross Profit Ratio	77.7%	76.3%
Operating Profit Ratio	6.3%	5.8%

RETURN ON INVESTMENT (ROI)

6.72%

TOTAL ASSETS

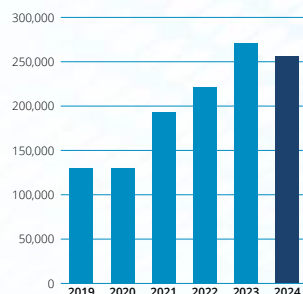
708.4 Mn

SHORT TERM INVESTMENTS

324.8Mn

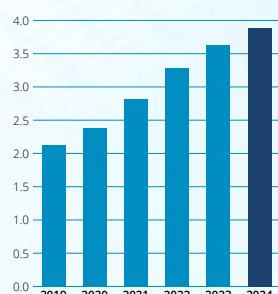
REVENUE

(Rs 000)



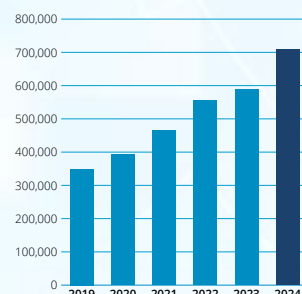
NET ASSETS PER SHARE

(Rs)



TOTAL ASSETS

(Rs 000)



CHAIRMAN'S MESSAGE

DURING THE YEAR WE PRIORITISED STRATEGIC INVESTMENTS IN DIGITAL INFRASTRUCTURE, AUTOMATION, AND AI INTEGRATION TO ENHANCE SERVICE DELIVERY AND UNLOCK LONG-TERM VALUE.

Dear Shareholder,

The year under review was one of both challenge and opportunity for eChannelling PLC. Against a backdrop of continued economic uncertainty, fluctuating consumer sentiment, and a rapidly evolving healthcare landscape, we remained firmly anchored in our mission to enable accessible, affordable, and intelligent healthcare solutions. Our performance over the past year highlights our agility in navigating change while remaining aligned with our vision for sustainable growth.

Despite the macroeconomic pressures in Sri Lanka, the digital economy continued to present avenues for growth particularly in sectors where technology could deliver tangible value to consumers. In this context, eChannelling maintained its leadership as the nation's preferred digital health platform, taking bold steps to enhance



healthcare journeys and setting the stage for future transformation

STRONG FINANCIAL PERFORMANCE AND VALUE CREATION

Despite a challenging macroeconomic environment, eChannelling remained focused on operational resilience and strategic priorities. While overall income declined during the year, primarily due to reduced revenue and finance income stemming from lower interest rates, we continued to support essential investments in our digital infrastructure and service offerings.

Through strategic focus and operational discipline, we delivered Rs. 256 million in revenue during the year under review. Although this reflects a 6% decline primarily due to higher doctor appointment cost and increase of Value-Added Tax rate our commitment to rigorous cost management enabled us to record a 2% growth in operating profit, underscoring the strength of our efficiency-driven approach. However, despite the increase in operating profit, a 30% reduction in interest income contributed to a 27% decline in net profit, reflecting the broader financial pressures experienced during the year. A strategic streamlining of our sales and distribution channels resulted in a 16% reduction in related expenses, while targeted administrative efficiencies contributed a further 1%

in cost savings. These concerted efforts collectively strengthened our operating profitability and positioned us for greater resilience and agility in an increasingly dynamic environment.

Despite the external challenges, our core platform continued to process a high volume of transactions, with user engagement remained robust reaffirming the enduring relevance and resilience of our services. While our financial performance reflected the pressures of the operating environment, we are confident that the foundations we have laid will support our continued evolution and long-term success. While we faced pressures on cost structures and shifts in user behaviour, our ability to sustain user engagement and broaden our service portfolio helped us maintain momentum.

During the year, we prioritized strategic investments in digital infrastructure and automation to enhance service delivery and unlock long-term value. This strategic approach enabled us to deliver value not only to our shareholders but also to our broader ecosystem of patients, healthcare professionals, institutions, and regulators.

During the year we prioritised strategic investments in digital infrastructure, automation, and AI integration to

enhance service delivery and unlock long-term value. This approach not only supported revenue generation but also reinforced our reputation as a trusted and forward-thinking technology partner in healthcare. Through diversification, enhanced platform reliability, and deeper ecosystem engagement, we continued to create sustainable value for our shareholders.

INNOVATION AS A STRATEGIC LEVER

Innovation remained central to our vision throughout the year. We introduced a range of features, including intelligent appointment scheduling and enhanced patient guidance systems. These tools not only improved operational efficiency but also transformed the user experience by delivering greater personalisation and convenience.

By integrating artificial intelligence into the core of our service delivery, we are not simply automating processes we are reshaping how healthcare is accessed, experienced, and delivered in Sri Lanka. The roll-out of real-time support tools has made healthcare more accessible, personalized, and efficient, especially for patients in underserved regions.

The acceleration of digital adoption across urban and rural populations reaffirmed our belief that technology,

CHAIRMAN'S MESSAGE

when deployed ethically and intelligently, can bridge access gaps in healthcare. We remain committed to adopting innovative solutions that are human-centric, transparent, and guided by robust ethical standards.

STRATEGIC PARTNERSHIPS AND ECOSYSTEM STRENGTHENING

Recognising the importance of collaboration in shaping a connected healthcare future, we expanded our network of strategic partnerships with hospitals, diagnostic centres, and Sri Lankan doctors living overseas. These alliances have enabled us to deliver seamless care experiences to patients, while enhancing the visibility and digital integration of our partners within our platform. This continued expansion reinforces our commitment to creating a more accessible and interconnected healthcare ecosystem. In parallel, we have strengthened engagement with regulators and policymakers to ensure our growth aligns with national priorities for digital health and data governance. This proactive stance reinforces our position as a trusted, compliant, and future-ready healthcare enabler.

Our approach to stakeholder engagement marked by transparency, inclusivity, and shared value creation

WE VIEW THE COMING YEARS AS AN OPPORTUNITY TO SCALE WITH PURPOSE. WITH DIGITAL HEALTHCARE GAINING POLICY MOMENTUM AND USER ACCEPTANCE, ECHANELLING IS UNIQUELY POSITIONED TO LEAD THE NEXT PHASE OF SECTORAL TRANSFORMATION.

remains a key pillar of our corporate strategy. We understand that building strong relationships with the community is pivotal for our success and remained invested in uplifting the health and wellbeing of the community. Donation of essential drugs and medical equipment to hospitals as well as through several health camps.

SUSTAINABILITY AND RESPONSIBLE GOVERNANCE

As a Board, we are acutely aware that our long-term success depends not only on financial performance but also on our ability to operate responsibly and sustainably. This year, we refined

our corporate governance practices to reflect the demands of a digital-first business. Enhanced oversight of risk management, proactive engagement with regulators, and board-level focus on ESG considerations enabled us to manage emerging risks while supporting the broader goals of national digital health transformation. Our environmental, Environmental, Social and Governance (ESG) journey advanced through responsible data practices, inclusive service design, and transparent stakeholder engagement. As we scale, we are mindful that growth must be responsible, inclusive and aligned with both national priorities and global best practices.

The Board provided strategic oversight to ensure that these innovations were implemented within a strong governance framework. We upheld high standards in data privacy, cybersecurity, and AI governance, recognising that trust is foundational to digital healthcare.

WELL-BEING AND SOCIETAL IMPACT

At eChannelling, our mission goes beyond offering convenience and connectivity. We are deeply committed to the overall well-being of individuals aligning the mind, body, and soul. Our platform acts as a bridge to holistic health solutions, underscoring our belief that healthcare should

be human-centric, accessible, and comprehensive. In line with this vision, we have expanded our reach to rural areas, empowering communities through online health consultations that save time, reduce transportation costs, and bring quality healthcare within closer reach. We proudly align with the United Nations Sustainable Development Goals (SDGs), particularly Goal 3: Good Health and Well-being. Through employee volunteer programmes, awareness campaigns, and educational outreach initiatives, we actively promote healthcare literacy, mental health resilience, and preventive care at the community level. This commitment is driven by our belief that a healthier nation begins with informed, empowered individuals and responsible corporate citizenship. Looking ahead, we are focused on leveraging innovation and expanding our capabilities to enable personalized healthcare, enhance rural healthcare delivery, and drive continuous improvements in service levels. These advancements reflect our dedication to shaping a smarter, more inclusive, and future-ready healthcare ecosystem.

BUILDING THE DIGITAL HEALTH ECOSYSTEM OF TOMORROW

Innovation continues to be our defining edge. During the year, we made

meaningful progress in upgrading the platform by introducing enhanced navigation, real-time availability mapping, and advanced analytics to personalized patient journeys.

This transition is not about technology for its own sake; it is about reimagining healthcare access, reducing friction, and making the healthcare experience more proactive and preventive. In doing so, we are not just digitising healthcare we are intelligently transforming it.

We view the coming years as an opportunity to scale with purpose. With digital healthcare gaining policy momentum and user acceptance, eChannelling is uniquely positioned to lead the next phase of sectoral transformation. We will continue to invest in AI, expand our footprint beyond urban centres, and evolve our platform to serve broader health and wellness needs.

Our strategic ambition is clear: to be Sri Lanka's most intelligent, trusted and user-centric healthtech platform. The foundation we have built over the past two decades combined with our recent digital leaps positions us well to capture long-term value across multiple healthcare segments.

APPRECIATION

On behalf of the Board, I extend sincere appreciation to our stakeholders. To our shareholders, thank you for your continued trust and long-term view. To our strategic partners and institutions, we value your shared commitment to innovation and care delivery. To our dedicated employees, your drive and integrity form the heart of our progress.

And to our users the millions who trust eChannelling as their first step in their healthcare journey. I extend a heartfelt note of appreciation. Your trust continues to inspire and drive our mission forward. We remain steadfast in our commitment to advancing digital healthcare in Sri Lanka with intelligence, empathy, and innovation. While we recognise the challenges posed by limited smartphone availability and the affordability constraints faced by many Sri Lankans, we are continuously working to create accessible, inclusive, and user-friendly solutions. Our goal is to ensure that no one is left behind in the digital healthcare revolution, regardless of their economic or technological limitations.

LOOKING AHEAD

The future of healthcare is undeniably digital. In the coming year,

CHAIRMAN'S MESSAGE

eChannelling will continue to scale its AI capabilities, expand into underserved markets, and build a more resilient and adaptive platform. We are focused on remaining at the forefront of digital health in Sri Lanka building not just a service, but an ecosystem that enables proactive, connected, and personalised care.

The Board will maintain its focus on strategic oversight, sound governance, and long-term value creation, ensuring that we remain aligned with both market realities and the evolving needs of our customers.

Above all, to our users thank you for placing your trust in us. As we move into a future shaped by technology, data, and intelligence, eChannelling will remain steadfast in our commitment to enabling healthier lives through digital innovation.



Dr. Mothilal de Silva

Chairman
eChannelling PLC

26th May 2025

BOARD OF DIRECTORS



DR. MOTHILAL DE SILVA
Chairman/Non Independent
Non - Executive Director



MR. LAWRENCE PARATZ
Non Independent Non Executive
Director



MR. CHANDRASIRI KALUPAHANA
Independent Non Executive Director



MR. SUNETH HAPUTHANTHRI
Non Independent Non Executive
Director



**PROFESSOR RUWANTHI
PERERA**
Independent Non Executive Director



MR CHAN CHEE BENG
Non Independent Non Executive
Director

BOARD OF DIRECTORS



DR. MOTHILAL DE SILVA

Chairman/Non Independent Non - Executive Director

Appointed as Director of the Company on 19th November 2024

MEMBERSHIP IN BOARD COMMITTEES

Member of the Nomination & Governance Committee & Remuneration Committee

DIRECTORSHIPS IN GROUP COMPANIES

Chairman/Director of Sri Lanka Telecom PLC, Mobitel (Pvt) Ltd., Sri Lanka Telecom (Services) Ltd., SLT Human Capital Solutions (Pvt) Ltd.,

Director, Galle Submarine Cable Depot (Pvt) Ltd and Mobit Technologies (Pvt) Ltd.

SKILLS & EXPERIENCE

With a career spanning over many decades, Dr Mothilal de Silva is a result oriented multidisciplinary C-level executive in the telecommunication industry having experience in Sri Lanka and multiple countries in Asia and

Pacific regions. He is a turnaround specialist and a strategist.

Under his leadership as Group Chief Executive Officer, he turned around the Fiji's state-owned telecommunication company Telecom Fiji Ltd sustainably after 5+ consecutive loss-making years. During his tenure at Telecom Fiji, the company registered consistent growth in profit, dividend and investment for network modernization. He was also the Group Chief Strategy Officer and Group Chief Corporate Officer of Dialog Axiata, General Manager (Sales, Marketing and Customer Service) of MTN Networks Pvt Ltd and Vice President Process Excellence and Group Operations of Axiata Group Malaysia. He sat on the Board of Directors of Lanka Communication Services Pvt Ltd, a telecommunication service provider for enterprises in Sri Lanka.

As a C- level executive at Dialog, Dr. Mothilal set up Corporate Planning, Strategy, MIS, Business Intelligence, Performance Management, Quality, Process Reengineering, Enterprise Program Management and Corporate Development divisions from scratch while apprenticing young set of managers who had progressed to become leaders in Dialog and Axiata Group subsidiary companies. He was

also instrumental in winning GSMA awards, International Asia Pacific QualityAward, Asia CSR award for Dialog Axiata and many national awards.

Dr. Mothilal had delivered over 60 presentations in various international forums as a speaker, panelist, session Chairman, and Workshop leader mainly on the Next Generation Networks, Corporate Venture Capital for Telco, Platform Economy, Business Intelligence, Sustainability and Business Integral CSR. Dr. Mothilal received Bizz NXT Awards 2022 under the category of Top 50 Business Growth Leaders in technology at BizTalk World Conference, Dubai. He served as a member of the High-level Advisory Council of the World Internet Conference, Wuzhen, China as a nominee of Minister of Cyberspace Administration, China from 2015 to 2017.

Dr. Mothilal obtained Doctor of Business Administration from PPA Business School, Paris, with, a distinction for his dissertation "Corporate Venture Capital as an engagement model for co-creating 5G ready services". He has a MSc in IT from Keele University UK, MBA from PIM, SL, BSc (Engineering) SL, Post Graduate Diploma in Strategic Management from Maastricht

School of Management, Netherland and a Post Graduate Diploma in Marketing Management from PIM SL.



Mr. Lawrence Paratz

Non Independent Non Executive Director

Appointed as Director of the Company on 26th May 2016

DIRECTORSHIPS IN GROUP COMPANIES

Director of Sri Lanka Telecom PLC, Mobitel (Pvt) Ltd., Sri Lanka Telecom (Services) Ltd., Galle Submarine Cable Depot (Pvt) Ltd. and Mobit Technologies (Pvt) Ltd.

SKILLS & EXPERIENCE

Mr. Lawrence Paratz holds an M. Sc. (Telecommunication Systems) with Distinction, and was awarded the Philips prize from Essex University, and an M. Eng. Sc. from the University of Queensland.

He is a Fellow of Engineers Australia (FIEAust) and an alumnus of

the Stanford University Executive Development Programme. He also holds Bachelor's Degrees in Science and Engineering (Honours). In 2011, he was elected as a Fellow of the Australian Academy of Technological Sciences and Engineering (ATSE).

Mr. Paratz has more than 40 years experience in all facets of the telecommunication including mobile, fixed, broadband, satellite and international networks both domestic, and international. This includes capital and infrastructure development, operations, sales, customer service and regulatory issues. As a Director and Chief Executive of Acacia Australia Pty Ltd., he was responsible for development of an integrated proposal for delivery of national broadband communication for Australia.

He has served as a Director of Maxis Communication Berhad, Chairman of the Technology Committee of the Board, as a Director of Vernet Pty Ltd, a Company providing ultra high speed Broadband to Universities and Research Establishments in Australia, and a former Senior Executive of Telstra Corporation. He is also an Advisor to major companies in the Australian Telecommunication market.

Mr. Paratz has had executive responsibility for multi-billion dollar programmes and integrations including network transformations

and deployments across multiple technologies, with extensive experience in international, metropolitan and regional and rural communications. He previously served as a member of the Board of the Australian Government's Internet Assistance Programme. He has been an invited speaker at the Australian Health Informatics Conference, and the Australian Academy of Technological Sciences and Engineering.

He was formerly Chairman of the On-Trac@Peter Mac Adolescent and Young Adult Cancer Programme and has been involved in a number of initiatives in e-health.

OTHER DIRECTORSHIPS

Director of Razorback Pty Ltd., Real Thing Entertainment Pty Ltd & associated subsidiaries.

BOARD OF DIRECTORS



Mr. Chandrasiri Kalupahana
Independent Non Executive
Director

*Appointed as Director of the Company
on 19th November 2024*

MEMBERSHIP IN BOARD COMMITTEES

*Chairman of Audit Committee, and
Related Party Transactions Review
Committee*

*Member of the Nomination &
Governance Committee & Remuneration
Committee*

DIRECTORSHIPS IN GROUP COMPANIES

Director of Sri Lanka Telecom PLC.

SKILLS & EXPERIENCE

Mr. Kalupahana is a Fellow Member of CA Sri Lanka and holds membership in several other professional bodies. He is a seasoned professional whose journey began at KPMG Sri Lanka. He has served as a Governing Council Member and Chairman of the Business School at CA Sri Lanka.

He has also worked as an Independent Non-Executive Director and Chairman of the Audit Committees and Related Party Transactions Committees at Lanka Hospitals Corporation PLC and Lanka Hospitals Diagnostics (Pvt) Ltd.

Mr. Kalupahana was formerly a Group Chief Officer at Sri Lanka Telecom (SLT), where he led the Internal Audit, Revenue Assurance, and Fraud Management departments. Prior to joining SLT, he served as the Chief Financial Officer at the Regional Development Bank and worked as an Assistant General Manager at Pan Asia Bank. He has held the position of General Manager at three regulated companies in Sri Lanka, Tanzania (East Africa), and Angola (West Africa), and has also worked in Saudi Arabia.

He is an Executive Council Member and Treasurer of the Organization of Professional Associations of Sri Lanka, the apex body of 52 professional member associations representing 34 disciplines, with a total membership of over 60,000 professionals.

He has received extensive overseas business exposure and training in various fields, including banking, finance, and auditing.

OTHER DIRECTORSHIPS

Director of Softlogic Finance PLC, where he chairs three committees: Audit,

Related Party Transaction Review, and Nomination & Governance. Additionally, he serves as a member of the Human Resources & Remuneration Committee and the IT Security & Steering Committee.



Mr. Suneth Haputhanthri
Non independent Non Executive
Director

*Appointed as Director of the Company
on 07th February 2025*

MEMBERSHIP IN BOARD COMMITTEES

*Member of the Audit Committee, and
Related Party Transactions Review
Committee*

DIRECTORSHIPS IN GROUP COMPANIES

Director of Mobitel (Pvt) Ltd

SKILLS & EXPERIENCE

Senior Management Professional with 18+ years of multidisciplinary expertise in leading enterprises, business strategy development and staff professional development with credibility and trust. Specialist in bringing technology solutions

to deliver highly scalable services while managing technology products throughout the development life cycle and directing product strategy across corporates and digital transformational projects.

Holds a Master's in Business Studies from the Faculty of Graduate Studies, University of Colombo, a Bachelor of Science (Honours) degree in Information Technology from Middlesex University, UK and a Certified Product Marketing Manager at the Association of International Product Marketing & Management.

He started his career with Mobitel, where he progressed to lead several of its key portfolios as Senior Manager for Prepaid Business and Digital Services, spearheaded the acquisition and restructuring of eChannelling PLC and continued to serve as the General Manager for eChannelling PLC. He has launched more than 25 high tech products and solutions that generated over LKR 10 Bn in product revenue and lead several award winning projects to win; SLIM Brand Excellence – Silver Award for the “Online Brand of the Year” for eChannelling PLC in 2018, 2019 & 2020, the ACEF Customer Engagement Awards Mumbai – Silver Award for “Cash Bonanza” in 2017/18 and SLIM Brand Excellence – Bronze Award for the “Turn Around Brand of the Year” from Tunes Service in 2010 and more.

He presently works at Hemas Group of Hospitals & Laboratories as General Manager Digital and Customer Experience.



Professor Ruwanthi Perera
Independent Non Executive Director

Appointed as Director of the Company on 12th March 2025

MEMBERSHIP IN BOARD COMMITTEES

Chairman of Remuneration Committee and Nomination & Governance Committee

Member Audit Committee, and Related Party Transactions Review Committee

SKILLS & EXPERIENCE

Professor Ruwanthi Perera is a distinguished pediatrician with over two decades of expertise in clinical pediatrics, medical education, and child health research.

She holds an MBBS from the University of Sri Jayawardenepura, a Diploma in Child Health and an MD in Pediatrics

from the Postgraduate Institute of Medicine, University of Colombo, and is a Member (MRCPCH) and Fellow (FRCPC) of the Royal College of Pediatrics & Child Health, UK. She has also completed Postgraduate Programs in Pediatric Nutrition at Boston University School of Medicine.

Professor Perera has held several key leadership positions, including Honorary Secretary of the Sri Lanka College of Pediatricians (SLCP) and the Perinatal Society of Sri Lanka, President of the Rare Disease Forum (SLCP), and Vice President of the Adolescent Forum (SLCP). She has also served as a Council Member and President of the Clinical Society at Colombo South Teaching Hospital and has been actively involved in national advisory committees on adolescent and communicable disease health.

She has led key adolescent care, injury prevention, and healthcare development initiatives. As Vice President of the Adolescent Forum (SLCP) since 2016, she expanded pediatric care for adolescents and contributed to national policy. She played a key role in the Teen Alert Project of SLCP, National Injury Prevention Programme, and the Safe Child Sri Lanka campaign, driving public awareness and policy development. She also spearheaded a 150million-rupee High Dependency

BOARD OF DIRECTORS

Unit project at Csth and has been providing pediatric care and outreach services for the Sri Lanka Air Force since 2017 along with numerous international and local publications, with a research focus on adolescent and child health.

With a strong commitment to pediatric education, research, and public health, Professor Perera continues to contribute significantly to pediatric care and policy development in Sri Lanka.

She currently serves as a Professor in Pediatrics at the Faculty of Medical Sciences, University of Sri Jayewardenepura, and as a Consultant Pediatrician at Colombo South Teaching Hospital.



Mr Chan Chee Beng

**Non Independent Non Executive
Director**

*Appointed as Director of the Company
on 14th May 2025*

DIRECTORSHIPS IN GROUP COMPANIES

Director, Sri Lanka Telecom PLC and
Mobitel (Pvt) Ltd

SKILLS & EXPERIENCE

Mr. Chan Chee Beng counts over 40 years of experience in investment banking, general and financial management and accounting. He worked at Ernst & Yong and Morgan Grenfell & Co. Ltd., prior to joining the Usaha Tegas Sdn Bhd (UTSB) Group in 1992 as Head of Corporate Finance.

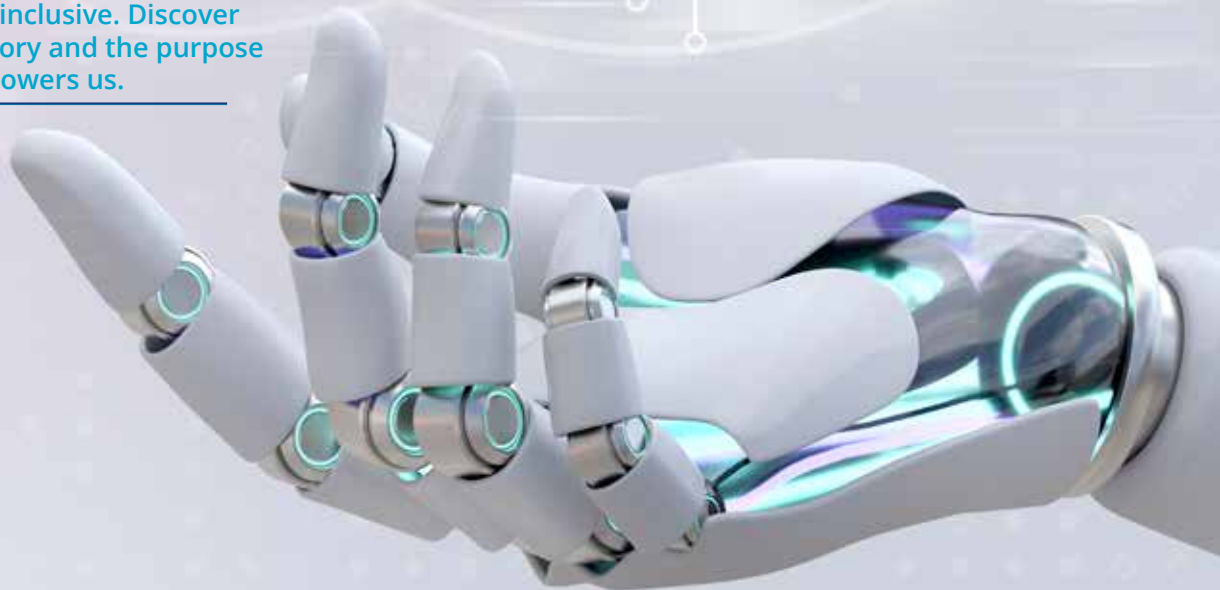
He holds an Honours Degree in Economics and Accounting from the University of Newcastle-upon-Tyne, United Kingdom and is a fellow of the Institute of Chartered Accountants of England and Wales.

OTHER DIRECTORSHIPS

Global Communication Services Holdings Ltd. Maxis Communications Berhad, Binariang GSM Sdn Bhd, UTSB Management Sdn Bhd, Pan Malaysian Sweeps Sdn Bhd, BGSM Management Sdn Bhd, BGSM Equity Holdings Sdn Bhd, True Happiness Capital Sdn Bhd, Ace Pursuit Sdn Bhd, Yu Cai Foundation

CONNECTING CARE WITH INNOVATION

Embarking on a transformative journey in digital healthcare, eChannelling leads the way in making medical access smarter, faster, and more inclusive. Discover our story and the purpose that powers us.
















VALUE CREATION MODEL

INPUT CAPITALS	
FINANCIAL CAPITAL <ul style="list-style-type: none"> Equity Shareholder's Funds 	
INTELLECTUAL CAPITAL <ul style="list-style-type: none"> Positive brand image Technical know-how 	
HUMAN CAPITAL <ul style="list-style-type: none"> A motivated workforce Competent and skilled employees Digital expertise 	
SOCIAL CAPITAL <ul style="list-style-type: none"> Customer relationships Business partnerships 	
MANUFACTURED CAPITAL <ul style="list-style-type: none"> Technological facilities IT management systems 	
NATURAL CAPITAL <ul style="list-style-type: none"> Fuel and electricity 	



KEY MATERIAL TOPICS

OUTPUT CAPITALS	OUTCOME INDICATORS	SDG IMPACT
FINANCIAL CAPITAL <ul style="list-style-type: none"> Returns to shareholders 	PAT- RS. 31.9 MN NAV per share Rs. 3.89 EPS Rs. 0.26	
INTELLECTUAL CAPITAL <ul style="list-style-type: none"> Retained market position Better customer experience 	6.5 Mn Facebook Reach 0.92 Mn Instagram Reach	 
HUMAN CAPITAL <ul style="list-style-type: none"> Fair remuneration and benefits Training opportunities Career progression Flexible work model 	Rs. 47 Mn remuneration and benefits 607.5 Training Hours 04 promotions	  
SOCIAL CAPITAL <ul style="list-style-type: none"> Contribution to social development Compliance with social and legal regulations 	40 YouTube health awareness videos released Rs 0.3 Mn Investments in community development projects	  
MANUFACTURED CAPITAL <ul style="list-style-type: none"> Enhanced business volumes Updated diverse portfolio of services 	12 New product & features introduced	
NATURAL CAPITAL <ul style="list-style-type: none"> Promoting a paperless culture Efficient energy consumption Following the 3R concept 	13,500 savings of paper CO ₂ efficiency through emission free delivery	  

STAKEHOLDER ENGAGEMENT

We believe that effective engagement with our key stakeholders, and consideration of their interests, is a vital aspect of our ability to achieve our mission and purpose, drive long-term value creation and ensure the organizations continued success.

Our purpose can only be fully realized by aligning our strategy with the expectations of our stakeholders, and by having proper mechanisms in place to evaluate and understand the feedback received through engagement channels.

Through empowering our employees, engaging with our customers and suppliers, and with the support of our investors, we will create a stronger legacy and a brighter future for generations to come. We discuss topics that are relevant to our operations and our impact on society regularly with our stakeholders. These conversations shape how we define and execute our strategy, including risk management, materiality, and new business opportunities with mutually beneficial relationships.

OUR STAKEHOLDERS



SHAREHOLDERS



INVESTORS



EMPLOYEES



BUSINESS PARTNERS



CUSTOMERS



SUPPLIERS



GOVERNMENT REGULATORS



COMMUNITIES

GLOBAL REPORTING INITIATIVE (GRI) ALIGNMENT

As part of our commitment to transparent and responsible stakeholder engagement, we align our reporting practices with relevant GRI Standards. These globally recognised frameworks guide how we disclose material topics and performance, ensuring our stakeholders are informed, engaged, and considered in our decision-making processes.

GRI 102-21 – CONSULTING STAKEHOLDERS ON KEY TOPICS

We follow this guidance by regularly engaging stakeholders to understand their views on economic, environmental, and social issues that influence our strategies and operations.

GRI 102-40 – LIST OF STAKEHOLDER GROUPS

In line with this standard, we have identified and documented our key stakeholder groups to ensure structured and inclusive engagement.

GRI 102-42 – IDENTIFYING AND SELECTING STAKEHOLDERS

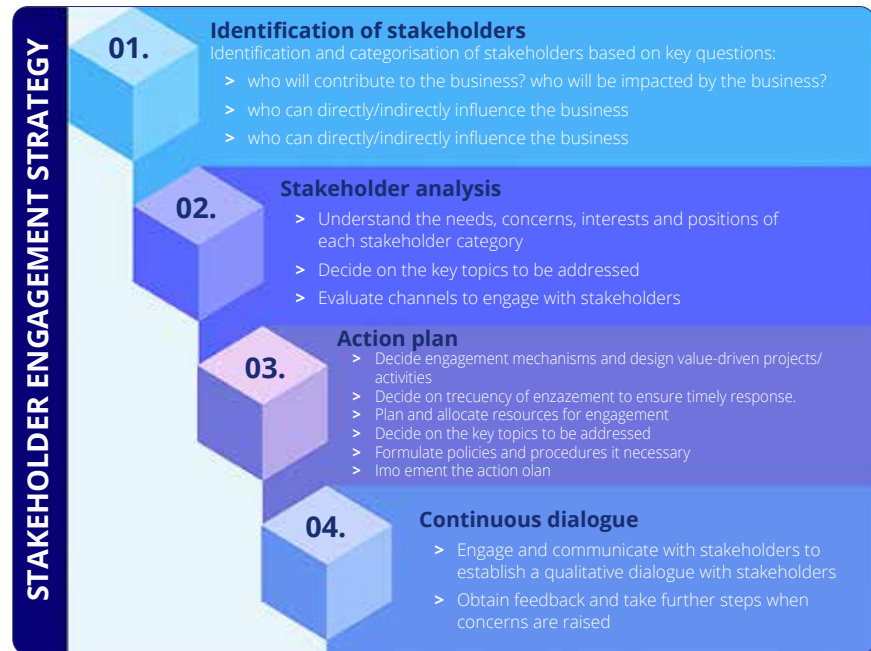
We apply this principle by using clear criteria to identify and prioritise stakeholders who are impacted by or have influence over our activities.

GRI 102-43 – APPROACH TO STAKEHOLDER ENGAGEMENT

We follow this directive by adopting consistent engagement methods—such as surveys, meetings, and partnerships—to ensure meaningful dialogue and long-term collaboration.

GRI 415-1 – POLITICAL CONTRIBUTIONS

We uphold transparency and integrity by disclosing all political contributions in accordance with this GRI requirement, even when such contributions are minimal or non-existent.




WHY DO WE ENGAGE WITH OUR STAKEHOLDERS?












Effective stakeholder engagement is essential. Aside from regulations and legal responsibilities, the principle behind engagement and the essence of engagement is that genuine dialogue and consultation with those individuals, groups and organizations who are considered to have an interest and be affected by our organization is not simply a task - it is both an obligation and a benefit that can significantly enhance our organizational effectiveness.

Stakeholders have a breadth and depth of knowledge and interests that builds on and informs our internal organization practices. Without this communication, we cannot understand if our current decisions and activities are having the desired impact on our mission and vision. Different organizations are at different levels of engagement with stakeholders, but we continuously try to improve engagement practices to inform and improve governance and decision making.


















STAKEHOLDER ENGAGEMENT

Improved relations with stakeholders through trust, transparency, understanding, partnership and constructive engagement	Informed strategic planning that integrates stakeholders' interests	
Support Consensus-Based Decision-Making	Ensure Aligned Goals and Expectations	
Established responsibility and accountability of all parties	Support Sustainability and relevance of company activities towards value creation for all stakeholders	
		Improved Understanding by Stakeholders of eChannelling PLC's position, issues, challenges and requirements with accurate information dissemination to stakeholders
		Develop and sustain company awareness of broader social, economic and environmental risks and opportunities

Type of Stakeholder	Method of Engagement	Material Topics and Concerns	Frequency of Engagement	Purpose of Engagement	Stakeholder Priority Level	ESG Consideration	SDG's covered
 SHAREHOLDERS	Annual General Meetings Interim finance statements /Annual Report Announcements made in the CSE as and when required	Return on Investment (ROI) Sustainable growth Corporate governance Risk management	Quarterly/ Annually	Transparency, Financial Performance	High	Governance	 (Institutions),  (Industry & Infrastructure)
 INVESTORS	Annual & Quarterly Reports. Notices to CSE (in compliance with requirements)	Sustainable growth and returns Good governance and transparency. New opportunities for business growth	Quarterly/ Project-based	Build trust, Attract Funding	High	Governance	 (Partnerships)  (Decent Work)
 EMPLOYEES	Performance appraisal manual Email communications Multi-level staff meetings as required Work-life balance WhatsApp Groups	Competitive remuneration and benefits Training and development Job security Career progression opportunities An ethical work place Work-life balance	Monthly/ Ongoing	Motivation, Retention, Feedback	High	Social	 (Decent Work), SDG 5 (Gender Equality)
 BUSINESS PARTNERS	Provide a channeling management system with its product features. Enhance efficiency by providing the queue management system. Enhance effectiveness by providing the hospital information systems. Modifications and product enhancements with new features for betterment. Conduct programmes and sponsorships for relevant categories.	Customer- centric service Customer security and privacy Enhanced service quality Compliance handling Provide health related services that are affordable. Enhance the service to cover urban and rural areas. Adoption of state-of-the-art technology Maintain conducive relationships with hospitals and health organisations.	Bi-Annually/ Ongoing	Partnership optimisation	Medium	Social, Governance	 (Innovation),  (Partnerships)

STAKEHOLDER ENGAGEMENT

Type of Stakeholder	Method of Engagement	Material Topics and Concerns	Frequency of Engagement	Purpose of Engagement	Stakeholder Priority Level	ESG Consideration	SDG's covered
 CUSTOMERS	<p>Through our website.</p> <p>By dialing 225 (24 hours).</p> <p>By dialing 1225 from a SLT number.</p> <p>Through the app (android and iOS).</p> <p>Island-wide agencies</p> <p>Banking partners.</p> <p>Social media platforms.</p> <p>Running number system for busy customers.</p> <p>Special promotions.</p> <p>Value added service</p> <p>Compliance handling system</p>	<p>Expand services to reach the maximum number of customers</p> <p>Quality of service</p> <p>Access given to private hospitals for affordable rates (Colombo and suburb areas)</p> <p>Save the valuable time of customers by providing value added services</p> <p>Zero downtime and seamless service without interruptions through superior software</p> <p>Attracting and retaining the customer base</p> <p>Innovative with new and value-added services to ensure exceptional customer experience.</p>	Daily/ Ongoing	Satisfaction, Loyalty , Product Improvement	High	Social, Governance	 (Innovation),  (Responsible Consumption)
 SUPPLIERS	<p>Maintain healthy relationships.</p> <p>Growth potential.</p> <p>Regular meetings for different requirements.</p> <p>Contract negotiations.</p> <p>Product quality management within accepted standards.</p> <p>Contractual performance</p>	<p>Fair and transparent quotation process.</p> <p>Negotiate with suppliers with mutual understanding. Completing transactions on a timely manner.</p> <p>Ease of working.</p> <p>Maintaining a vendor register</p>	Monthly/ Per contract	Supply chain efficiency	Medium	Environmental, Governance	 (Responsible Consumption),  (Climate Action)

Type of Stakeholder	Method of Engagement	Material Topics and Concerns	Frequency of Engagement	Purpose of Engagement	Stakeholder Priority Level	ESG Consideration	SDG's covered
 GOVERNMENT REGULATORS	<p>Compliance with laws and regulations.</p> <p>Regular submissions of reports and disclosures.</p> <p>Participating in regulatory forums and consultations.</p> <p>Regular audits and inspections.</p> <p>Engagement through industry associations.</p>	<p>Compliance with legal and regulatory requirements.</p> <p>Transparency in reporting.</p> <p>Ethical business practices.</p> <p>Timely tax payments and statutory contributions.</p> <p>Environmental protection and sustainability.</p> <p>Data privacy and cybersecurity.</p>	Regular (quarterly or as needed)	Regulatory compliance, Policy Input ,National Development Alignment	High	Governance, Environmental, Social	 (Industry, Innovation),  (Climate Action),  (Peace, Justice & Institutions)
 COMMUNITIES	<p>Community development programs and CSR initiatives.</p> <p>Sponsorships and partnerships with local organizations.</p> <p>Employee volunteerism in community activities.</p>	<p>Community health and safety.</p> <p>Environmental sustainability.</p> <p>Employment opportunities.</p> <p>Local economic development.</p> <p>Transparent communication of business impact.</p> <p>Education and skill development initiatives.</p>	Ongoing or periodic	Social impact projects, Feedback Collection , Support Initiative	High	Social, Environmental	 (No Poverty)  (Good Health),  (Sustainable Cities),  (Partnerships)

MATERIAL MATTERS

PRIORITISING ISSUES THAT IMPACT VALUE CREATION

As part of our strategic action plan, we conducted a materiality assessment exercise to identify issues with significant potential to impact our long-term value creation. This assessment considered our ability to create value (inward-focused) and our impact on society, communities, and the environment (outward-focused).

During this process, we constantly engage in open and detailed discussions with all stakeholder groups to understand their material issues, concerns and expectations. Once we identify the issues, we then classify them based on their degree of importance to stakeholders and also their ability to impact value creation.

This helps us to derive insights, which are included into our strategy planning process to define our strategic objectives. We then review these issues periodically to identify their potential impact on our short-term and long-term goals and take corrective action where needed.

MATERIAL ISSUES;

- Significantly enable us to create and deliver value to our stakeholders in the short, medium and long-term.
- Issues that can exert considerable influence on the decisions made by our stakeholders.

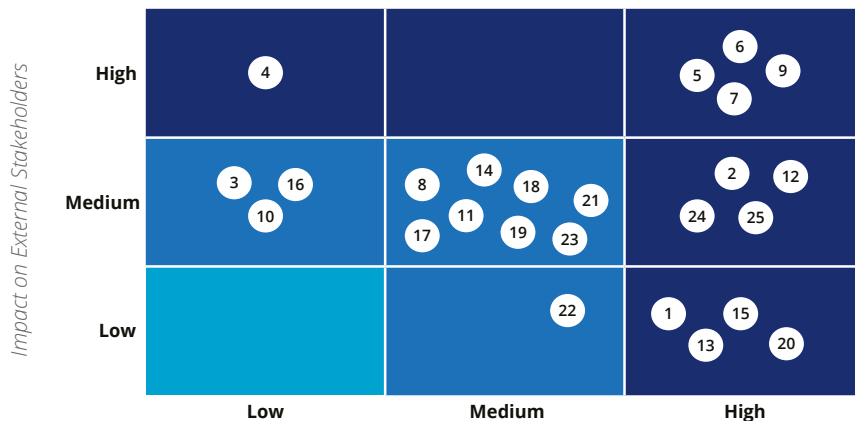
Responsibly, we owe it to our stakeholders to periodically assess both our internal aspects and the external

business environment and their interaction in order to identify and deal effectively with material issues.

Accordingly, we arrive at a materiality matrix and rate the issues on their criticality. This matrix has been formed based on the issues that are important to our stakeholders and our organisation.

MATRIX FOR IDENTIFYING MATERIAL CONCERNS

The materiality matrix is one of the main outputs of the materiality analysis. Combining internal and external inputs gives us a table of results that shows the important subject areas to the company and our stakeholders, and helps us focus our priorities, initiatives and programs.



IDENTIFY ISSUE

METHODS OF IDENTIFYING ISSUES

- MATTERS RAISED BY STAKEHOLDERS
- CONTINUOUS MONITORING OF THE EXTERNAL ENVIRONMENT
- BUSINESS MODEL AND THE RISKS ASSOCIATED WITH IT.
- INTERNAL DELIBERATIONS/ RESEARCH

EVALUATION & PRIORITIZING

BASIS OF EVALUATING AND PRIORITISING ISSUES

- THE LEVEL OF STAKEHOLDER CONCERN
- THE IMPACT ON THE COMPANY'S ABILITY TO CREATE VALUE

RESPONDING & MONITORING

HOW WE RESPOND AND MONITOR

- IDENTIFYING CHANGES THAT NEED TO BE MADE TO STRATEGIC PLANS BASED ON THE RESPONSES AND FEEDBACK OF STAKEHOLDERS.
- REGULARLY MONITOR THE IMPACT OF MATERIAL MATTERS ON THE BUSINESS CONTINUITY AND ABILITY TO CREATE VALUE AND ADJUST PRIORITY AND ENGAGEMENT METHODS WHEN NEEDED.

OUR MATERIAL MATTERS

No	Material Matters	GRI Standard	Level of Impact To the Company	Level of Impact To the Stakeholder	GRI Topic Category	Impact on Strategic Priority	Monitoring Frequency	Stakeholder Group Most Affected
1	Adopting new technology	No GRI	High	Low	-	Important	Continuous	Investors
2	Anti-corruption	205	High	Medium	Governance	Critical	Continuous	Regulators
3	Child labour	408	Low	Medium	Social	Important	Continuous	Communities
4	Community development	413	Low	High	Social	Important	Quarterly	Communities
5	Corporate governance	102	High	High	Governance	Critical	Quarterly	Investors
6	Customer privacy	418	High	High	Social	Critical	Continuous	Customers
7	Customer satisfaction	416	High	High	Social	Critical	Continuous	Customers
8	Diversity and equal opportunity	405	Medium	Medium	Social	Important	Annual	Employees
9	Economic performance	201	High	High	Economic	Critical	Quarterly	Investors
10	Effluents and waste	306	Low	Medium	Environmental	Important	Quarterly	Communities
11	Emissions	305	Medium	Medium	Environmental	Important	Quarterly	Communities

MATERIAL MATTERS

No	Material Matters	GRI Standard	Level of Impact To the Company	Level of Impact To the Stakeholder	GRI Topic Category	Impact on Strategic Priority	Monitoring Frequency	Stakeholder Group Most Affected
12	Employee health and safety	403	High	Medium	Social	Critical	Quarterly	Employees
13	Employee training and development	404	High	Low	Social	Important	Annual	Employees
14	Energy consumption	302	Medium	Medium	Environmental	Important	Quarterly	Communities
15	Expertise acquisition and retention	401	High	Low	Governance	Critical	Annual	Investors
16	Forced or compulsory labour	409	Low	Medium	Social	Important	Annual	Communities
17	Human rights	412	High	High	Social	Critical	Annual	Communities
18	Indirect economic impacts	203	Medium	Medium	Economic	Important	Annual	Communities
19	Materials	301	Medium	Medium	Environmental	Important	Annual	Communities
20	Marketing and labelling	417	High	Low	Governance	Important	Quarterly	Customers
21	Non-discrimination	406	Medium	Medium	Social	Important	Annual	Employees
22	Procurement practices	204	Medium	Low	Governance	Important	Annual	Suppliers
23	Public policy	415	Medium	Medium	Governance	Important	Annual	Regulators
24	Regulatory compliance	419	High	Medium	Governance	Critical	Annual	Regulators
25	Risk management	202	High	Medium	Governance	Critical	Quarterly	Investors

A close-up photograph of a white robotic hand, likely a Shadow Hand, holding a delicate white flower with yellow stamens. The hand is white with blue accents on the joints. The background is a soft-focus view of a city with hills in the distance under a clear sky.

CREATING VALUE, TRANSFORMING LIVES

At eChannelling, value isn't just measured in numbers—it's seen in healthier lives, empowered patients, and a digitised future for Sri Lanka's healthcare system. Explore how our innovations create impact across communities.



FINANCIAL CAPITAL

DELIVERING VALUE THROUGH STABILITY, EFFICIENCY, AND SUSTAINABLE GROWTH



FINANCE HAS BEEN A CORNERSTONE OF ECHANELLING PLC'S CONTINUED SUCCESS DRIVING PERFORMANCE, ENABLING AGILITY, AND UNDERPINNING STRATEGIC DECISION-MAKING.



STRATEGIC PRIORITIES AND HIGHLIGHTS

- ▲ Managing well diversified revenue streams from a diverse product offering.
- ▲ Optimising operational expenses and other overheads to maximise profitability levels.
- ▲ Adherence to all regulatory and compliance requirements and standards.
- ▲ Managing working capital in an efficient manner and minimising external borrowings.
- ▲ Enhance market penetration and revenue expansion strategies.

Our financial capital reflects more than just numbers; it captures the strength of our operations, the discipline of our prudent risk management, and the foresight of our strategic planning. Through sound financial governance and technology-led efficiencies, we continued to deliver sustainable value to all stakeholders.

OVERVIEW OF FINANCIAL PERFORMANCE

At eChannelling PLC, our approach to managing financial capital is guided by strategic foresight, prudent risk management, and a steadfast commitment to long-term value creation. We recognise that financial strength is not only about short-term returns but also about building resilience and sustainability over time. In FY 2024, our disciplined financial stewardship enabled us to navigate economic complexities while maintaining robust liquidity, optimising capital allocation, and supporting operational agility.

Central to this success is our unwavering focus on transparency, accountability, and adherence to strong governance standards. These principles underpin every financial decision we make, reinforcing stakeholder trust and supporting our vision for sustainable growth. By aligning financial strategy with our broader purpose, we continue to create enduring value for shareholders, partners, and the communities we serve.

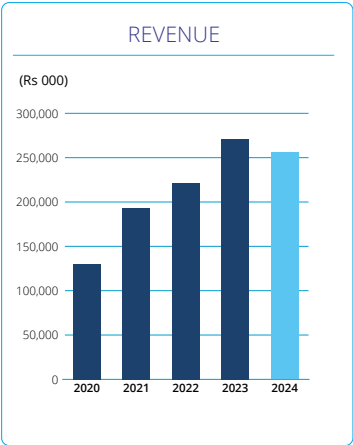
ANALYSIS OF THE FINANCIAL PERFORMANCE

eChannelling PLC remained focused on driving profitability through stringent cost management and operational efficiency. Proactive cost optimisation strategies enabled the Company to mitigate revenue pressures and sustain operating

profit growth. This disciplined approach reflects our financial agility and resilience, reinforcing our commitment to delivering value even in a challenging economic landscape. The strategy of broadening revenue streams through non-healthcare segments continued to contribute positively to top-line

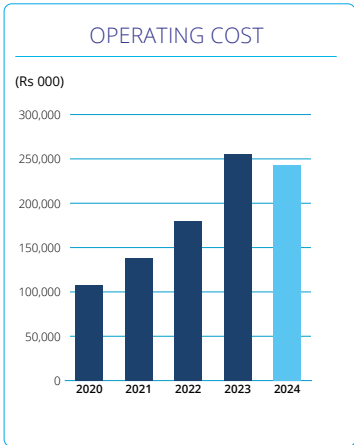
REVENUE

During the FY 2024 eChannelling recorded a moderate decline in revenue to Rs 256 Mn displaying a reduction of revenue of 6% compared to Rs. 271 Mn reported in FY 2023. The Company experienced a decline in revenue from the customer portal whilst maintaining its revenue from other sources. Other revenue mainly consists with revenue from foreign ministry bookings amounting to Rs. 23. 5 Mn (2023 - Rs.24.1 Mn) and revenue from NTMI bookings amounting to Rs. 19 Mn (2023 - Rs. 14.6 Mn).



OPERATING COSTS

The Company prudently managed direct costs in the FY 2024 expending Rs 57 Mn against Rs 64 Mn recorded in the FY 2023. Thereby successfully reducing direct costs by 11%. Resultantly the Company was successful in minimising the impact of the decline in revenue by reporting a gross profit of Rs 198.7 Mn.



PROFITABILITY

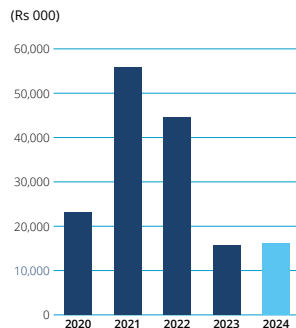
Despite the rise in staff-related expenses, the company successfully managed overall costs by implementing targeted optimisation strategies, including process efficiencies, resource realignment, and technology-driven solutions, which helped mitigate the impact on profitability. The Company significantly optimised its selling and distribution

FINANCIAL CAPITAL

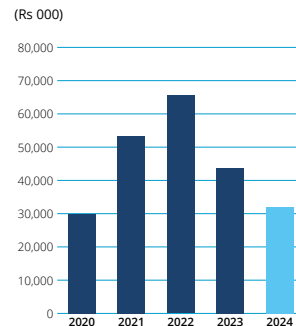
and marketing expenses through several strategies. These cost optimisation initiatives helped maintain the Company's operating profitability levels despite top line pressure.

Through these proactive strategies, the Company successfully recorded an operating profit of Rs. 16 million, reflecting a 2% increase compared to the previous. Despite a growth in operating profit in 2024, net profit declined by 27% to Rs. 31.9 Mn, primarily due to a 30% reduction in finance income, reflecting the impact of Central Bank interest rate adjustments. The Company remains focused on recalibrating its financial strategies to mitigate the effects of evolving monetary policy dynamics.

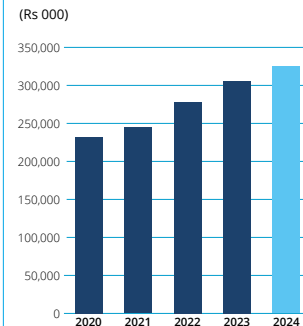
OPERATING PROFIT



NET PROFIT



SHORT TERM INVESTMENTS



ANALYSIS OF THE FINANCIAL POSITION

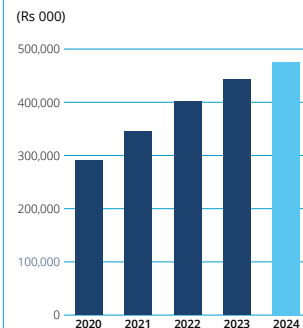
The Company's balance sheet recorded notable expansion of 20%, with total assets rising to Rs. 708 Mn million from Rs. 588 Mn. The current assets increased mainly due to the increase in the trade and receivables, short term investment, increase in cash and cash equivalents and right of use assets under non-current assets,

The asset base expansion reinforces our financial position and supports the Company's capacity for future growth.

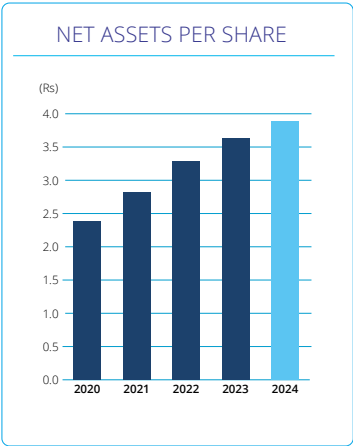
The Company maintained a strong liquidity position during the year. As at year-end, short-term investments and cash & cash equivalents increased by 6% and 40%, respectively. Short-term investments, primarily comprised of low-risk fixed deposits, amounting to Rs. 325 Mn.

The Company demonstrated an improvement in the total equity to Rs 475.5 Mn showing a visible improvement from Rs 443 Mn recorded in the last financial year.

EQUITY



NET ASSETS PER SHARE



The net assets per share increased to Rs 3.89 from 3.63 recorded in the last FY 2023. This reflects the marginal increase in net assets attributable to ordinary shareholders. This growth, though marginal, reflects a steady improvement in the company's financial position and underscores the increase in net assets attributable to ordinary shareholders. The uplift can be attributed to the company's consistent focus on earnings retention, prudent asset management, and a stable capital structure, which collectively contributed to enhancing shareholder value over the reporting period.

SHAREHOLDER VALUE CREATION

eChannelling remains committed to maximizing shareholder value through prudent capital allocation, transparent reporting, and consistent returns.

SDGS IMPACTED, FOCUS AREAS & MATERIAL TOPICS

Our financial capital management supports the following Sustainable Development Goals:

SDG	Description
	Decent Work and Economic Growth – Promote sustained, inclusive economic growth and efficient resource use
	Industry, Innovation and Infrastructure – Support innovation-driven, financially sustainable systems

- ▲ ROE (Return on Equity) stood at 6.72%.
- ▲ The Company has not obtained any borrowings during the reporting period and continues to operate without any debt liabilities. This debt-free position reflects the Company's strong financial discipline and prudent capital management strategy.

These indicators highlight the Company's financial stability and ability to generate value from its core assets

Focus Areas:

- ▲ Revenue stability and profitability
- ▲ Cost control and investment efficiency
- ▲ Shareholder value creation

Material Topics:

- ▲ Financial performance transparency
- ▲ Strategic capital allocation
- ▲ Long-term value generation

FINANCIAL GOVERNANCE AND INTERNAL CONTROLS

Strong governance and robust internal controls remained fundamental to eChannelling PLC's disciplined financial management in 2024. The Company continued to strengthen its financial oversight capabilities, embedding greater agility, accountability, and compliance across the organization.

Strategic enhancements included:

- ▲ Real-time variance analysis, enabling proactive financial decision-making;
- ▲ Tighter budgetary controls across all functions, reinforcing cost discipline and resource optimisation;

FINANCIAL CAPITAL

- ▲ Improved audit readiness and timely financial disclosures, aligned with evolving regulatory standards and stakeholder expectations.

Together, these measures reinforced the Company's commitment to transparency, strategic financial stewardship, and the long-term protection of shareholder value.

FINANCIAL CAPITAL AND STAKEHOLDER ENGAGEMENT

We engaged actively with financial stakeholders throughout the year to foster investor confidence and market transparency:

- ▲ Conducted virtual investor briefings and quarterly result reviews
- ▲ Strengthened communications with minority shareholders through enhanced reporting
- ▲ Maintained consistent engagement with regulatory authorities and financial auditors

These initiatives enhanced our credibility in the financial community and ensured alignment with broader stakeholder expectations.

LOOKING AHEAD

In 2025, eChannelling PLC aims to reinforce its position as a financially resilient and strategically agile healthcare technology provider. Our financial outlook will remain guided by disciplined cost management, value-based investment, and purposeful diversification.

- ▲ Explore new revenue streams through health data services, digital advertising, corporate partnerships, and expanded premium membership tiers
- ▲ Continue to pursue cost rationalization by leveraging automation in finance, procurement, and service delivery
- ▲ Strengthen investor relations and disclosures with sustainability-linked reporting

REPORTING FRAMEWORK

INTEGRATED REPORTING

The Company follows the International Integrated Reporting Framework (IIR) issued by International Integrated Reporting Council in December 2013.

A Preparer's Guide to Integrated Corporate Reporting in year 2015 and relevant supplement in year 2017 issued by the Institute of Chartered Accountants of Sri Lanka (ICA Sri Lanka)

SUSTAINABILITY REPORTING

GRI SUSTAINABILITY REPORTING STANDARDS 2016 – CORE OPTION

UNGC Principles and UN Sustainable Development Goals. The Company has adopted GRI Sustainability Reporting Standards 2016 for the fourth time for sustainability reporting. However, an independent assurance report has not been obtained due to external limitations.

REPORTING CYCLE AND DATE OF MOST RECENT PREVIOUS REPORT

The Annual Report 2024 of eChannelling PLC reports for the 12 months period from 1st January 2024 to 31st December 2024. This period is consistent with the Company's usual annual reporting cycle. The Company's most recent report was for the financial year 2023.



INTELLECTUAL CAPITAL

NURTURING INNOVATION, STRENGTHENING CAPABILITIES, AND ELEVATING BRAND VALUE



AS SRI LANKA'S PREMIER DIGITAL HEALTHCARE ENABLER, ECHANNELLING PLC HAS CONTINUED TO STRENGTHEN ITS INTELLECTUAL CAPITAL THROUGH INNOVATION, STRATEGIC PARTNERSHIPS, DIGITAL ADVANCEMENT, AND BRAND LEADERSHIP THROUGHOUT THE FISCAL YEAR 2024.



STRATEGIC PRIORITIES AND HIGHLIGHTS

In 2024, eChannelling demonstrated unwavering commitment to embedding innovation into its core business model. Our strategic direction focused on enhancing the value of intellectual capital by:

- ▲ Expanding our digital service portfolio, including the successful introduction of the ePremium Membership.
- ▲ Launching AI integrations across select internal systems to improve predictive analysis, customer service, and operational workflows.
- ▲ Strengthening data analytics capabilities through Power BI integration and the recruitment of a dedicated Data Analyst to streamline performance monitoring and decision-making.
- ▲ Re-certifying our ISO standards, further reinforcing our dedication to quality and service excellence.
- ▲ Implementing a new CRM system in the call center, enhancing the ability to deliver more personalized and responsive service.
- ▲ Automating manual tasks previously performed on Excel spreadsheets to create a fully integrated, real-time performance reporting system.
- ▲ Integrating Hutch Add-to-Bill capability, further expanding customer payment options.

Our ability to create and convert knowledge into value remains the cornerstone of our sustained success and long-term growth.

In 2024, eChannelling reinforced its commitment to building a future-ready enterprise by investing in internal systems, upskilling talent, expanding brand recognition, and fostering external collaborations that contribute to sustainable value creation.

INTELLECTUAL CAPITAL

SDGS IMPACTED, FOCUS AREAS & MATERIAL TOPICS

Our intellectual capital initiatives align with the United Nations Sustainable Development Goals (SDGs), in particular:

SDG	Description
	Ensure healthy lives and promote well-being for all at all ages
	Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation
	Strengthen the means of implementation and revitalize the global partnership for sustainable development



Focus Areas:

- ▲ Driving digital healthcare transformation
- ▲ Enhancing innovation capacity
- ▲ Strengthening stakeholder trust through transparency and credibility
- ▲ Improving real-time data intelligence for decision-making

Material Topics:

- ▲ Service quality and patient engagement
- ▲ Data security and digital capability
- ▲ Brand reputation and market leadership
- ▲ Operational efficiency through automation

KNOWLEDGE SYSTEMS AND INNOVATION

At eChannelling, we view knowledge as a strategic asset. Our intellectual capital strategy for 2024 focused on transforming isolated data into enterprise-wide intelligence that informs action, drives agility, and enhances competitive positioning. Highlights of our knowledge and innovation journey include:

Initiative	Description	Outcome
Power BI Integration	Automation of manual reporting through Excel into real-time dashboards	Improved visibility, faster decision-making
Data Analyst Recruitment	Hiring of an expert to manage enterprise data strategy	Deeper insights and analytics capabilities
AI Integration	Incorporation of AI into internal operations	Enhanced customer interaction and predictive modeling
CRM Implementation	New system rolled out at the call center	Streamlined customer service workflows

PARTNERSHIPS AND BRAND COLLABORATIONS. THIS IS EPREMIUM NEW MERCHANT AQUISIONS

Intellectual capital at eChannelling is amplified by our growing network of strategic partners. During the year under review, we onboarded several high-impact partners, further validating our brand strength and stakeholder trust.

Partner	Sector	Purpose
Kandy Diabetes Centre, Arogya, Sentara, Mother & Baby Care	HEALTHCARE	Expanding channelling access and coverage
Union Chemists	PHARMACY	Enhancing value through ePremium network
Power World / StepUp Fitness	FITNESS & WELLNESS	Promoting healthy lifestyles and app engagement
The Splend Beauticare	WELLNESS & AESTHETICS	Partnering for lifestyle service expansion
Bristol Institute	EDUCATION	Collaboration for ePremium benefits

These partnerships are a testament to our ability to translate intellectual capital into tangible market impact and customer value.



INTELLECTUAL CAPITAL

TACIT KNOWLEDGE AND DOMAIN EXPERTISE

Our intellectual capital is deeply rooted in the tacit knowledge and experience of our multidisciplinary team. With decades of combined expertise across healthcare, digital platforms, marketing, and customer service, our team brings insight that goes beyond technical skills. This form of embedded, experience-based knowledge informs strategic decision-making, enhances product design, and enables us to adapt rapidly to evolving needs.

We continue to cultivate this capital through a culture of knowledge-sharing, mentoring, and continuous professional development. This ensures that critical know-how is not only preserved but is also translated into actionable innovation. Our ability to anticipate customer needs and deliver responsive, human-centric solutions is a direct outcome of this deep expertise.

STRATEGIC BRANDING AND MARKETING

Our brand is built on trust, inclusivity, and relevance. We adopt an integrated marketing strategy that balances the strengths of digital and traditional media to maximise reach and impact. All communications

are delivered in Sinhala, Tamil, and English, allowing us to reach a truly national audience across diverse demographics.

As smartphone usage and digital literacy continue to rise in Sri Lanka, we have adopted a robust digital marketing strategy to expand reach, encourage engagement, and convert awareness into usage.

We leverage social media and content platforms to promote our services while also educating the public on health and wellness topics. These channels allow for real-time engagement, feedback collection, and awareness-building, significantly enhancing customer trust and loyalty. eChannelling's digital platforms are the primary interface through which we engage with customers.

Our presence across social media platforms, including Facebook, Instagram, YouTube, and LinkedIn, has enabled us to connect with users more effectively. We use these platforms not only to promote our products but also to share educational health and wellness content, offer live Q&A sessions, and deliver timely updates. This has significantly increased our organic engagement, follower base, and user trust.



FACEBOOK REACH

6,531,652



INSTAGRAM REACH

926,529



TIKTOK REACH

204,764



FACEBOOK PAGE VISITS

73,672



INSTAGRAM PROFILE VISITS

51,431



TIKTOKS PAGE VISITS

7363

All content is produced in Sinhala, Tamil, and English to ensure linguistic inclusivity and national reach. Data analytics guide our digital campaigns helping us tailor content, track sentiment, and refine user targeting for better ROI.

As a result, our digital channels have witnessed steady growth in impressions, click-throughs, session durations, and conversion rates. More users are discovering, interacting with, and returning to our platform affirming its value and convenience in everyday healthcare access.

DRIVING GROWTH THROUGH STRATEGIC SEO IMPLEMENTATION

In 2024, eChannelling significantly enhanced its digital presence through the strategic adoption of advanced search engine optimisation (SEO) techniques. By aligning our content strategy and technical infrastructure with globally recognised best practices, we increased visibility across high-intent health-related search queries, which played a key role in driving organic user acquisition and strengthening customer retention.

These efforts delivered tangible results. We welcomed 1.6

million new users, bringing our total number of active users to 1.7 million. Our content generated over 24 million views, reflecting the growing demand for accessible, trusted digital healthcare services. In parallel, we saw a consistent rise in organic website traffic, improved search engine rankings, and higher appointment conversions via unpaid digital channels.

This performance underscores the cost efficiency of our marketing strategy and the strength of our SEO-led approach. eChannelling continues to lead Sri Lanka's digital healthcare sector, reinforcing long-term brand value while unlocking scalable and sustainable growth opportunities.

EXPANDING REACH THROUGH TIKTOK

In 2024, eChannelling strengthened its presence on TikTok by embracing trend-led, informative, and engaging content. Through initiatives such as our health tips mini series, we delivered bite sized, accessible healthcare knowledge to a broader digital audience. The partnership with Joseph Freezeer further amplified our visibility, helping us connect with younger demographics in creative and meaningful ways.

Our focus on employee branding and participation in viral trends enabled us to humanise the brand while reinforcing credibility. As a result, we reached 6,326 users in 2024 through TikTok alone, showcasing strong engagement across key audience segments.

By continuously adapting to evolving digital behaviours, eChannelling has positioned itself as the number one brand in Sri Lanka's digital healthcare sector, using platforms like TikTok to educate, engage and empower.

PARTNERSHIPS FOR GREATER IMPACT

A comprehensive medical campaign was recently conducted at Lumbini College, in collaboration with My Dentist Hospital, focusing on promoting oral health awareness among school children and staff. The campaign aimed to educate participants on the importance of maintaining proper dental hygiene, early detection of oral diseases, and preventive care practices. The event saw enthusiastic participation from students and teachers, making it an impactful initiative towards fostering long term health habits within the school community.

At Anula College, a dedicated diabetes awareness campaign was organized,

INTELLECTUAL CAPITAL

targeting both students and the academic staff. Led by a team of leading medical professionals in the country, the campaign focused on educating attendees about non-communicable diseases, with a special emphasis on diabetes including its causes, risk factors, early symptoms, and lifestyle modifications that can help prevent or manage the condition. Interactive sessions, health screenings, and expert consultations provided valuable insights to the attendees.

These two school-based health initiatives underscore a broader mission to instill preventive healthcare knowledge among young individuals and educators alike. By bringing in some of Sri Lanka's top medical experts and collaborating with reputable healthcare institutions, the campaigns were able to deliver high-impact, educational experiences that are expected to result in healthier school environments and empowered communities.

TRADITIONAL MARKETING

Complementing our digital strategy, we deploy ATL and BTL campaigns, including print, radio, and outdoor advertising, to ensure sustained brand visibility. Our in-hospital branding initiatives further strengthen top-of-mind recall at critical points of patient interaction.



SPONSORSHIPS

We also invest in strategic sponsorships that align with our brand values. From supporting public health campaigns to community events, these initiatives reinforce our role as a socially responsible organisation committed to national well-being. Sponsorships provide direct engagement opportunities, increase brand equity, and allow us to support causes that matter to our customers.

PARTNERSHIPS FOR GREATER IMPACT

We view partnerships as a cornerstone of our business model. Our alliances with both public and private sector institutions help us extend the value of our platform to a wider audience. A key example is our collaboration with the Ministry of Foreign Affairs, where eChannelling manages appointment bookings for consular services. This initiative reflects the trust placed in our systems and showcases the flexibility of our platform in supporting national digital service delivery.

We also partner with hospitals, laboratories, and healthcare professionals to ensure seamless integration of services across the healthcare ecosystem. These partnerships not only strengthen our operational network but also build long-term resilience and mutual value.

During the year we did not report any incidents of non-compliance concerning breaches of product information and labelling.



TECHNOLOGY-ENABLED BUSINESS PROCESSES

Our business processes are designed with efficiency, scalability, and user experience in mind. We continue to invest in automation, workflow digitisation, and data analytics to streamline operations and improve decision-making. These technologies reduce administrative burdens, minimise human error, and enable faster turnaround times.



We also use digital tools to monitor customer satisfaction, identify emerging trends, and adapt our services proactively. Our internal systems are continuously improved to support growing demand, while ensuring reliability, compliance, and data security.

These technology investments enhance productivity and reduce cost-to-serve, enabling us to remain agile and competitive in an evolving digital landscape.

As we move forward, we remain focused on creating sustainable value, advancing digital inclusion, and contributing meaningfully to the country's healthcare and digital transformation agendas.

INTELLECTUAL CAPITAL

AWARDS AND RECOGNITION

Our strong brand equity and market credibility were reaffirmed by several prestigious accolades during the year, reflecting our innovation, partnerships, customer-centricity, and digital advancement:

Award	Awarding Body	Achievement
Best Management Practices Award 2024 (Merit)	CPM Sri Lanka	Operational excellence and best practices
Online Brand of the Year 2024	SLIM Brand Excellence, Sri Lanka Institute of Marketing	Brand leadership and digital innovation
Recognition		Achievement
Recognized for Strategic Brand Excellence	Various Print Media (Daily News, Daily Mirror, etc.)	Coverage of milestones in innovation, customer service, and digital transformation
Recognized for Premium Member Launch	Media Recognition (with Bristol Institute)	Acknowledged for launching ePremium Membership with added service value
CSR Activity		Achievement
Appreciation from Apeksha Hospital	Community Healthcare Recognition	Acknowledged for heartfelt donation to cancer hospital
Community Engagement on Mother's Day	CSR Recognition	Special outreach programs for women's health and appreciation of medical professionals
Free Dental Health Camp Collaboration	School & Student Outreach	In partnership with My Dentist at Lumbini College
Strategic Collaborations Recognized	Internal and Public Forums	Partnerships with StepUp, Power World, Union Assurance, Union Chemists, and more

These recognitions validate the power of our intellectual capital in fostering operational excellence, digital innovation, and stakeholder confidence.





STRATEGIC FRAMEWORKS AND GOVERNANCE

Our intellectual capital development is driven by a robust framework that emphasizes continuous improvement and innovation:

- ▲ ISO Recertification – Reaffirming commitment to excellence and compliance
- ▲ Agile Governance – Decision-making supported by real-time analytics (Power BI)
- ▲ Integrated CRM – Enhancing data-driven customer service delivery
- ▲ Brand Governance – Strategic brand consistency across digital and physical touchpoints

We ensure strategic alignment with our business goals through structured internal reviews, digital roadmaps, and partner engagement strategies.

LOOKING AHEAD

As we move into 2025 and beyond, eChannelling will continue to prioritize intellectual capital as a key enabler of growth. Our focus will be on:

- ▲ Scaling AI capabilities for operational efficiency
- ▲ Investing in R&D and digital service diversification
- ▲ Deepening strategic partnerships to support omnichannel care
- ▲ Driving health-tech innovation to support inclusive, accessible care across Sri Lanka

By nurturing a culture of innovation and embedding intelligence into every operational layer, we remain future-ready and committed to delivering exceptional value to all stakeholders.

We firmly believe that intellectual capital is not only about technology—it is about empowering our people, building trust through transparency, and innovating to serve better. Through this lens, we continue to evolve, adapt, and lead as Sri Lanka's most trusted digital healthcare platform.





HUMAN CAPITAL

EMPOWERING PEOPLE, ENHANCING ACCESS TO CARE



OUR PEOPLE ARE THE DRIVING FORCE BEHIND THE ORGANISATION. THEIR UNWAVERING PASSION AND DILIGENCE FUEL OUR GROWTH, INSPIRE INNOVATION, AND STRENGTHEN OUR RESILIENCE. WE FIRMLY BELIEVE THAT A MOTIVATED AND ENGAGED WORKFORCE IS FUNDAMENTAL TO SUSTAINING EXCELLENCE IN TODAY'S DYNAMIC AND EVER-EVOLVING HEALTHCARE ENVIRONMENT.

In 2024, we introduced key initiatives to strengthen our workplace culture and enhance the employee experience. These efforts reflect our continued commitment to building an inclusive, high-performing organisation where individuals thrive and contribute to our shared mission.

KEY HIGHLIGHTS OF 2024



- ▲ Expanded flexible work arrangements to promote work-life balance and agility
- ▲ Introduced enhanced employee wellbeing programmes supporting holistic health
- ▲ Implemented an updated performance management and succession planning framework
- ▲ Broadened social welfare initiatives to strengthen employee and community engagement

VALUE CREATED



- ▲ Investment of Rs. 1,044,042.78 in training and development
- ▲ Introduction of flexible work arrangements and wellness programmes to support work-life integration
- ▲ Training hours
Manager - 21.5 Hours &
Executive 15 hours

FINANCIAL YEAR OUTCOME

eChannelling continues to benefit from a workforce that is both deeply engaged and committed to the organisation's mission. This growing sense of dedication and enthusiasm among employees is reflected in their contribution to innovation, service excellence, and organisational resilience. Fostering this high level of

FOSTERING THIS HIGH LEVEL OF ENGAGEMENT REMAINS A STRATEGIC PRIORITY AS WE BUILD A PERFORMANCE-DRIVEN, FUTURE-READY CULTURE

engagement remains a strategic priority as we build a performance-driven, future-ready culture.

APPROACH TO HUMAN CAPITAL MANAGEMENT

EMPOWERING OUR PEOPLE

At eChannelling, we recognise that our employees are central to our success. Their expertise, innovation, and dedication drive our operations and shape our long-term strategy. In 2024, we reaffirmed our commitment to employee development and wellbeing through a range of strategic initiatives.

We invested Rs. 1,044,042.78 in training and development, focusing on key areas such as artificial intelligence, supervisory leadership, cybersecurity and software development. These efforts ensure our workforce remains future-ready, engaged, and aligned with evolving industry demands.

WE INVESTED RS. 1,044,042 IN TRAINING AND DEVELOPMENT, FOCUSING ON KEY AREAS SUCH AS ARTIFICIAL INTELLIGENCE, SUPERVISORY LEADERSHIP, CYBERSECURITY AND SOFTWARE DEVELOPMENT

To support career progression, we continued to expand mentorship programmes, internal mobility opportunities, and clearly defined career pathways. These initiatives are designed to retain top talent and foster long-term growth within the organisation.

ENHANCING EMPLOYEE EXPERIENCE

Significant strides were made in strengthening workplace culture during 2024. We introduced flexible work arrangements and wellness programmes to support work-life integration. Initiatives such as “Fun Fridays” helped create an inclusive and energising work environment.

Additionally, employees enjoyed participation in 6-a-side cricket tournaments organised by CIPM & CPM, a monthly indoor friendly cricket game, as well as an annual International Women’s Day celebration.

1. [Secret Santa](#)
2. [Year End Staff Get Together](#)
3. [CSR Campaign on Vesak poya day for Apeksha Hospital .](#)
4. [Staff Educational milestone Celebrations](#)

A refreshed performance management system was launched to promote fair and transparent evaluations, complemented by improved compensation structures. Performance-based bonuses are

now offered in April, and December, rewarding excellence and aligning with organisational goals.

We also expanded our social and community engagement efforts, hosting a variety of events to foster employee connection and reinforce our collective spirit.

Through these investments, eChannelling continues to cultivate a resilient, skilled, and motivated workforce, essential to sustaining long-term organisational success.

OUR TEAM

OPERATIONAL EXCELLENCE THROUGH A LEAN BUSINESS MODEL

eChannelling operates under a lean business model designed to maximise value creation while minimising inefficiencies across all operational processes. This disciplined approach emphasises efficiency, agility and a culture of continuous improvement, ensuring the delivery of high-quality

BY STREAMLINING WORKFLOWS AND ELIMINATING NON-VALUE-ADDING ACTIVITIES, THE ORGANISATION ENHANCES ITS RESPONSIVENESS, REDUCES OPERATIONAL OVERHEADS, AND ACCELERATES DECISION-MAKING.

HUMAN CAPITAL

products and services through optimal resource utilisation.

By streamlining workflows and eliminating non-value-adding activities, the organisation enhances its responsiveness, reduces operational overheads, and accelerates decision-making. This model not only strengthens our ability to meet evolving customer expectations but also positions eChannelling for sustainable growth and competitiveness in a dynamic market landscape.

WORKFORCE DIVERSITY

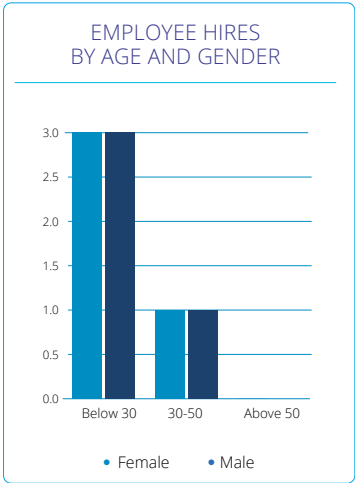
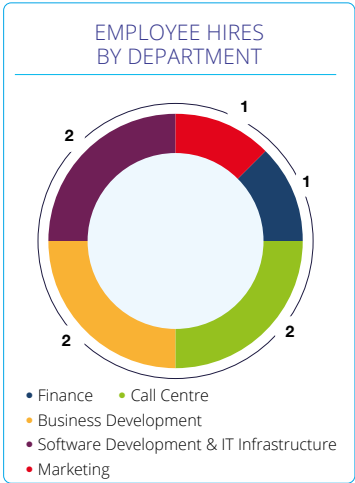
COMMITMENT TO DIVERSITY AND INCLUSION

eChannelling continues to lead with a strong commitment to cultivating a diverse, inclusive, and non-discriminatory workplace where all individuals are respected and valued, regardless of gender, ethnicity, religion, or background. Aligned with international labour standards and global human rights principles, the organisation upholds fair, equitable opportunities for all employees.

As a responsible corporate we do not employ any child labour and abide by all regulations.

Our Human Resources function plays a central role in embedding these values across the organisation, actively driving inclusive policies and fostering a culture of respect, belonging, and equal opportunity.

Department	M	F	Total
HR & Admin	2	0	2
Finance	2	4	6
Call Centre	3	1	4
Business Development	6	1	7
Software Development & IT Infrastructure	5	6	11
Marketing	3	1	4
Total			34



FEMALE REPRESENTATION BY CATEGORY

Category	M	F	% of females employed
Senior Management	04	02	33%
Management	05	04	36%
Executive	11	07	35%
Non-executive	01	0	0

RECRUITMENT & TURNOVER

STRATEGIC TALENT ACQUISITION AND WORKFORCE COMPOSITION

In 2024, eChannelling strategically expanded its workforce with the addition of eight new employees, enhancing our capacity to deliver on key business objectives. Notably, a significant share of our employees falls within the 25–35 age group, bringing digital fluency and

a strong orientation toward innovation, qualities that support our responsiveness to evolving market demands and technological advancements.

Our recruitment process is deliberately rigorous and structured, assessing candidates across multiple stages for academic credentials, professional expertise, and interpersonal strengths. Offers are extended only to individuals who exhibit the potential to contribute tangible value while upholding the company's ethos.

Talent retention remains a priority, and our continued emphasis on employee engagement, meaningful work, and a supportive culture has contributed to consistently low turnover, reinforcing our standing as an employer of choice within the healthcare technology sector.

TRAINING AND DEVELOPMENT

BUILDING CAPABILITY THROUGH LEARNING AND DEVELOPMENT

At eChannelling, capability building remains integral to our talent strategy, supporting both organisational excellence and individual career growth. We view continuous learning as essential to remaining competitive in the evolving digital healthcare space, while also empowering employees to thrive in dynamic environments.

In 2024, we delivered a series of structured training initiatives, totalling



a sum of Rs.1,044,042.78—targeted at enhancing technical proficiency, leadership capacity, and strategic thinking. These programmes formed part of a broader effort to strengthen our internal talent pipeline and bridge capability gaps at key levels within the organisation.

By fostering a learning-oriented culture, we ensure our people are equipped to adapt, innovate and contribute meaningfully to long-term value creation.

PERFORMANCE MANAGEMENT AND TALENT GROWTH

eChannelling recognises the critical role of performance management in driving both individual development

**BY FOSTERING A
LEARNING-ORIENTED
CULTURE, WE
ENSURE OUR PEOPLE
ARE EQUIPPED TO
ADAPT, INNOVATE
AND CONTRIBUTE
MEANINGFULLY TO LONG-
TERM VALUE CREATION.**

and organisational success. In 2024, we enhanced our performance framework to better connect employee objectives with company-wide strategic priorities, ensuring a more focused and impactful contribution across all levels.

Key performance indicators (KPIs) are set in advance, tailored to departmental goals and broader business outcomes. The process includes structured self-appraisals and one-on-one feedback sessions with direct supervisors. This year, we adopted a bi-annual review cycle to foster continuous feedback, improve goal setting, and strengthen workforce alignment.

HUMAN CAPITAL



We also support employees in pursuing career growth by encouraging them to take on expanded responsibilities and new challenges. This approach nurtures talent, adds value to existing roles, and reinforces our commitment to a performance-driven, empowering workplace culture.

REWARDS AND REMUNERATION

At eChannelling, our rewards and remuneration framework plays a vital role in attracting, retaining, and motivating top talent. Grounded in fairness and equity, it aligns with both the Shop and Office Employees (Regulation of Employment and Remuneration) Act of Sri Lanka and the policies of our parent company.

Employees receive a comprehensive mix of monetary and non-monetary benefits based on their role and grade. Annual reviews ensure compensation remains competitive and responsive to inflation and market benchmarks.



Performance-based increments and bonuses are awarded in line with individual achievement of KPIs and overall job performance.

We take great pride in our clear and ongoing commitment to employee wellbeing, which is reflected in our inclusive leave policies, such as maternity and voluntary paternity leave. These initiatives are designed to support work-life balance and reinforce the people-centric culture that defines who we are as an organisation.

EMPLOYEE ENGAGEMENT, WELLBEING AND COMMUNITY INITIATIVES

At eChannelling, we prioritise a positive and engaging workplace culture that supports both employee wellbeing and community responsibility. Throughout 2024, we implemented several initiatives to strengthen motivation, foster team spirit and reinforce our organisational values.

**ANNUAL REVIEWS
ENSURE COMPENSATION
REMAINS COMPETITIVE
AND RESPONSIVE TO
INFLATION AND MARKET
BENCHMARKS.**

Staff engagement was promoted through participation in 6-a-side cricket tournaments, monthly indoor cricket sessions, and celebrations such as International Women's Day. Informal recognition of employee achievements and team gatherings further contributed to morale and cohesion.

In line with our CSR commitments, we also donated 50 Diabetasol packs to the Maharagama Cancer Hospital during the Vesak season. These collective efforts reflect our commitment to building an inclusive, values-driven, and socially conscious workplace.





EMPLOYEE WELFARE AND WORK-LIFE BALANCE

eChannelling is steadfast in its pursuit of a supportive and high-performing work environment that values both professional excellence and personal wellbeing. In 2024, our HR strategy prioritised a holistic approach to employee engagement, incorporating a blend of monetary rewards and meaningful non-monetary benefits designed to enhance overall quality of life.

We sustained our hybrid work model, offering flexible work arrangements tailored to operational requirements and structured rosters. This model has proven instrumental in promoting work-life balance, improving employee satisfaction and reinforcing our reputation as an adaptive, employee-focused organisation.



The company's 'Open Door Policy' encourages open communication, enabling employees to voice concerns and share feedback directly with management. Our lean organisational structure facilitates regular, personal-level engagement, allowing for swift resolution of issues and stronger team alignment.

In line with the UN Sustainable Development Goal on 'Good Health and Wellbeing', we introduced the eChannelling Health and Wellbeing Policy to further promote healthy lifestyles and mental wellness within the workforce.



These initiatives have played a vital role in helping employees manage family responsibilities and economic pressures, reinforcing our commitment to a resilient and people-first culture.

OCCUPATIONAL HEALTH AND SAFETY

At eChannelling, our dedication to maintaining a safe and healthy work environment for all employees remains unwavering. In response to heightened global health risks in recent years, the company reinforced its occupational health and safety

HUMAN CAPITAL

WE ARE COMMITTED TO IMPLEMENTING NECESSARY INTERNAL CONTROLS TO IDENTIFY CORRUPTION, TO TRAIN OUR EMPLOYEES IN ORDER TO RAISE AWARENESS OF POTENTIAL DANGERS WHILE WE SEEK TO ADHERE TO NATIONAL ANTI-CORRUPTION AND BRIBERY LAWS AND REGULATIONS.



protocols, placing a strong emphasis on prevention and preparedness.

A hybrid work model was maintained, and when on-site presence was necessary, strict hygiene standards and safety measures were implemented to minimise risk and protect employee wellbeing.

These efforts reflect our consistent focus on creating a secure and

supportive workplace that prioritises the physical and mental health of our people.

ANTI-BRIBERY AND CORRUPTION

As an emerging e-commerce platform that specialises in offering health

and lifestyle services, we seek to enhance our adherence to the Anti-Corruption Act 9. of 2023. We aim to reinforce our compliance framework to safeguard against bribery and corruption, thereby solidifying our market position and investor confidence. To this end, we focus on providing training to raise awareness among employees and partners and implement risk assessment procedures. We acknowledge the importance of a stronger due diligence process and clear communication channels for reporting issues. Additionally, we aim to use digital tools to improve monitoring and gain real-time insights into compliance risks.

We are committed to implementing necessary internal controls to identify corruption, to train our employees in order to raise awareness of potential dangers while we seek to adhere to national anti-corruption and bribery laws and regulations.

WAY FORWARD

- ▲ Implement initiatives to enhance productivity and retention through training, development and upskilling programmes.
- ▲ Promote diversity and inclusion within the workforce, focusing on recruitment practices and support programmes.
- ▲ Competitive benefits in the form of cash and other benefits in line with industry standards and the cost of living.
- ▲ Improve the transparency of the performance appraisal process, with KPIs measured against metrics and employee performance rewarded accordingly.
- ▲ Implement policies supporting employee health and well-being, including mental health initiatives, work-life balance practices and providing a good working environment.





SOCIAL AND RELATIONSHIP CAPITAL

STRENGTHENING TRUST, ENRICHING PARTNERSHIPS, AND CREATING SHARED VALUE



AT ECHANELLING PLC, SOCIAL AND RELATIONSHIP CAPITAL FORMS THE FOUNDATION OF OUR ABILITY TO GROW SUSTAINABLY AND DELIVER MEANINGFUL IMPACT ACROSS THE HEALTHCARE ECOSYSTEM.

In the fiscal year 2024, we continued to build on our legacy of trust, accessibility, and collaboration by engaging our customers, partners, regulators, and communities with empathy, transparency, and innovation. As Sri Lanka's first and most trusted digital healthcare platform, we recognize that our long-term success is deeply rooted in the strength of our relationships.



STRATEGIC PRIORITIES AND FOCUS AREAS

In line with our commitment to stakeholder engagement and shared value creation, our focus in 2024 remained on:

- ▲ Enhancing patient and customer satisfaction through seamless digital experiences and value-added services
- ▲ Strengthening partnerships with hospitals, pharmacies, insurers, educational institutions, and wellness providers
- ▲ Leading impactful CSR initiatives that promote healthcare access and community well-being
- ▲ Maintaining open communication and compliance with regulators and industry bodies

CUSTOMER ENGAGEMENT AND EXPERIENCE

Customer satisfaction remains a core pillar of our relationship capital strategy. In 2024, we focused on increasing personalization, improving convenience, and embedding service excellence across all touchpoints.

- ▲ Launched the ePremium Membership, offering tailored benefits and access to a growing partner network
- ▲ Implemented a new CRM platform in our call center for improved service response and complaint resolution
- ▲ Leveraged Power BI analytics to monitor customer satisfaction and journey insights in real time

SOCIAL AND RELATIONSHIP CAPITAL

These initiatives enhanced our ability to serve customers faster, better, and more intuitively.

B2B



300+
HOSPITALS



500+
PHARMACIES



2000+
AGENTS



6000+
DOCTORS



30+
THIRD PARTY
INTEGRATIONS

Teleconsultation



1000+
APPOINTMENTS
PER ANNUM



60+
DOCTORS

BUILDING A CONNECTED PARTNER ECOSYSTEM

During the year, eChannelling focused on scaling its partner network, ensuring users could benefit from a wide range of services within a cohesive and integrated ecosystem.

B2C



8million
APPOINTMENTS
PER ANNUM



1000+
TESTS VIA
eCHANNELLING
PER ANNUM



50+
CORPORATES

ePremium



300,000+
LOYALTY CUSTOMERS



50+
CORPORATE/MERCHANTS

These collaborations positioned eChannelling as a hub for holistic healthcare engagement.

SUPPLIERS

We recognise the vital role our suppliers play in ensuring the smooth functioning of our business operations. We are committed to fostering long-term, collaborative relationships with our

suppliers built on trust, transparency, and mutual respect. These partnerships are instrumental in helping us deliver high-quality services to our customers and stakeholders, contributing directly to our continued growth and success.

KEY SUPPLIER GROUPS

System
support and
hardware
suppliers

Media and
advertising
suppliers

General
administrative
and software
suppliers

Proportion of spending on local suppliers is 90%.

PROCUREMENT PROCESS

We adhere to a stringent and ethical procurement process to ensure fairness and accountability in all supplier engagements. Potential suppliers undergo a comprehensive screening process to verify their credentials and the quality of their products or services. Once approved, suppliers are added to our official database, accessible to authorised employees for procurement activities.

We ensure that our suppliers do not engage child labour and have had not had any incidents of non compliance.

To ensure competitive pricing and optimal service quality, our procurement policy mandates the collection of three quotations for each purchase. This enables thorough comparison of pricing, quality standards, and service offerings, ensuring value-driven procurement decisions.

STRENGTHENING COMMUNITIES

We are deeply committed to engaging with and uplifting the communities we serve. Our approach involves meaningful collaboration with a broad spectrum of stakeholders, including residents, local businesses, and government institutions. By engaging closely with these groups, we can address community needs, leverage

local insights, and identify avenues for mutual growth and sustainable development.

Through our continued investment in community-focused initiatives, we foster stronger social ties, create shared value, and drive long-lasting positive impact.

KEY COMMUNITY INITIATIVES



STRATEGIC APPROACH TO COMPLIANCE

As a responsible and future-focused organisation, we adopt a proactive stance in aligning our compliance framework with evolving legal and regulatory requirements. Our regular policy updates are driven by a strategic commitment to safeguarding stakeholder interests, ensuring data integrity, and maintaining market confidence. We recognise that robust compliance is not merely a legal obligation but a strategic enabler of sustainable growth and reputation management. Accordingly, we are deeply invested in upholding ethical data handling practices that reinforce customer trust and long-term brand equity

SOCIAL AND RELATIONSHIP CAPITAL

REGULATORY INTEGRITY AND LEGAL ASSURANCE

Anti-Competitive Behaviour, Anti-Trust, and Monopoly Practices Strategic Disclosure:

During the reporting period, there were no legal actions or proceedings instituted against the Company in relation to anti-competitive conduct, anti-trust violations, or monopoly practices underscoring our commitment to fair market conduct and ethical competitiveness

HUMAN RIGHTS DUE DILIGENCE

Strategic Disclosure: Our operations are not currently subject to formal human rights reviews or impact assessments. Nevertheless, we remain aligned with international human rights standards and continuously monitor emerging risks to ensure responsible business conduct across the value chain.

POLITICAL NEUTRALITY

Strategic Disclosure: In line with our governance principles and commitment to ethical neutrality, the Company did not make any political contributions during the reporting period.

SOCIO-ECONOMIC COMPLIANCE

Strategic Disclosure: No breaches of socio-economic laws or regulations were reported during the year under review. This reflects the strength of our internal controls and our broader commitment to responsible corporate citizenship.

SECURITY GOVERNANCE AND HUMAN RIGHTS ALIGNMENT

Strategic Disclosure: All security personnel are engaged through accredited third-party providers and are trained in accordance with the Company's human rights policies and protocols—ensuring alignment with our broader ESG commitments.

NON-DISCRIMINATION AND INCLUSIVE WORKPLACE PRACTICES

Strategic Disclosure: There were no reported incidents of discrimination during the year. This reflects the effectiveness of our inclusive workplace policies and our dedication to fostering a culture of respect, equity, and diversity.

PRODUCT PORTFOLIO

Products



Doctor channelling



Medical examination for fulfilling NTMI requirements



eHospital
Audio/
Video doctor
consultations



ePharmacy
Online purchase
of medicines
from pharmacies



Appointments
via Ministry of
Foreign Affairs



eLab
Online request
for lab tests from
preferred hospitals/
labs or the mobile
lab testing unit



eChat
Chat with doctor

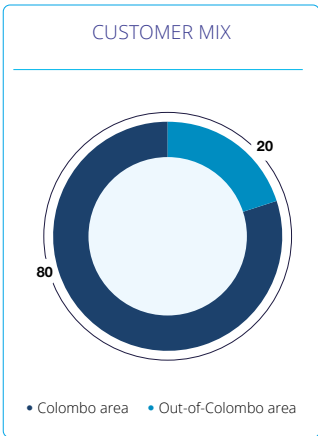


ePremium

We regularly update our compliance policies to stay updated. We ensure that our customers' data is protected and handled in a secure and ethical manner.

OUR CUSTOMER PROFILE

At eChannelling, our commitment to delivering superior healthcare access and service excellence is driven by a customer-centric approach that embraces diversity, innovation, and security. Our customer base represents a wide spectrum of users, including residents based in Colombo as well as those in rural and outstation areas. Through the strategic use of technology, we have been able to bridge geographical barriers and extend our services beyond urban centers, reaching underserved rural segments and ensuring equitable access to quality healthcare.



ENRICHING CUSTOMER EXPERIENCE AND CONVENIENCE

Our dedication to enriching the customer experience is reflected in the convenience

and accessibility of our services. Operating a 24x7 call center staffed with trained professionals enables us to provide uninterrupted support around the clock. Our customer relationship management (CRM) system is designed to automate interaction levels, creating smooth and personalized communication pathways that enhance responsiveness and customer satisfaction.

We have digitized the entire customer complaint management process, which has significantly accelerated feedback collection and issue resolution. Our commitment to resolving complaints within a 48-hour timeframe ensures that customer concerns are addressed

promptly, fostering confidence and reliability in our services. Throughout the year, we are proud to report that no major complaints were received, demonstrating the effectiveness of our proactive monitoring and quality assurance.

In addition, features such as direct dial and running number services have greatly enhanced customer convenience, allowing users to access healthcare providers quickly and with minimal friction. This level of service innovation contributes to seamless appointment booking and follow-ups, reducing wait times and administrative burdens for our customers.



DIRECT-DIAL 1225

TO MAKE AN APPOINTMENT FROM ANYWHERE AT ANY TIME ON THE SLT LAND-LINE NETWORK



DIRECT DIAL 225

TO MAKE AN APPOINTMENT FROM ANYWHERE ON ANY MOBILE NETWORK



24 X 7

CALL CENTRE OPERATIONS ON
0710225225

SOCIAL AND RELATIONSHIP CAPITAL



RUNNING NUMBER (QUEUING SYSTEM)



AUTOMATED PROCESS FOR CLAIMING REFUNDS ON THE WEBSITE



OWN SELF-HELP KIOSK MACHINES



WALK-IN FACILITIES AT PHARMACIES, BANKS AND OTHER AGENTS TO MAKE CONSULTATION APPOINTMENTS



MULTI-CHANNEL DIGITAL TOUCH POINTS FOR EASY SETTLEMENT OF PAYMENTS



ONLINE-CHANNELLING (WEB PORTAL AND MOBILE APP)

UPHOLDING CUSTOMER PRIVACY AND DATA SECURITY

We recognize that customer privacy and data protection are paramount in maintaining trust and confidentiality in the healthcare sector. Accordingly, eChannelling strictly adheres to rigorous data security protocols. Access to patient data is tightly controlled and granted strictly on a need-to-know basis, ensuring that sensitive information is handled responsibly and discreetly.

Our IT infrastructure incorporates robust firewalls, advanced anti-hacking software, and multiple layers of security to guard against cyber

threats. Our website and digital platforms are secured with industry-standard encryption and protection mechanisms, providing customers with a safe and reliable environment to engage with our services.

COMPREHENSIVE COMPLAINT HANDLING

Valuing customer feedback is integral to our continuous improvement philosophy. We maintain a comprehensive complaint handling system that encourages open communication and timely redress. Our dedicated hotline serves as an accessible channel for customers to voice concerns, report issues,

or seek assistance at any time. Rigorous monitoring of complaints and feedback enables us to identify patterns and implement corrective actions, reinforcing our commitment to customer satisfaction and operational excellence. The Company did not receive any major complaints during the year and all minor complaints have been resolved to the satisfaction of customers.



CUSTOMER FEEDBACK

Hotline : +94 (071) 0225 225

E-mail : info@echannelling.com

FUTURE OUTLOOK: DIVERSIFICATION AND INNOVATION

Looking ahead, we are focused on diversifying our product and service portfolio beyond traditional healthcare channels. We plan to introduce non-traditional healthcare services as well as non-healthcare-related offerings that respond to evolving customer needs and market trends. This strategic diversification aims to position eChannelling as a comprehensive digital services platform that delivers holistic lifestyle and wellness solutions, thereby creating greater value and convenience for our expanding customer base.

In summary, eChannelling continues to harness technology, prioritize customer convenience, safeguard privacy, and foster open communication to uphold our promise of accessible and trustworthy healthcare services. We remain dedicated to innovation and responsiveness as we work to meet and exceed the expectations of our customers nationwide.

ROBUST IT SECURITY AND COMPREHENSIVE DATA PROTECTION

At eChannelling, protecting the privacy and security of our customers' data is fundamental to maintaining trust and compliance with regulatory standards. Our approach to IT security is multi-layered and proactive, designed to safeguard sensitive patient information across all digital touchpoints and infrastructure.

We enforce strict data access policies that limit patient data visibility strictly on a "need-to-know" basis. This means that only authorized personnel with a direct operational need are granted access to sensitive information, minimizing internal exposure risks. Role-based access controls (RBAC) are implemented to ensure that users can only perform actions aligned with their job functions, and audit trails are maintained to monitor and record all data access and modifications.

Our IT infrastructure is fortified with enterprise-grade firewalls that monitor and control incoming and outgoing network traffic based on predetermined security rules. These firewalls act as a barrier to unauthorized access while enabling secure communication channels for legitimate data exchanges.

We also deploy intrusion detection and prevention systems (IDPS) that continuously scan network traffic for suspicious activities, enabling us to identify and mitigate threats in real time.

We are committed to complying with all relevant data protection laws and industry standards. Our IT security policies are regularly reviewed and updated to reflect changes in regulatory requirements and emerging best practices.

Ongoing staff training and awareness programs ensure that all employees understand their role in maintaining data security and handling sensitive information responsibly.



SOCIAL AND RELATIONSHIP CAPITAL

RECOGNITION AND RELATIONSHIP IMPACT

Our stakeholder relationships were publicly acknowledged through several accolades, affirming our brand trust, social impact, and commitment to excellence:

STRATEGIC PARTNERSHIP WITH HOSPITALS

- ▲ Lanka Hospital
- ▲ University Hospital KDU
- ▲ Dr.Neville Fernando Teaching Hospital



- ▲ Participated in industry dialogue to shape healthcare and tech policy alignment

Our consistent transparency and reliability reinforced stakeholder confidence in our operations.

STAKEHOLDER COMMUNICATION AND VISIBILITY

Effective communication is essential to maintaining trust. We utilized multiple

channels to share our progress and initiatives:

- ▲ Official website updates and social media content on partnerships, promotions, and health tips
- ▲ Coverage in national newspapers, including Daily News, Daily Mirror, and other media platforms
- ▲ Direct communications with healthcare partners and community stakeholders

These efforts supported two-way engagement and elevated brand visibility.

REGULATOR ENGAGEMENT AND PUBLIC TRUST

We maintained high levels of regulatory compliance and active engagement with healthcare authorities throughout the year. Key actions included:

- ▲ Achieved ISO recertification for operational excellence and quality assurance
- ▲ Adhered to regular audit processes and governance evaluations



SDGS IMPACTED, FOCUS AREAS & MATERIAL TOPICS

Our social and relationship capital strategy aligns with the following UN Sustainable Development Goals:

SDG	Description
	Good Health and Well-being – Ensure healthy lives and promote well-being for all at all ages
	Partnerships for the Goals – Strengthen collaboration with key health, education, and regulatory stakeholders

Focus Areas:

- ▲ Healthcare access and inclusivity
- ▲ Community health education and outreach
- ▲ Public-private collaboration and synergy
- ▲ Customer engagement and trust

Material Topics:

- ▲ Customer satisfaction and loyalty
- ▲ Equitable access to digital health services
- ▲ Social responsibility and community value
- ▲ Regulatory transparency and compliance

LOOKING AHEAD

In the coming year, eChannelling aims to further deepen its relationships and increase its social impact by:

- ▲ Launch of a new CSR initiative: LKR 1.00 from every successful appointment made via eChannelling will be donated towards eye-related healthcare causes.
- ▲ Strengthening Hospital V1 conversations to enhance collaboration and digital integration with partner hospitals.
- ▲ Implementation of an automated processing system for pharmacy agents to streamline medication order fulfilment.
- ▲ Major upgrade to the Virtual Hospital platform to offer a more seamless and enriched user experience.
- ▲ Development of an innovative AI symptom scanner, which will assess customer symptoms and redirect them to a relevant Virtual Hospital doctor for consultation.
- ▲ Comprehensive revamp of the telco integration system to ensure faster and more reliable service delivery.
- ▲ Deployment of a new NTMI/MOFA system Change to improve appointment handling and reduce processing times.
- ▲ Enhancement of the ePharmacy platform for better accessibility, tracking, and service fulfilment.
- ▲ Expansion of government project support, particularly in implementing advanced queue management systems for public sector healthcare institutions.
- ▲ Introduction of solutions to remotely monitor patient health, enabling early intervention and continuous care.

As we move into the next fiscal year, eChannelling will remain dedicated to nurturing long-term, values-driven relationships that uplift individuals, empower communities, and transform healthcare delivery. Our strategic focus will continue to center around inclusivity, transparency, and technology-driven connection, ensuring we remain a trusted pillar within Sri Lanka's evolving healthcare landscape.





MANUFACTURED CAPITAL

HARNESSING TECHNOLOGY, INFRASTRUCTURE, AND INNOVATION FOR SERVICE EXCELLENCE



ECHANELLING PLC'S MANUFACTURED CAPITAL IS AT THE HEART OF OUR DIGITAL HEALTHCARE INFRASTRUCTURE, PROVIDING THE PLATFORMS, SYSTEMS, AND PHYSICAL TOOLS THAT ENABLE SEAMLESS ACCESS, EFFICIENT OPERATIONS, AND SUPERIOR SERVICE DELIVERY.

In 2024, we continued to invest in strengthening our digital architecture, optimizing operational efficiency, and upgrading physical and technological assets to meet the evolving needs of customers, partners, and the healthcare sector at large.



STRATEGIC PRIORITIES AND MANAGEMENT APPROACH

Our approach to managing manufactured capital is centered on:

- ▲ Digital enablement for healthcare access
- ▲ Infrastructure modernization for operational agility
- ▲ Technology integration for service excellence
- ▲ Asset optimization and process automation

These priorities support our long-term vision to remain at the forefront of Sri Lanka's digital healthcare transformation.

DIGITAL INFRASTRUCTURE AND SYSTEM AUTOMATION

Significant strides were made in 2024 to automate core processes and reduce manual dependencies:

- ▲ Power BI Integration: Fully automated performance dashboards replaced Excel-based reporting, enabling faster insights and informed decision-making
- ▲ Session Synchronization Automation: Streamlined appointment reservation process through automated session management in set of integrated hospitals
- ▲ CRM Implementation: Rolled out a modern Customer Relationship Management system at the call

center to improve responsiveness and personalized engagement

- ▲ Hutch Add-to-Bill System: Integrated a telecom billing solution offering flexible, secure payment options for mobile users

These initiatives have significantly enhanced operational accuracy, speed, and service continuity.



TECHNOLOGY UPGRADES AND ASSET ENHANCEMENTS

We continued to modernize our tech and physical infrastructure to support growing digital demands:

- ▲ Procured the latest Apple iPhone 15 for high-resolution mobile testing and customer experience assurance



- ▲ Strengthened internal IT systems and cloud platforms to enable scalability and data security
- ▲ Improved server architecture and security protocols to support 24/7 platform stability

These upgrades ensure our systems remain agile, secure, and responsive.



PARTNER SYSTEM INTEGRATION

As part of our commitment to interoperability and ecosystem-wide connectivity, we advanced system integrations with several partner platforms:

Partner	Integration Objective
Healthcare providers	Telecom billing integration via Add-to-Bill service
Internal Partner Clinics	Centralized platform for booking and service consistency

These integrations are aligned with our mission to offer a seamless healthcare experience to users across regions.

MANUFACTURED CAPITAL

SDGS IMPACTED, FOCUS AREAS & MATERIAL TOPICS

Our investments in manufactured capital contribute to the following UN Sustainable Development Goals:

SDG	Description
	Good Health and Well-being – Strengthen healthcare infrastructure and accessibility
	Industry, Innovation and Infrastructure – Enhance resilient digital healthcare systems

Focus Areas:

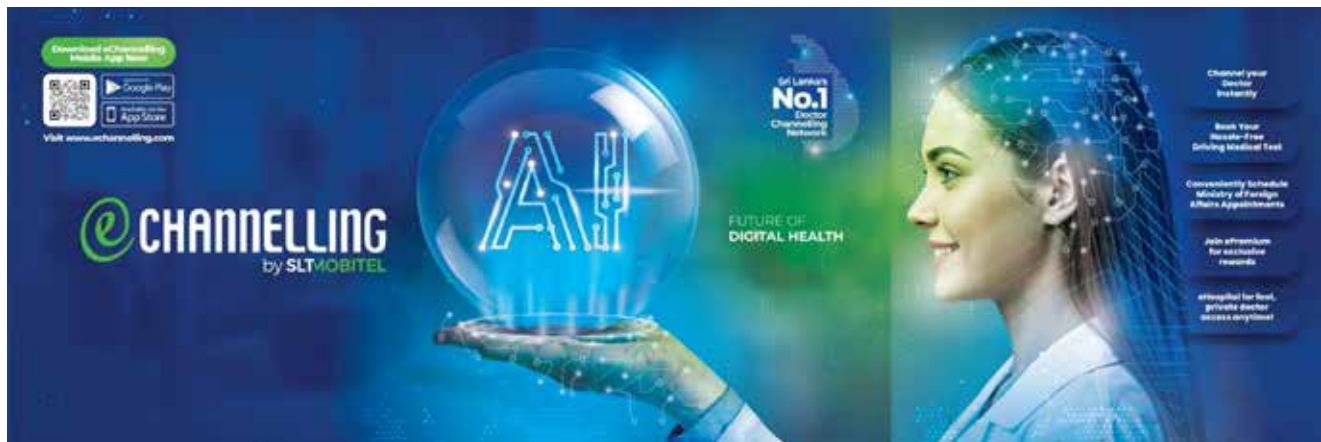
- ▲ Digitization of healthcare access and services
- ▲ Automation and process optimization
- ▲ Asset modernization and cybersecurity
- ▲ Planning for eChannelling system upgrades

Material Topics:

- ▲ System reliability and performance
- ▲ IT and infrastructure investment
- ▲ Customer data integrity and privacy

DIGITAL INFRASTRUCTURE ROADMAP 2025

Quarter	Initiative	Focus
Q1	eSubscription Model	Stronger Customer Relationships with stable revenue
Q2	Expand cloud infrastructure capacity and planning for eChannelling system upgrades	Ensure platform scalability , speed and stability
Q3	Introducing Patient Health Record Management System	All patient data (history, medications, lab results, imaging, allergies) will be stored in one place
Q4	Improved doctor search engine	For the purpose of easier, faster, and more accurate for patients to find the right doctor based on their specific needs



LOOKING AHEAD

In the year ahead, eChannelling PLC will continue to elevate its manufactured capital with a strategic emphasis on innovation, resilience, and future-readiness. Our plans are designed to ensure we remain agile and well-positioned to meet the growing needs of users and partners in a dynamic healthcare environment.

- ▲ Scale automation initiatives across additional departments including finance, compliance, and regional operations to further reduce manual workload and increase operational speed.
- ▲ Plan to upgrade eChannelling system ensuring platform scalability , speed and stability
- ▲ Enhance cloud infrastructure to support growing volumes of digital health data, ensuring high availability, faster load times, and seamless user experiences.
- ▲ Integrate AI and machine learning tools into customer service workflows and operational analytics to enable predictive insights and real-time support solutions.
- ▲ Upgrade physical and digital assets, including advanced endpoint devices for testing, multi-device platform compatibility, and improved diagnostic and data visualization tools.
- ▲ Develop a centralized smart dashboard for senior management to monitor KPIs and user trends across the platform.
- ▲ Maintain system compliance to Personal Data Protection Act and security compliance to ISO 27001
- ▲ Strengthen cyber-resilience, with proactive threat detection systems, two-factor authentication protocols, and continuous staff training on data security best practices.

Our forward strategy reflects a robust commitment to enhancing operational intelligence, service reliability, and infrastructure agility. By reinforcing our digital backbone and technological platforms, eChannelling will continue to lead in delivering transformative healthcare access to every corner of Sri Lanka.





NATURAL CAPITAL

DRIVING SUSTAINABLE PRACTICES AND ENVIRONMENTAL ACCOUNTABILITY



ECHANELLING PLC, AS A DIGITALLY-LED HEALTHCARE PLATFORM, MAINTAINS A RELATIVELY LOW DIRECT ENVIRONMENTAL FOOTPRINT COMPARED TO INDUSTRIAL SECTORS. HOWEVER, WE ARE COMMITTED TO EMBEDDING SUSTAINABILITY IN OUR OPERATIONS BY MANAGING ENERGY USAGE, REDUCING MATERIAL CONSUMPTION, AND PROMOTING RESPONSIBLE DIGITAL PRACTICES. OUR APPROACH TO NATURAL CAPITAL MANAGEMENT REFLECTS OUR INTENT TO ALIGN WITH NATIONAL SUSTAINABILITY GOALS AND GLOBAL ENVIRONMENTAL STEWARDSHIP FRAMEWORKS.

In line with our position in last year's annual report, our environmental impact continues to be minimal. However, we have taken steps during the 2024 financial year to further formalize internal sustainability practices and raise awareness among our teams and partners.



STRATEGIC PRIORITIES AND MANAGEMENT APPROACH

Our focus areas during the year included:

- ▲ Promoting paperless workflows across customer and internal communication processes
- ▲ Reducing electricity usage through automation, LED lighting, and improved device energy efficiency
- ▲ Responsible e-waste disposal of outdated IT equipment and mobile devices
- ▲ Awareness creation among staff and partners on sustainability and responsible consumption

These priorities support our long-term vision to remain at the forefront of Sri Lanka's digital healthcare transformation.

OUR APPROACH TO MANAGING NATURAL CAPITAL

eChannelling's approach to managing natural capital is guided by efficiency, awareness, and innovation. Although our environmental footprint is inherently low as a digital services company, we believe in driving incremental improvement through thoughtful action. This involves reducing energy and material usage, streamlining digital processes, and creating internal accountability for eco-conscious behavior.

Our initiatives are designed not just to minimize environmental impact, but to embed sustainability principles into our operational DNA, influencing daily decisions across technology, procurement, communications, and facility management.

FUEL AND TRANSPORT USAGE



As noted in the previous year's annual report, eChannelling maintains negligible fuel consumption, with no fleet vehicles and minimal travel-related energy use. In 2024, this trend continued:

- ▲ Inter-office travel was significantly curtailed through increased reliance on virtual meetings and digital collaboration tools
- ▲ No expansion into transport-dependent business models was undertaken

This approach helps to keep our Scope 1 emissions close to zero, in alignment with our low-carbon strategy.

EMISSIONS REDUCTION THROUGH DIGITIZATION



eChannelling's digital-first model inherently supports emissions reduction by minimizing the need for physical infrastructure and in-person interactions in healthcare scheduling. While exact usage data for 2024 is not available for public reporting, the following trends remained consistent with our operational model:

- ▲ Continued emphasis on digital appointments and e-prescriptions helped lower reliance on printed documents and in-person queues
- ▲ Internal systems remained fully cloud-hosted, which typically consumes less energy than traditional on-premise setups
- ▲ Support for virtual engagement and administrative processes further reduced indirect emissions such as commuting or courier transport

These practices align with our sustainability mindset and contribute incrementally to the national low-carbon agenda.

ADDITIONAL SUSTAINABILITY HIGHLIGHTS IN 2024



Key Energy Saving Initiatives

To minimize electricity consumption across operations, eChannelling implemented several practices including:

- ▲ Switching off lights and air conditioners (AC) in unoccupied offices and meeting rooms
- ▲ Shutting down PCs and laptops at the end of each workday
- ▲ Installing LED lights and inverter-type ACs
- ▲ Placing workstations in sleep or hibernate mode during inactivity

These consistent habits helped reinforce a low-energy culture across the organization.

NATURAL CAPITAL

KEY WASTE MANAGEMENT PRACTICES



Our responsible waste management strategy included:

- ▲ Promoting the use of laptops for a minimum of three years to extend device lifecycle
- ▲ Reselling older but functioning laptops rather than discarding them
- ▲ Educating employees on the environmental impact of plastic and encouraging mindful consumption
- ▲ Supporting in-office paper and plastic recycling among staff

These initiatives complemented our e-waste audit and reduction efforts.

FUEL USAGE AND ENVIRONMENTAL IMPACT



As detailed in our previous report, eChannelling's digital services help reduce reliance on fuel-based travel. This continued in 2024 through:

- ▲ Encouraging digital consultations (including audio/video formats)
- ▲ Enabling direct-to-door medication delivery services
- ▲ Sustaining the hybrid work model, minimizing employee commuting

Although we do not currently quantify this impact, we believe our operational model indirectly contributes to fuel conservation and a reduction in associated emissions.

PAPERLESS SERVICE DELIVERY



Our digital ecosystem supports a near-paperless experience from start to finish. In 2024,

- ▲ All customer interactions—from booking to payment—occurred through fully digital channels
- ▲ E-receipts were issued for doctor consultations, and partner hospitals increasingly adopted digital billing
- ▲ Internal communications, reports, and documentation were processed through online systems

All physical print requirements followed a strict “print only if necessary” guideline, further supporting our organizational goal of paper reduction.

EMISSIONS AWARENESS



As a virtually operated platform, we contribute to emissions reduction primarily by reducing the need for physical travel to access healthcare. In select cases, eco-conscious delivery options, such as foot or bike courier services, were supported by partners.

While the exact emissions savings are not measured, our model directly supports the intent of **SDG 13 – Climate Action**.



SDGS IMPACTED, FOCUS AREAS & MATERIAL TOPICS

Our natural capital initiatives support the following UN Sustainable Development Goals:

SDG	Description
	Responsible Consumption and Production – Minimize waste and use resources efficiently
	Climate Action – Promote low-carbon digital operations and reduce environmental impact

Focus Areas:

- ▲ Energy efficiency and emissions reduction
- ▲ Paperless, digital-first operating model
- ▲ Responsible disposal of IT assets

Material Topics:

- ▲ Environmental footprint of digital operations
- ▲ Waste management and resource consumption
- ▲ Employee awareness and accountability

EMBEDDING A CULTURE OF ENVIRONMENTAL RESPONSIBILITY

In 2024, eChannelling further embedded a mindset of sustainability across operational and organizational levels. While our environmental impact is modest, we recognize the role we play in promoting responsible practices through:

- ▲ Internal awareness sessions conducted quarterly to educate staff on sustainable digital habits, energy conservation, and low-waste practices
- ▲ Establishing guidelines for green procurement of electronic equipment, encouraging selection based on energy efficiency and product lifecycle
- ▲ Collaborative efforts with partner institutions to promote digital-first communication, reducing the reliance on print materials in healthcare facilities
- ▲ Encouraging remote meetings and virtual collaboration tools, thereby reducing the carbon footprint from staff travel

This cultural shift reinforces environmental mindfulness as an integral part of our daily operations and decision-making processes.

LOOKING AHEAD

As part of our long-term commitment to sustainability, eChannelling will continue to expand the scope and depth of our environmental accountability. Moving forward, we plan to:

- ▲ Develop a formal environmental policy framework, detailing measurable KPIs for paper reduction, device energy consumption, and carbon footprint
- ▲ Implement annual sustainability reporting metrics tied to internal operations, including tracking digital efficiency gains and offset opportunities
- ▲ Promote further digital transformation among partner hospitals and clinics, advocating for digital prescriptions, teleconsultations, and cloud-based records
- ▲ Engage employees in sustainability campaigns, green workplace initiatives, and volunteering activities to support environmental causes
- ▲ Explore third-party certification opportunities such as Green Office recognition to validate our sustainable operating model

By consistently investing in responsible choices and environmentally conscious partnerships, eChannelling aims to be a role model in digital healthcare sustainability. These efforts support both our corporate values and our contribution to a healthier planet.



GOVERNANCE WITH PURPOSE, LEADERSHIP WITH INTEGRITY

Strong foundations shape strong futures. Discover how our commitment to transparency, ethical leadership, and sound governance practices safeguards stakeholder confidence and long-term value.

OUR COMMITMENT TO SUSTAINABILITY

AT ECHANELLING, SUSTAINABILITY IS A STRATEGIC PILLAR EMBEDDED AT THE CORE OF OUR TECH-DRIVEN MEDICAL PLATFORM. WE ACTIVELY INTEGRATE ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) PRINCIPLES INTO OUR BUSINESS MODEL, ALIGNING OUR EFFORTS WITH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS) TO DRIVE LONG-TERM VALUE FOR ALL STAKEHOLDERS.

Our sustainability strategy is shaped through continuous, meaningful engagement with diverse stakeholder groups. We ensure their needs and expectations are reflected in our priorities. This inclusive approach strengthens our ability to deliver healthcare solutions responsibly while fostering trust and transparency.

By embedding sustainability in our operations and governance, we optimise resource efficiency, uphold ethical standards, and mitigate environmental impact without compromising innovation or service quality. Our alignment with key SDGs reinforces our role in advancing global sustainability agendas.

Through this integrated approach, eChannelling positions itself not only as a leader in digital healthcare but also as a responsible corporate

citizen committed to sustainable growth, resilience, and lasting positive impact.

As a tech-driven medical platform, we recognise the critical role we play in both healthcare accessibility and environmental responsibility. Our journey towards sustainability is marked by a robust commitment to integrating Environmental, Social, and Governance (ESG) considerations seamlessly into our business strategies, aligning them meticulously with the United Nations Sustainable Development Goals (SDGs).

1. Stakeholder Engagement and Integration

Central to our sustainability approach is our dedication to listening and responding to our stakeholders. Through diverse engagement channels, including direct consultations, surveys, and stakeholder forums, we actively

seek insights into their expectations and concerns. This feedback loop allows us to integrate stakeholder needs holistically into our sustainability strategy, ensuring that our initiatives resonate with and benefit all our stakeholders patients, healthcare providers, employees, and the broader community.

2. Sustainable Business Practices

eChannelling is committed to implementing sustainable business practices across all facets of our operations. This includes optimizing resource use, reducing carbon footprint, and promoting ethical standards throughout our supply chain. By adopting innovative technologies and best practices, we aim to minimize environmental impact while maximising operational efficiency and resilience.

3. ESG Strategy Integration

Our ESG strategy forms the cornerstone of our sustainability efforts. We have systematically integrated ESG considerations into our corporate governance, risk management practices, and strategic decision-making processes. This ensures that sustainability principles are not only upheld but also embedded in our day-to-day operations and long-term planning.

OUR COMMITMENT TO SUSTAINABILITY

4. Alignment with SDGs

Aligned with the SDGs, particularly those related to health (SDG 3), sustainable cities (SDG 11), and partnerships for the goals (SDG 17), eChannelling actively contributes to global efforts towards a more sustainable future. By focusing on improving healthcare access, promoting

sustainable urban living, and fostering collaborative partnerships, we strive to make meaningful contributions to these global agendas.

5. Innovation and Future Outlook

As a tech-driven platform, innovation is at the heart of our sustainability

journey. We continuously explore and implement cutting-edge technologies and solutions that not only enhance healthcare delivery but also drive environmental sustainability. Looking ahead, we remain committed to evolving our sustainability initiatives, embracing new challenges, and setting higher benchmarks for responsible corporate citizenship.

Our sustainability priorities



ENVIRONMENT

REDUCING
CARBON
EMISSIONS

CLIMATE
POSITIVE
INNOVATIONS

ENVIRONMENTAL
CONSERVATION
PROJECTS

As a digital lifestyle provider we do not create a significant impact on the environment through our business operations. Our environmental footprint is limited to the natural resources such as water, fuel, and electricity that is used in the course of business.

Reducing carbon emissions

We adopt best practices in creating awareness among our staff to use our natural resources such as water, electricity in a mindful manner. Our business of creating online medical appointments directly contributes to fuel efficiencies by enabling patients to channel doctors through video and online consultations and repetitive visits to hospitals to obtain appointments.



Climate positive innovations

- Garbage segregation in office as CMC rules with food waste, polythene, and degradable items





SOCIAL

DIVERSITY
AND
INCLUSION

TRAINING
AND
DEVELOPMENT

ACCESS AND
SERVICE
ENHANCEMENTS

COMMUNITY
UPLIFTMENT

SOCIAL

This includes the relationships that the Company nurtures with the employees, customers, suppliers and the community at large. The initiatives and activities that the Company arranges to build the health and wellness of employees and the general conditions.

Diversity and inclusion

Female representation- 2024	38%
Female representation in managerial positions	33%

Training and development

Provide employees with the training to impart knowledge, skills and competencies to perform their roles effectively and efficiently.

No of training programmes	21
Total no of employees trained	All ((Managerial – 21.5 hours & Executive 15 hours)



Accessibility and service enhancements

At eChannelling, inclusivity means more than accessibility it's about building a connected healthcare ecosystem that serves every individual. We bring together a wide network of hospitals, laboratories, clinics, and medical professionals across the country, offering a seamless and convenient platform for all healthcare needs. By uniting public and private healthcare providers under one digital umbrella, we ensure that quality care is just a click away for everyone, everywhere.



Community upliftment

Beyond convenience, our mission extends to uplifting communities by bridging urban-rural healthcare gaps, supporting local medical services, and enabling early diagnosis and preventive care through accessible digital tools. Through technology and partnerships, we are helping shape a healthier, more connected nation.

YouTube health awareness videos released	40
Health camps and promotion campaigns	08
Blog articles	04



OUR COMMITMENT TO SUSTAINABILITY



GOVERNANCE

RESPONSIBLE
BUSINESS
PRACTICES

RISK
MANAGEMENT
AND COMPLIANCE

GOVERNANCE

A well governed organisation creates a stable and sustainable platform that positions the Company to create value for its stakeholders.

Responsible business practices

Responsible governance is the cornerstone of our operations. We are committed to transparency, accountability, and ethical decision-making at every level. By upholding strong governance frameworks and aligning with regulatory standards, we ensure that our actions consistently serve the best interests of our stakeholders. Through proactive risk management, stakeholder engagement, and a culture of integrity, we build trust and create long-term, sustainable value.



Risk management and compliance

The company's risk strategy establishes mechanisms to ensure proactive identification, assessment, and mitigation of risks, enabling informed decision-making and safeguarding long-term value creation

WAY FORWARD

As we move ahead, our focus on Environmental, Social, and Governance (ESG) priorities will deepen, driving sustainable growth and responsible business practices. We aim to strengthen environmental stewardship through greener operations and energy-efficient technologies, enhance our social impact by investing in community well-being and employee development, and reinforce governance through greater transparency and accountability. By embedding ESG principles into our strategy and culture, we are not only aligning with global standards but also building resilience and value for all stakeholders.

RISK MANAGEMENT

STRATEGIC RISK MANAGEMENT AT ECHANNELLING

IN AN INCREASINGLY DIGITAL AND DYNAMIC WORLD, RISK IS CLOSELY LINKED TO OPPORTUNITY. FOR A TECHNOLOGY-LED HEALTHCARE PLATFORM LIKE ECHANNELLING, MANAGING RISK IS NOT MERELY ABOUT DEFENCE. IT IS A STRATEGIC ENABLER OF GROWTH, RESILIENCE, AND STAKEHOLDER CONFIDENCE.

WE OPERATE WITHIN A COMPLEX AND FAST-MOVING ENVIRONMENT. REGULATORY SHIFTS, DATA SECURITY CONCERNS, OPERATIONAL PRESSURES, AND RISING STAKEHOLDER EXPECTATIONS DEMAND CONSTANT VIGILANCE. TO REMAIN COMPETITIVE AND RELIABLE, WE MUST BE AGILE, INFORMED, AND PROACTIVE IN OUR RESPONSE TO EMERGING RISKS.

At eChannelling, we treat risk management as a strategic priority. It is embedded in our culture, our decisions, and our business planning. This helps us respond to change, protect value, and continue delivering reliable services to users and partners.

We take a proactive and integrated approach to managing risk. We do not look at risks in isolation. Instead, we understand how they are connected. This allows us to act early, reduce exposure, and move forward with greater confidence.

INTEGRATED GOVERNANCE, RISK AND COMPLIANCE (GRC)

We have adopted a comprehensive GRC system to identify, record, track and manage risks and controls across the organisation. This system helps us respond to uncertainty while continuing to evolve and innovate.

In a challenging operating environment, we place strong emphasis on managing

risk to reduce the effect of overlapping threats. Balancing risk and reward is key to building trust and delivering lasting value.

Our risk policy and governance structure guide our actions. We also give responsibility to teams throughout the business. This supports quicker decision making and more effective risk control at all levels.

Risk management is built into our processes across the organisation. From planning to delivery, we apply controls and use monitoring tools. We assess risks regularly and adapt our practices to manage new and emerging risks.

OUR RISK MANAGEMENT FRAMEWORK

Our risk framework sets out how we identify, assess, manage, and monitor risks. It ensures we act within the level of risk we are willing to accept in order to reach our goals.

The framework supports strong decision making while allowing us to make the most of new opportunities. We group risks into four main areas:

- **Strategic risks** – related to market trends, competition and business direction
- **Operational risks** – related to systems, processes and service delivery
- **Legal risks** – related to contracts, disputes and legal obligations
- **Compliance risks** – related to laws, regulations and industry standards

By managing these risks effectively, we help ensure stable operations, safeguard our reputation, and continue to deliver reliable and accessible healthcare services.

RISK MANAGEMENT



Risk management framework

RISK GOVERNANCE

The Board of Directors holds ultimate responsibility for identifying and managing the Group's risk exposures and is assisted by the Audit Committee and Senior Management in developing relevant strategies, risk management policies and procedures as well as internal controls by examining the risk profile of the Company.

The company's risk management team comprising of 03 members overlooks

and formulates the risk control strategies for identified risks across business functions and departments and is responsible for the regular monitoring of risks. To streamline the risk management process and remain up-to-date on risk control and mitigation processes, the Senior Management shares a detailed 'Compliance Sheet with due dates and action dates every quarterly with the Board Audit Committee which has ultimate oversight for the Company's risk management process. The Audit Committee is also responsible for the work carried out by the RMC which must ensure proper records are maintained while regularly reporting the risk status to the Audit Committee.

RISK MANAGEMENT PROCESS

The risk management process at eChannelling begins with the early identification of risks across the business. This involves close engagement with key stakeholders and relevant business units to ensure comprehensive coverage.

Once identified, risks are assessed based on their potential impact and likelihood. They are then prioritised to enable timely preventive or mitigating action.

Our risk management team works closely with operational and executive leadership to pinpoint key risks and the plans in place to address them. Each

RISK MANAGEMENT PROCESS



Our systems and processes for managing risk consider the following:

- Changes in the external and internal operating context.
- Organisational resilience.
- Nature and potential impact of risks and the likelihood that they may materialise.
- Extent and categories of risks regarded as acceptable.
- Ability to reduce the incidence and impact on the business if risks materialise.
- Effectiveness of risk response plans.
- Cost of risk response plans and processes relative to the exposure and benefits obtained.
- Expectations and concerns of key stakeholders

risk is evaluated by its root causes, sources, potential impacts, likelihood of occurrence, and level of materiality. We also categorise risks by exposure -


low, medium, or high and assess how they may affect the achievement of our strategic objectives.

In addition, we consider the level of oversight required from the Board, its committees, and senior management to ensure risks are managed effectively.



ECONOMIC RISKS				
STRATEGIC RISKS	Risk impact	Risk mitigation	Risk exposure	Risk trend
	Economic risk remains a constant factor due to the nature of our business. The Company's performance is closely tied to macroeconomic conditions and consumer spending patterns. Fluctuations in these areas can have either a positive or negative impact on business outcomes.	<ul style="list-style-type: none">Regularly monitor economic indicators and shifts in consumer spending to guide pricing and sales planning for the year.Continuously improve process efficiency and productivity to offset rising costs in support services.Maintain differentiated pricing strategies for customers in the Greater Colombo area versus those in remote regions.Expand geographic coverage by partnering with hospitals, clinics, pharmacies, and agents nationwide.Launch new services aimed at reaching a broader market and addressing diverse customer needs for price, convenience, and purchasing power	L	↔

RISK MANAGEMENT

COMPETITION RISK			
Risk impact	Risk mitigation	Risk exposure	Risk trend
The competitive advantage the Company has enjoyed as the pioneer in automating channelling services in the country has reduced over the last few years due to growing competition from new vendors providing channelling service. This situation has eroded the Company's overall market share while increasing marketing and promotional costs	<ul style="list-style-type: none">• Allocating resources to maintain industry positioning including the practice of value engineering philosophy ensuring value addition to clientele.• Continuously evaluating products and services to create opportunities for new value-addition and seeking new market and business opportunities aligned to consumer trends.• Increasing efficiency through R&D, investment in innovative technology, and the adoption of best practices.• Diversifying business operations to reduce the impact of competition.• Building stronger, and long-lasting relationships with our stakeholders.• Undertaking marketing and advertising campaigns aimed at showcasing the strength and experience of the Company.• Re-launching existing products with new features.• Developing new methods to increase customer satisfaction, retention, and loyalty	L	

REPUTATIONAL RISK**Risk impact**

Reputational risk is closely linked to the trust stakeholders place in the eChannelling brand and the quality of our services. Negative publicity or unfavourable service-related feedback can erode brand equity and diminish stakeholder confidence. This, in turn, may disrupt our value creation efforts and affect long-term business sustainability.

Risk mitigation

- Engaging regularly with stakeholders to understand their concerns and offer them solutions.
- The Company has in place a grievance handling process for employees as well as customers.
- Ensuring any customer complaints are immediately and efficiently considered, and action is taken to solve the issue in a mutually satisfactory manner.
- Engaging in brand building campaigns. Developing organisational policies and procedures; and providing training to ensure all employees can act responsibly and behave appropriately in any situation

Risk exposure

L

Risk trend**INNOVATION RISK****Risk impact**

The company's adoption of new and emerging technologies to enhance customer convenience and satisfaction carries certain risks. A key challenge is that customers may be hesitant or unwilling to learn how to use these new technologies, preferring familiar methods instead. This resistance to change can significantly affect the success of technology implementation. Additionally, the company must consider the potential difficulties customers face in adapting to new tools, which could impact overall customer experience and satisfaction.

Risk mitigation


- A dedicated team to evaluate new ideas related to innovation and technology adoption.
- Setting in place mechanisms to balance future strategic focus for the adoption of new technologies.
- Balancing the adaptive nature of innovation with the Company's existing priorities and resources.
- Continuous professional development and training programs for all employees enabling them to easily adopt and adapt to new technologies.
- Regularly updating and upgrading IT security measures.
- Frequently engaging with current customers, and aspirational customers to better understand their needs in terms of technology adoption and usage.
- Obtaining professional advice from parent companies and other professional institutes when necessary

Risk exposure

L

Risk trend

RISK MANAGEMENT

OPERATIONAL RISKS	OPERATIONAL RISK			
	Risk impact	Risk mitigation	Risk exposure	Risk trend
	<p>Operational risk is an inherent part of daily business activities and arises from factors such as human errors, fraud, system and procedural failures, or deviations from established processes. These risks can lead to both financial and non-financial losses. The level of risk varies significantly depending on the type of contract and the compensation structure involved. The magnitude of the risk is generally proportional to the project's size and largely depends on how effectively the Company implements its risk management practices. Furthermore, operational risk is also influenced by the selection of technology, methodologies, processes, and suppliers, all of which can impact the Company's overall risk exposure.</p>	<ul style="list-style-type: none">• Implement a strong IT policy with strict controls and regular reviews to ensure security and efficiency.• Deploy an advanced network security system to protect company data.• Conduct regular backups of all critical databases and information.• Perform periodic security assessments with recommendations from an external IT risk team.• Use licensed software to prevent technical issues and data loss.• Maintain and upgrades IT hardware with modern technology investments.• Enhance employee skills through ongoing training and development programs.• Provide fair annual salary increases considering the cost of living and inflation rates.	L	

CREDIT RISK


Risk impact	Risk mitigation	Risk exposure	Risk trend
Credit risk relates to the potential losses arising from the failure of customers and business partners to perform contractual agreements with the Company by way of default.	<ul style="list-style-type: none"> Undertake a comprehensive review of the supplier before credit is granted or extended. Enter into a credit agreement before granting credit to agents. Request an initial deposit from agents. Credit periods are pre-defined based on the type of customer or agent and the length of their relationship with the Company. Quarterly trade receivable updates are mandatory to be reported to the Board of Directors. Disallowing credit facility for new agents of the Company. Granting credit facilities, thereafter, based on the recommendation of marketing executives. Subjecting all agent credit transactions to the credit agreements and management approvals. The Company invests excess money on riskless fixed deposits. Research and consider the rating of banks before investing in fixed deposits. 	L	↔

LIQUIDITY RISK


Risk impact	Risk mitigation	Risk exposure	Risk trend
Liquidity risk relates to the inability or difficulties the Company may face in meeting its financial obligations as they become due without affecting normal business operations.	<ul style="list-style-type: none"> The liquidity position of the Company is reviewed regularly. The Company maintains good relationships with banks to enable meeting any short-term funding requirements. Company cash reserves have been invested in short term fixed deposits and risk-free options. Period review of, and regular follow-up with trade debtors. Strategically planning future funding requirements and utilisation of short-term borrowing facilities. Ability to offer Company assets as collateral for future funding requirements. Settling suppliers' payments on time without building up cumulative dues. 	L	↔

RISK MANAGEMENT

HUMAN RESOURCE RISK

Risk impact	Risk mitigation	Risk exposure	Risk trend
Effective human resource practices and a positive organizational culture play a crucial role in retaining talented employees and fostering healthy employee-management relationships. By promoting engagement, recognition, and open communication, the company can reduce turnover and create a supportive work environment. Strong staff retention not only ensures continuity and preserves institutional knowledge but also enhances overall productivity and contributes to the company's long-term success	<ul style="list-style-type: none"> • Maintaining a fair and transparent employee performance evaluation framework. • Maintaining an open-door policy and encouraging employees to talk to their managers without fear of repercussions. • Providing employment benefits aligned to industry standards. • Remuneration packages are benchmarked to ensure that they remain competitive, including incentive arrangements where appropriate. • Providing various employee benefits through the welfare society set up for this purpose by the Company. • Providing opportunities for employees to participate in online/remote training programs. • Offering reasonable annual salary increments to employees by considering the cost of living and prevalent inflation rates in the country. 	M	

ENVIRONMENTAL RISK

Risk impact	Risk mitigation	Risk exposure	Risk trend
The company's growth, technology adoption, and diversification have increased resource use and environmental impacts such as emissions, waste, and habitat changes. Committed to sustainability, the company focuses on energy efficiency, waste reduction, and responsible water use while engaging stakeholders to minimize its ecological footprint and promote long-term environmental responsibility.	<ul style="list-style-type: none"> • Putting in place reduce, reuse, and recycling measures to manage the use of scarce natural resources such as water, energy, and paper in the day-to-day business operations. • Educating employees on good practices to conserve non-renewable natural resources. • Identifying how the diversification of services such as adding audio/video consultations, drug delivery can have an environmental impact (both positive and negative). 	L	

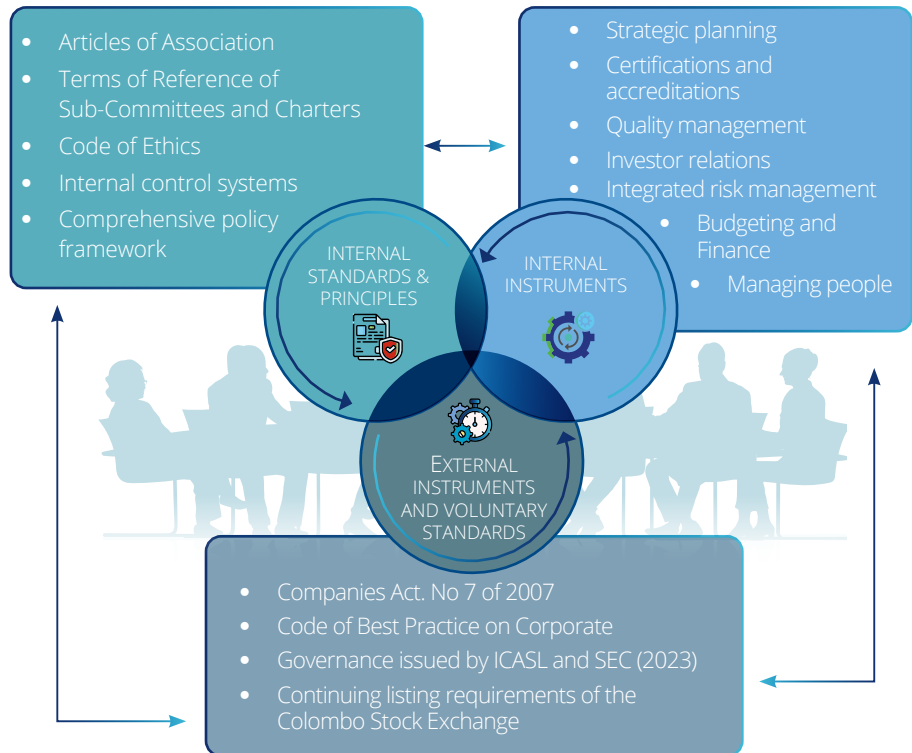
COMPLIANCE RISK	LEGAL RISK			
	Risk impact	Risk mitigation	Risk exposure	Risk trend
	Legal risk results from any adverse impact to the business from the legal or regulatory framework which governs the Company and its transactions with third parties. Legal risks pertain not only to general laws and regulations governing business operations but also to local laws and contractual agreements related to service delivery and taxation, as applicable to the company's operations.	<ul style="list-style-type: none">• Maintaining a proper internal control system to ensure compliance with all legal requirements.• Monthly compliance monitoring and mandatory reporting to the Board of Directors on a quarterly basis.• Being proactive in identifying any potential deficiencies and consequently set up a compliance process to eliminate possible threats.• Regular communications with company lawyers to identify and understand changes required, while incorporating their recommendations on corporate matters to counter any adverse effects on the business activities of the Company.	L	↔
	REGULATORY RISK			
	Risk impact	Risk mitigation	Risk exposure	Risk trend
	The risk associated with changes in laws and regulations will materially impact the Company's business operations, financial compliance, information security, technology usage, governance, and marketing and promotional activities. As such, keeping abreast of such changes is mandatory to manage a successful business and conduct ethical business operations.	<ul style="list-style-type: none">• Adopt a sound corporate governance structure and practices to align with industry best practices.• Regularly review and adapt changes to laws and regulations.• Maintain an up-to-date compliance calendar.• Monthly monitoring mechanisms to catch and resolve any issues at the outset.• Adoption of voluntary standards of best practices when undertaking marketing and promotional activities.	L	↔

CORPORATE GOVERNANCE

The Board of Directors of eChannelling PLC is fully aware and committed to implement governance standards which confirm to best practices. The Company strongly believes that the integrity, transparency and accountability of its Board members and employees, supported by a sound system of policies, practices and internal controls are prime concerns that will sustain long term value and returns to its shareholders.

The Company's governance frameworks, policies and procedures are aligned with the requirements of all relevant statutory requirements while embracing industry and international best practices.

CORPORATE GOVERNANCE FRAMEWORK



In pursuit of achieving high standard of Corporate Governance the Board ensures compliance with the following steering instruments;

Mandatory Compliance	Voluntary Adherence
Companies Act No. 7 of 2007 of Sri Lanka ("Companies Act")	Company comprehensive policy framework
Listing Rules of the Colombo Stock Exchange ("CSE")	Code of Best Practice on Corporate Governance issued by ICASL and SEC
Sri Lanka Accounting and Auditing Standard Act No. 15 of 1995	GRI Standards for Sustainability reporting issued by the Global Reporting Initiative
Other legislative enactments affecting the Company	Risk Management Framework
Articles of Association ("AoA") of the Company	Terms of Reference of Sub-committee.
SEC regulations	Code of Ethics

THE COMPANY

A. DIRECTORS

Board composition and diversity

The Composition of the Board is governed by the AoA of the Company and Listing Rules issued by CSE. In terms of the Listing Rules and the AoA the Board should have a minimum of five Directors and a maximum of seven. The Board of eChannelling PLC as at the end of the financial year 2024 comprised five Non - Executive Directors with two of them being considered as Independent Directors.

As evident from the profiles of the Board of Directors, eChannelling PLC's Board comprise of professionals as well as entrepreneurs who have many years of experience in the corporate sector. The Board gives leadership in setting the strategic direction and establishing a sound control framework and is accountable for the governance of the Company.

Role & Responsibilities of the Board

The Board is responsible for the formulation and implementation of sound business strategies and ensuring that the Company adheres to the relevant laws and regulations of the country, regulatory authorities, professional institutes and trade associations.

The Board is responsible for:

- Providing direction and guidance to the Company in the formulation of medium and long -term strategies
- Reviewing and approving the Company's annual business plans and long -term business plans
- Tracking actual Performance against plans
- Overseeing systems of internal control and risk management
- Reviewing HR policies and HR process on management succession planning
- Reviewing and approving investments, acquisitions, disposals and capital expenditure
- Monitoring systems of governance and compliance

Board meetings and attendance

Board meetings are held at least once a quarter to review the strategic direction of the operational units, annual budgets, progress towards achieving the budget, key business risks and other matters. Ad hoc meetings are held as when required.

The members of the Board dedicate adequate time and effort in discharging their duties and responsibilities towards the Company. In discharging their duties, Directors obtain independent professional advice from external parties when required at the expense of the Company. During the period under review professional advice was sought on legal, accounting and tax matters.

The attendance of individual Directors at Board and Sub – committee meetings during the financial year 2024 is set out in the table below;

Director	Board	Audit Committee	Remuneration Committee	Related Party Transactions Review Committee
Mr. A.K.D.D Arandara (Resigned on 19/11/2024)	4/4	-	-	-
Mr. Dallas Stephen	4/4	5/5	1/1	4/4
Mr. Sampath Hettiarachchi	4/4	5/5	1/1	4/4
Mr. Lawrence Paratz	4/4	-	-	-
Mr. Sudharshana Geeganage (Resigned on 13/03/2024)	1/1	2/2	-	2/2
Dr. Isuru Dasanayake (Resigned on 22/10/2024)	4/4	-	-	-
Mr. Dinesh Vidanapathirana (Resigned on 19/11/2024)	2/2	2/2	-	2/2

CORPORATE GOVERNANCE

Board Sub-Committees

The Company's governance structure is strengthened with the Board Sub-Committees to fulfill regulatory requirements and to exercise better control over business operations. A formal Terms of Reference is in place for each of these Committees and the appointees are experts in the respective areas of focus. Regular meetings are conducted to deliberate matters falling within their preview and observations and recommendations are reported to the Board on a regular basis.

The composition and the functions of these sub-committees are discussed in detail under the relevant sub-committee reports.

Each committee is chaired by an Independent, Non -Executive Director. The Committee's composition met the requirements of the Listing Rules of the Colombo Stock Exchange.

The Nominations & Governance Committee was established in 2024 in compliance with the revised Listing Rules of the CSE. The Committee seeks to ensure the succession of candidates to the Board and the Senior Management and also exercise oversight with respect of governance matters.

Company Secretary

All Directors have access to the advice and services of the Company Secretary who is responsible for the Board in ensuring that proper Board procedures are followed and applicable rules and regulations are complied with. The Company Secretary supports the Chairman in the delivery of the agenda, in particular the planning of the Board and Committee meetings and ensures that information is made available to the Board members in a timely manner. The Company Secretary also functions as the Secretary to all the Board Sub – Committees.

Chairman's Role

The Chairman encourages the participation of all the Directors in decision making, seeks and ascertains the views of the Directors, and thereby ensures that the Board functions in an efficient manner which is beneficial to the stakeholders and the Company.

Independent Directors

The Independent Directors are independent of management and free of any business or other relationship that could materially interfere with or could reasonably be perceived to materially interfere with the exercise of their unfettered and independent judgement

Independence of the Directors is determined in accordance with the criteria set out in Rule 9.8.3 of the Listing Rules of the CSE.

The Independent Directors have submitted written Declarations of their independence as required by section 9.8.5 of the Listing Rules.

Mr. Dallas Stephen and Mr. Sampath Hettiarachchi have served on the Board continually from September 2012 and May 2013 respectively. However, the Board recognizes that these Directors have acted in an independent manner over the years bringing their independent judgement upon matters relating to the Board and its sub -committees and therefore were nevertheless considered as Independent Non Executive Directors during the year 2024 based on the determination that their independence is not compromised by serving on the Board for a period exceeding nine years. However, in terms of Rule 9.8.3. of the revised Listing Rules their status was changed as Non Independent Non Executive Directors with effect from 01/01/2025.

As per the Listing Rule 9.8.3, the Status of Mr. Chandrasiri Kalupahana changed from Non -Independent Non – Executive Director to Independent Non Executive Director with effect from 12/03/2025.

Mr. Suneth Haputhanthri and Professor Ruwanthi Perera were appointed to the Board, as Independent Non Executive Directors with effect from 07/02/2025 and 12/03/2025 respectively.

However, as resolved by the Board the status of Mr. Suneth Haputhanthri was changed from Independent Non-Executive Director to Non Independent Non-Executive Director with effect from 07/05/2025 as he has not complied with the criteria for independence as set out in rule 9.8.3 of the listing rules.

Supply of Information

The Board is provided with appropriate and timely information to discharge its duties. The Directors are also entitled to request additional information where they consider such information necessary to make informed decisions.

The Agenda for Board/Sub - Committee Meetings and connected discussion papers are circulated to the Directors at least seven days in advance to facilitate the effective conduct of the meetings. All Board papers are made available via electronic formats, and comply with the Company's sustainability initiatives, enabling Board members to participate at meetings remotely.

Appointments to the Board

According to the provisions contained in Article 94 of the AoA of the Company, the Directors have the power at any time, and from time to time, to appoint any person to be a Director, either to fill a casual vacancy or as an addition to the existing Directors but so as the total number of Directors shall not exceed the maximum specified in the AoA. Any Director so appointed shall hold the office until the next Annual General Meeting (AGM) and shall then be eligible for election. All nominations to the Board are reviewed by the Nominations & Governance Committee prior to recommending for approval of the Board.

In addition, a Director may be appointed or removed by ordinary resolution passed at a meeting called for that purpose.

On appointment of a new Director, the Company communicates to the CSE a brief profile of the Director which includes the nature of his experience in the relevant functional areas, other directorships and status of directorship.

Re-election of Directors

The Company's Articles require a Director appointed by the Board to hold office until the next AGM

and seek re- appointment by the shareholders at that meeting. One third of the Directors other than the Chairman and Executive Director retire by rotation at each AGM in conformity with the Articles of the Company. Directors who retire are those who have served for the longest period after their re-appointment/re-election.

In terms of Section 210 of the Companies Act No. 7 of 2007, a Director who has reached 70 years of age vacates office at the AGM held after he attains the age of 70 years. A Director who has reached the Age of 70 years may be re-appointed in terms of Section 211 of the Companies Act.

Disclosure of Information in respect of Directors

The biographical details of the Directors, nature of his /her expertise in relevant functional areas, membership in Board Sub-Committees, attendance at Board and Sub-Committee Meetings, other directorships and Director's Interest in Contracts are disclosed under the relevant sections in the Annual Report.

Fitness of Directors and CEO

All the Directors of the Company satisfies the Fit and Proper Assessment Criteria stipulated in the Rule 9.7.3 of the Listing Rules.

CORPORATE GOVERNANCE

The Company obtains declarations from the Directors on an annual basis confirming that each of them have continuously satisfied the Fit and Proper Assessment Criteria set out in these Rules during the financial year concerned and satisfies the said criteria as at the date of such confirmation.

B. DIRECTORS' REMUNERATION Remuneration procedure

The Board has appointed a Remuneration Committee to make recommendation to the Board within the agreed Terms of Reference, on the Company's remuneration to the Chairman and the Directors and to set guidelines for the remuneration of the management staff.

In terms of the Articles of the Company, the Board determines the fees payable to the Chairman and the Directors, based on the recommendation of the Remuneration Committee.

Level and Make-up of Remuneration

The Committee ensures that the remuneration of executives at each level of management is competitive and in line with their performance. Surveys are conducted, as and when necessary, to ensure that the remuneration is competitive with those of comparative companies.

Disclosure of Remuneration

The Remuneration Policy supports a strong performance-oriented culture and ensures that individual rewards and incentives relate directly to the performance of the individual, the operations and functions for which they are responsible.

The aggregate remuneration paid to the Chairman and Non – Executive Directors are disclosed in Note. 07 of the Financial Statements. The Remuneration Committee Report is given on page 103 of this Report.

C. RELATIONS WITH SHAREHOLDERS

Constructive use of the AGM and conduct of General Meetings

The AGM is used for the constructive engagement with the shareholders. The Notice of Meeting, the Form of Proxy and the Annual Report including the Financial Statements are sent to the shareholders 15 working days prior to the meeting as required by the Companies Act, No. 7 of 2007.

The Company ensures that all valid proxy appointments received for General Meetings are properly recorded and counted. The procedure for voting at the General Meeting is circulated along with the Notice of Meeting.

A separate Resolution is proposed for each separate agenda item at the AGM and in particular a resolution relating to the adoption of the reports and accounts.

The Chairpersons of the Board Sub-Committees are present at the AGM to answer any questions raised by the shareholders if so requested by the Chairman.

Communication with shareholders

The Company disseminates information pertaining to the performance of the Company through the publication of the Interim Financial Statements and the Annual Report in a timely manner. Announcements are also made to the CSE on any information which may materially affect the share performance in terms of the Disclosure requirements of the Listing Rules.

The Company Secretary could be contacted in relation to any shareholder matter.

Major and Material Transactions

The Directors ensure that any corporate transaction that would materially affect the net asset base of the Company is communicated to the shareholders. There were no major transactions as defined under Section 185 of the Companies Act during the year under review.

The Company has not carried out materially significant related-party transactions or relationships between the Company and Directors, subsidiary companies or related parties except for those disclosed in Note 25 of the Financial Statements.

D. ACCOUNTABILITY AND AUDIT

Financial Reporting

The Board recognizes its responsibility to present a balanced and understandable assessment of the Company's financial position, performance and prospects in accordance with the requirements of the Companies Act. The Financial Statements included in the Annual Report are prepared and presented in accordance with the Sri Lanka Accounting Standards, comprising SLFRSs and LKAs.

The following specialised information requirements are also included in this Annual Report.

- Chairman's Review is given on pages 06 to 10.
- The Statement of Directors' Responsibility for Financial Reporting is given on page 110.
- The Independent Auditors' Report on the Financial Statements of the Company for the year ended 31st December 2024 is given on pages 119 - 122.

Audit Committee

The Board has established an Audit Committee which has oversight responsibility for considering how they should select and apply accounting policies, financial reporting and internal control principals and maintaining an appropriate relationship with the external Auditors.

The Audit Committee among other functions reviews the operation and effectiveness of the internal control systems. The internal controls within the Company are designed to provide reasonable assurance to the Directors and assist them to monitor the financial position of the Company.

The Audit Committee Report is given on the pages 99 to 102 of this report.

Risk Management and Internal Controls

The Board is responsible for the effectiveness of internal controls. The effectiveness of the system of internal control is reviewed regularly by the Audit Committee and major observations are reported to the Board. The Audit Committee also review the reports arising from internal audits. The Director's Report on page 110 includes a declaration on compliance with laws and regulations, review of the internal controls covering risk management and compliance controls and that they have

obtained reasonable assurance of their effectiveness and compliance.

Related Party Transactions Review Committee (RPT-RC)

The Board has established a RPT-RC to ensure that the interest of the shareholders are taken into account when entering into related party transactions, enhance corporate transparency and promote fair transactions between the company and related parties.

The RPT-RC Report is given on pages 105 - 106 of this Report.

Code of Business Conduct & Ethics

The Company has adopted a Code of Business Conduct and Ethics and the Directors and Members of the Senior Management are committed to the code and the principles contained therein.

The Chairman of the Board affirms that there were no material violations of any of the provisions stipulated in the Code of Conduct. In instances where violations take place, they will be investigated and handled through well established procedures.

Corporate Governance Disclosures

eChannelling PLC has complied with the requirements stipulated in the Listing

CORPORATE GOVERNANCE

Rules on “Corporate Governance” and the table set out in pages 82 to 98 describes the extent to which the Company adheres to the established principles and practices of good governance.

The Company has also given due consideration to the best practices on the Code of Best Practice on Corporate Governance issued by the ICASL and SEC jointly in 2023.

Adoption of Corporate Governance Policies

In accordance with Section 9.2.1 of the Listing Rules, the Company has established and maintains the following policies across various corporate governance and operational domains, ensuring transparency and accountability.

- i. Policy on matters relating to the Board of Directors.
- ii. Policy on Board Committees
- iii. Policy on Corporate Governance, Nominations & re-election
- iv. Policy on Remuneration
- v. Policy on Internal Code of Business conduct and Ethics for all Directors and employees, including policy on trading on the entities listed securities

- vi. Policy on Risk management and Internal Control
- vii. Policy on Relations with Shareholders and Investors
- viii. Policy on Environmental, Social and Governance Sustainability
- ix. Policy on Control and Management of Company Assets and Shareholder Investments
- x. Policy on Corporate Disclosure
- xi. Policy on Whistleblowing
- xii. Policy on Anti-Bribery and Corruption

SHAREHOLDERS

E. INSTITUTIONAL & OTHER INVESTORS

Shareholders are provided with sufficient financial and other relevant information on the website of the Company to enable them to make decisions regarding their investments. Annual Reports are circulated to all registered shareholders within prescribed timelines. All shareholders are encouraged to participate at the AGM and vote on matters set before the shareholders.

Sustainability reporting

This Annual Report has been prepared in accordance with the Integrated Reporting Framework published by the IIRC and sustainability reporting is in line with the GRI criteria.

The following table illustrates the extent of the Company's compliance with the Rules on Corporate Governance issued by the CSE during the year 2024

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.2	Policies		
9.2.1	<p>Listed entity shall establish and maintain the following policies and disclose the fact of existence of such policies together with the details relating to the implementation of such policies by the Entity on its website;</p> <ul style="list-style-type: none"> i. Policy on matters relating to the Board of Directors. ii. Policy on Board Committees iii. Policy on Corporate Governance, Nominations & re-election iv. Policy on Remuneration v. Policy on Internal Code of Business conduct and Ethics for all Directors and employees, including policy on trading on the entities listed securities vi. Policy on Risk management and Internal Control vii. Policy on Relations with Shareholders and Investors viii. Policy on Environmental, Social and Governance Sustainability ix. Policy on Control and Management of Company Assets and Shareholder Investments x. Policy on Corporate Disclosure xi. Policy on Whistleblowing xii. Policy on Anti-Bribery and Corruption 	Complied	The Company has established the listed policies and disclosed the fact of existence of such policies on the website.
9.2.2.	Any waivers from compliance with the Internal Code of business conduct and ethics or exemptions granted by the Listed Entity shall be fully disclosed in the Annual Report.	Not applicable	Disclosure will be made in the event there is any waiver from compliance or exemptions granted by the Company.
9.2.3.	<p>Listed entities must disclose in their Annual Report:</p> <ul style="list-style-type: none"> (i) the list of policies that are in place in conformity Rule 9.2.1 above, with reference to its website. (ii) details pertaining to any changes to policies adopted by the Listed Entities in compliance with Rule 9.2 above. 	Complied	The list of policies that have been adopted is indicated in the report on Corporate Governance .
9.2.4.	Listed Entities shall make available all such policies to shareholders upon a written request being made for any such Policy	Complied	The Company Secretary has been assigned to provide copies of the policies to shareholders upon a written request being made for any such policy.

CORPORATE GOVERNANCE

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.3	Board Committees		
9.3.1	Listed Entities shall ensure that the following Board Committees are established and maintained at a minimum and are functioning effectively. The said Board Committees at minimum shall include; <ul style="list-style-type: none"> (a) Nominations and Governance Committee (b) Remuneration Committee (c) Audit Committee (d) Related Party Transactions Review Committee 	Complied	Please refer the Reports of the Sub- Committees <ul style="list-style-type: none"> (a) Report of the Nominations and Governance Committee is given on page nos 107 - 109 (b) Report of the Remuneration Committee is given on page nos 103 - 104 (c) Report of the Audit Committee is given in page nos 99 - 102 (d) Report of the Related Party Transactions Review Committee is given on page nos 105 - 106
9.3.2.	Listed Entities shall comply with the composition, responsibilities and disclosures required in respect of the above-Board committees as set out in these Rule	Complied	Please refer the Reports of the Sub- committees.
9.3.3	The Chairperson of the Board of Directors of the Listed Entity shall not be the Chairperson of the Board Committees referred to in Rule 9.3.1. above.	Complied	Mr. Mothilal de Silva, Chairman does not function as the Chairperson of any of the Board Sub-committees.
9.4	Adherence to principles of democracy in the adoption of meeting procedures and the conduct of all General Meetings with shareholders		
9.4.1	Listed Entities shall maintain records of all resolutions and the following information upon a resolution being considered at any General Meeting of the Entity. The Entity shall provide copies of the same at the request of the Exchange and/or the SEC. <ul style="list-style-type: none"> a) The number of shares in respect of which proxy appointments have been validly made; b) The number of votes in favour of the resolution; c) The number of votes against the resolution; and d) The number of shares in respect of which the vote was directed to be abstained. 	Complied	The Company maintains the records of the said information along with the meeting minutes of the shareholders

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.4.2	<p>Communication and relations with shareholders and investors</p> <p>a) Listed Entities shall have a policy on effective communication and relations with shareholders and investors and disclose the existence of the same in the Annual Report and the website of the Listed Entity.</p> <p>b) Listed Entities shall disclose the contact person for such communication.</p> <p>c) The policy on relations with shareholders and investors shall include a process to make all Directors aware of major issues and concerns of shareholders, and such process shall be disclosed by the Entity in the Annual Report and the website of the Entity.</p> <p>d) Listed Entities that intend to conduct any shareholder meetings through virtual or hybrid means shall comply with the Guidelines issued by the Exchange in relation to same and published on the website of the Exchange.</p>	Complied	<p>The management has taken steps to establish the Policy on Relations with Shareholders and Investors and the said policy is available on the Company's website.</p> <p>The Company will comply with the Guidelines issued by the CSE in the event shareholder meetings are held through virtual or hybrid means.</p>
9.5. Policy on matters relating to the Board of Directors			
9.5.1	Listed Entities shall establish and maintain a formal policy governing matters relating to the Board of Directors	Complied	The Company has established a formal policy for the Board of Directors which include the criteria stipulated in rule 9.5.1
9.5.2.	Listed Entities shall confirm compliance with the requirements of the policy referred to in Rule 9.5.1 above in the Annual Report and provide explanations for any non-compliance with any of the requirements with reasons for such non-compliance and the proposed remedial action	Complied	The Company confirms the compliance with the requirements of rule 9.5.1 in the Annual Report of the Board of Directors.
9.6. Chairperson and CEO			
9.6.1	The Chairperson of every Listed Entity shall be a Non-Executive Director and the position of the Chairperson and CEO shall not be held by the same individual, unless otherwise a Senior Independent Director ("SID") is appointed by such Entity in terms of Rule 9.6.3.	Complied	The Chairperson of the Company is a Non Independent Non-Executive Director.
9.6.2.	A Listed Entity that is unable to comply with Rule 9.6.1 above shall make a Market Announcement within a period of one (1) month from the date of implementation of these Rules or an immediate Market Announcement from the date of non-compliance	Not applicable	
9.6.3.	Requirement for a SID	Not applicable	

CORPORATE GOVERNANCE

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.6.4.	Rationale for appointment of SID	Not applicable	
9.7.	Fitness of Directors and CEOs		
9.7.1	<p>The Listed Entities shall take necessary steps to ensure that their Directors and the CEO are, at all times, fit and proper persons as required in terms of these Rules:</p> <p>In evaluating fitness and propriety of the persons referred in these Rules, Listed Entities shall utilize the 'Fit and Proper Assessment Criteria' set out in Rule 9.7.3 in the Listing Rules.</p>	Complied	The company conducts a Fit and Proper Assessment for all Directors as per criteria set out in Rule 9.7.2
9.7.2	Listed Entities shall ensure that persons recommended by the Nominations and Governance Committee as Directors are fit and proper as required in terms of these Rules before such nominations are placed before the shareholders' meeting or appointments are made.	Complied	Nominations and Governance Committee reviews the Declarations obtained from the persons to be appointed as Directors on satisfying the Fit and Proper Assessment Criteria prior to making their recommendation to the Board or shareholders.
9.7.4	Listed Entities shall obtain declarations from their Directors and CEO on an annual basis confirming that each of them have continuously satisfied the Fit and Proper Assessment Criteria set out in these Rules during the financial year concerned and satisfies the said criteria as at the date of such confirmation.	Complied	All the Directors of the Company have provided a Declaration confirming that they have continuously satisfied the Fit and Proper Assessment Criteria set out in rule 9.7.3 of the Listing Rules.
9.7.5	<p>Listed Entities shall include the following disclosures/reports in the Annual Report;</p> <p>a) A statement that the Directors and CEO of the Listed Entity satisfy the Fit and Proper Assessment Criteria stipulated in the Listing Rules of the Colombo Stock Exchange.</p> <p>b) Any non-compliance/s by a Director and/or the CEO of the Listed Entity with the Fit and Proper Assessment Criteria set out in these Rules during the financial year and the remedial action taken by the Listed Entity to rectify such non-compliance/s.</p>	Complied	Relevant disclosures are made in the Report on Corporate Governance.
9.8.	Board Composition		
9.8.1	The Board of Directors of a Listed Entity shall, at a minimum, consist of five (05) Directors.	Complied	The Board comprised of five Directors as at 31st December 2024

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.8.2	Minimum Number of Independent Directors: a) The Board of Directors of Listed Entities shall include at least two (2) Independent Directors or such number equivalent to one third (1/3) of the total number of Directors of the Listed Entity at any given time, whichever is higher. b) Any change occurring to this ratio shall be rectified within ninety (90) days from the date of the change.	Complied	The Board comprised of two Independent Directors as at 31st December 2024.
9.8.5	The Board of Directors of Listed Entities shall require: a) Each Independent Director to submit a signed and dated declaration annually of his or her “independence” or “non-independence” against the criteria specified herein and in the format in Appendix 9A, containing at a minimum the content prescribed therein. b) Make an annual determination as to the “independence” or “non-independence” of each Independent Director based on the Directors’ declaration and other information available to it and shall set out the names of Directors determined to be ‘independent’ in the Annual Report. c) If the Board of Directors determines that the independence of an Independent Director has been impaired against any of the criteria set out in Rule 9.8.3, it shall make an immediate Market Announcement thereof.	Complied	All the Independent Directors have submitted the signed declaration of their independence against the criteria specified in 9.8.3. as per the format given in Appendix 9A of the Listing Rules.. The Board annually assess the independence of each Independent Directors based on the Declarations and the names are set out in the Annual Report. The Company will issue a market announcement, if the Board finds that the independence of an Independent Director is compromised.
9.9	Alternate Directors If a Listed Entity provides for the appointment of Alternate Directors, it shall be required to comply with the requirements set out in 9.9 (a) to (e) of the Listing Rules and such requirements shall also be incorporated into the Articles of Association of the Entity	Complied	At present, there are no Alternate Directors appointed to the Board. However, the requirements for appointment of an Alternate Directors have been incorporated in the AoA.
9.10	Disclosures relating to Directors		
9.10.1.	Listed Entities shall disclose its policy on the maximum number of directorships its Board members shall be permitted to hold in the manner specified in Rule 9.5.1. In the event such number is exceeded by a Director(s), the Entity shall provide an explanation for such non- compliance.	Complied	The maximum number of directorships its Board members shall be permitted to hold is specified in the Board Procedure Manual.

CORPORATE GOVERNANCE

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.10.2.	<p>Listed Entities shall, upon the appointment of a new Director to its Board, make an immediate Market Announcement setting out the following;</p> <ul style="list-style-type: none"> i. a brief resume of such Director; ii. his/her capacity of directorship; and, iii. Statement by the Entity indicating whether such appointment has been reviewed by the Nominations and Governance Committee of the Entity 	Complied	At the time of appointment of a new director to the Board, the relevant market announcement is made in accordance with section 9.10.2.
9.10.3.	<p>Listed Entities shall make an immediate Market Announcement regarding any changes to the composition of the;</p> <ul style="list-style-type: none"> i. Board of Directors, and ii. Board Committees referred to in Rule 9.3 above. <p>The announcement shall, at a minimum, contain the details of changes including, appointments, resignations and the capacity of directorship with the effective date thereof.</p>	Complied	Relevant disclosures will be made in the event there is a change in the composition of the Board or Board Committees,
9.10.4.	<p>Listed Entities shall also disclose the following in relation to the Directors in the Annual Report:</p> <ul style="list-style-type: none"> a) name, qualifications and brief profile; b) the nature of his/her expertise in relevant functional areas; c) whether either the Director or Close Family Members has any material business relationships with other Directors of the Listed Entity; d) whether Executive, Non-Executive and/or independent Director; e) the total number and names of companies in Sri Lanka in which the Director concerned serves as a Director and/or Key Management Personnel indicating whether such companies are listed or unlisted Companies and whether such Director functions in an executive or non-executive capacity, provided that where he/she holds directorships in companies within a Group of which the Listed Entity is a part, their names (if not listed) need not be disclosed; it is sufficient to state that he/she holds other directorships in such companies f) number of Board meetings of the Listed Entity attended during the year; g) names of Board Committees in which the Director serves as Chairperson or a member; h) Details of attendance of Committee Meetings of the Audit, Related Party Transactions Review, Nominations and Governance and Remuneration Committees. Such details shall include the number of meetings held and the number attended by each member.; and, i) The terms of reference and powers of the SID (where applicable 	Complied	The relevant information is given in the profiles of the Directors, Report of the Directors and the Corporate Governance Report.

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.11. Nominations & Governance Committee (N & GC)			
9.11.1.	Listed Entities shall have a Nominations and Governance Committee that conforms to the requirements set out in Rule 9.11 of these Rules.	Complied	The Company has established a N & GC in conformity with the requirements set out in Rule 9.11.
9.11.2.	Listed Entities shall establish and maintain a formal procedure for the appointment of new Directors and re-election of Directors to the Board through the Nominations and Governance Committee	Complied	Formal Policy has been established for appointment / re-election of Directors.
9.11.3.	The Nominations and Governance Committee shall have a written terms of reference clearly defining its scope, authority, duties and matters pertaining to the quorum of meetings.	Complied	The N & GC has a written TOR
9.11.4.	Composition <ul style="list-style-type: none"> 1) The members of the Nominations and Governance Committee shall; <ul style="list-style-type: none"> a) comprise of a minimum of three (03) Directors of the Listed Entity, out of which a minimum of two (02) members shall be Independent Directors of the Listed Entity. (b) It should not comprise of Executive Directors of the Listed Entity. 2) An Independent Director shall be appointed as the Chairperson of the Nominations and Governance Committee by the Board of Directors. 3) The Chairperson and the members of the Nominations and Governance Committee shall be identified in the Annual Report of the Listed Entity. 	Complied	<p>The N & GC as at 31st December 2024 comprised of three Directors out of which two Directors were considered independent.</p> <p>The Chairman of the Committee is an Independent Director.</p> <p>Please refer the Report of the N & GC on page 107.</p>
9.11.5.	Functions of the Nominations and Governance Committee	Complied	Please refer the Report of the N & GC on page nos 107.
9.11.6.	The Annual Report of Listed Entities shall contain a report of the Nominations and Governance Committee signed by its Chairperson.	Complied	Please refer the Report of the N & GC on page nos 107.
9.12. Remuneration Committee (RC)			
9.12.2	Listed Entities shall have a Remuneration Committee that conforms to the requirements set out in Rule 9.12 of these Rules.	Complied	The Company has established a RC that conforms to the requirements of Rule 9.12.
9.12.3	The Remuneration Committee shall establish and maintain a formal and transparent procedure for developing policy on Executive Directors' remuneration and for fixing the remuneration packages of individual Directors. No Director shall be involved in fixing his/her own remuneration	Not applicable	The Board does include Executive Directors
9.12.4.	Remuneration for Non-Executive Directors should be based on a policy which adopts the principle of non -discriminatory pay practices among them to ensure that their independence is not impaired	Complied	RC adopts non -discriminatory pay practices among Non – Executive Directors.

CORPORATE GOVERNANCE

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.12.5.	RC shall have a written terms of reference clearly defining its scope, authority, duties and matters pertaining to the quorum of meetings	Complied	The RC has a written TOR.
9.12.6.	Composition	Complied	The RC comprised of three Directors out of which two Directors were considered independent. However with the resignation of Mr. A K D D D Arandara on 19/11/2024. The company was not in compliance with the Listing Rules.
	1) The members of the RC shall; (a) comprise of a minimum of three (03) Directors of the Listed Entity, out of which a minimum of two (02) members shall be Independent Directors of the Listed Entity. (b) not comprise of Executive Directors of the Listed Entity.		
	2) An Independent Director shall be appointed as the Chairperson of the Remuneration Committee by the Board of Directors.		The Chairman of the Committee is an Independent Director.
9.12.7.	Functions of the RC	Complied	Please refer Report of the RC Remuneration Committee on page 103
9.12.8.	Disclosure in Annual Report	Complied	Please refer Report of the RC Remuneration Committee on page 103
	The Annual Report should set out the following: a) Names of the Chairperson and members of the Remuneration Committee and the nature of directorships held by such members b) A statement regarding the remuneration policy; and, c) The aggregate remuneration of the Executive and Non-Executive Directors		
9.13. Audit Committee (AC)			
9.13.1.	Where Listed Entities do not maintain separate Committees to perform the Audit and Risk Functions, the Audit Committee of such Listed Entities shall additionally perform the Risk Functions set out in Rule 9.13 of these Rules.	Complied	The risk management function is performed by the AC.
9.13.2.	The AC shall have a written terms of reference clearly defining its scope, authority and duties	Complied	The AC has a written TOR.

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.13.3.	Composition	Complied	
	<ol style="list-style-type: none"> 1) The members of the Audit Committee shall; <ol style="list-style-type: none"> (a) comprise of a minimum of three (03) directors of the Listed Entity, out of which a minimum of two (02) or a majority of the members, whichever higher, shall be Independent Directors. (b) not comprise of Executive Directors of the Listed Entity. 2) The quorum for a meeting of the Audit Committee shall require that the majority of those in attendance to be independent directors. 3) The Audit Committee may meet as often as required provided that the Audit Committee compulsorily meets on a quarterly basis prior to recommending the financials to be released to the market. 4) An Independent Director shall be appointed as the Chairperson of the Audit Committee by the Board of Directors. 5) Unless otherwise determined by the Audit Committee, the CEO and the Chief Financial Officer (CFO) of the Listed Entity shall attend the Audit Committee meetings by invitation. 6) The Chairperson of the Audit Committee shall be a Member of a recognized professional accounting body 		<p>The AC comprised three Non-Executive Directors out of which two Directors were independent. with the resignation of Mr.Dinesh Vidanapathirana on 19/11/2024 thr Company was not in compliance with the Listing Rules.</p> <p>The AC met 5 times during the year under review specifically to review and recommend the interim financial statements for the approval of the Board for release to the CSE.</p> <p>The Chairman of the AC is an Independent Director.</p> <p>The Head of Finance and the Group CFO attend the AC meetings by invitation.</p> <p>Mr. Sampath Hettiarachchi is a member is a member of a recognized professional accounting body</p>
9.13.4.	Functions of the AC	Complied	Please refer the Report of the AC on page nos 99 - 102.
9.13.5	The Audit Committee shall also prepare an Audit Committee Report which shall be included in the Annual Report of the Listed Entity and indicate the disclosures requested under 9.13.5.	Complied	Please refer the Report of the AC on page nos 99 - 102.
9.14.	Related Party Transaction Review Committee (RPT-RC)		
9.14.1.	Listed Entities shall have a RPT-RC that conforms to the requirements set out in Rule 9.14 of these Rules.	Complied	The Company has established a RPT – RC in compliance with the requirement of Rule 9.14 of the Listing Rules.
9.14.2.	The RPT-RC shall comprise of a minimum of three (3) Directors of the Listed Entity, out of which two (02) members shall be Independent Directors of the Listed Entity. It may also include executive directors, at the option of the Listed Entity. An Independent Director shall be appointed as the Chairperson of the Committee.	Complied	The RPT – RC comprise of three directors out of which two members are Independent Directors. However, with the resignation of Mr Dinesh Vidanapathirana on 19/11/2024 The company was not in compliance with the Listing rules. The Chairman of RPT-RC is an Independent Director.

CORPORATE GOVERNANCE

Rule No.	Corporate Governance Rule	Status of Compliance	Remarks
9.14.3.	Functions of the RPT-RC	Complied	Please refer the Report of the RPT - RC on page nos 105 - 106.
9.14.4.	General Requirements	Complied	Please refer the Report of the RPT - RC on page nos 105 - 106.
9.14.5.	Review of Related Party Transactions by the Related Party Transactions Review Committee	Complied	The committee complies with section 9.14.5 when reviewing the RPT
9.14.6.	Shareholder Approval		The committee will comply with section 9.14.6 when reviewing the RPT
9.14.7.	Disclosure		The committee will make relevant disclosures as per section 9.14.7
9.14.8.	Disclosures in the Annual Report		Relevant Disclosures have been made in the Annual Report
9.16.	Additional Disclosures		
	The following declarations by the Board of Directors to be included in the Annual Report:	Complied	The declarations by the Board of Directors are set out in the Annual Report of the Board of Directors.
	(i) They have declared all material interests in contracts involving in the Entity and whether they have refrained from voting on matters in which they were materially interested;		
	(ii) they have conducted a review of the internal controls covering financial, operational and compliance controls and risk management and have obtained reasonable assurance of their effectiveness and successful adherence therewith, and, if unable to make any of these declarations an explanation on why it is unable to do so;		
	(iii) they made arrangements to make themselves aware of applicable laws, rules and regulations and are aware of changes particularly to Listing Rules and applicable capital market provisions;		
	(iv) disclosure of relevant areas of any material non-compliance with law or regulation and any fines, which are material, imposed by any government or regulatory authority in any jurisdiction where the Entity has operations.		

REPORT OF THE AUDIT COMMITTEE

ROLE OF THE AUDIT COMMITTEE

The main objective of the Audit Committee is to assist the Board in fulfilling its oversight responsibility for the Company's financial reporting system, compliance with legal and regulatory requirements, internal control mechanism, risk management process, internal audit function and review of independence and performance of the External auditors with a view to safeguarding the interest of the shareholders and all other stakeholders.

In fulfilling this role, the Audit Committee is empowered to examine the financial records of the Company, Internal Audit reports, and other communications as necessary in order to ensure the Company adheres to accepted norms of ethical guidelines, rules and regulations.

COMPOSITION

The Audit Committee during the year 2024 comprised of three Non – Executive Directors of whom two Directors were Independent.

Mr. Sampath Hettiarachchi,*
Chairman

Mr. Dallas Stephen,*
Member

Mr. Sudarshana Geeganage
Member
(Resigned on 13/03/2024)

Mr. Dinesh Vidanapathirana
Member

(appointed on 27/03/024 and resigned on 19/11/2024)

*Independent Non Executive Director

Messrs. Sampath Hettiarachchi Chairman and Dallas Stephen ceased to be members of the Committee with their resignation from the Board with effect 12/03/2025

The Committee was reconstituted on 12/03/2025 with the appointment of the following members.

Mr. Chandrasiri Kalupahana*
Chairman

Mr Suneth Haputhanthri*
Member

Mr. Lawrence Paratz
Member

*Independent Non Executive Director

As the status of Mr Suneth Haputhanthri changed to Non Independent Director, the Board appointed Prof. Ruwanthi Perera as a member of the Committee on 07/05/2025.

In terms of section 210 of the Companies Act No 07 of 2007, Mr Lawrence Paratz ceased to be a Director with effect from 14/05/2025. Accordingly, the composition of the present committee is as follows,

Mr. Chandrasiri Kalupahana*
Chairman

Prof Ruwanthi Perera*
Member

Mr. Suneth Haputhanthri
Member

*Independent Non Executive Director

The present committee comply with the Colombo Stock Exchange Listing Rules.

The Chairman of the Committee Mr. Chandrasiri Kalupahana is a Fellow member of the Institute of Chartered Accountants of Sri Lanka.

The individual and collective finance knowledge and business acumen and the independence of the committee are brought to bear on their deliberations and judgements on matters that come within the Committees purview.

The profiles of the members which detail their background and professional experience are on pages 14 to 16 of this Report.

The Company Secretary functions as the Secretary of the Audit Committee.

MEETING AND ATTENDANCE

The committee met five times during the year under review and the attendance at the meetings are given in the Report on the corporate Governance on page 82.

REPORT OF THE AUDIT COMMITTEE

The following members of the corporate management team also regularly attend the meetings by invitation of the Committee.

Mr. Sanjeewa Samaranayake
CFO/SLT

Mr. Isuru Dissanayake
Chief Commercial Officer

Mr. R P S P Randeni
Manager Finance

Representative/s of Internal Audit team

Representative/s of External Auditors, KPMG

The proceedings of the Audit Committee meetings are regularly reported to the Board of Directors.

TERMS OF REFERENCE AND CHARTER OF AUDIT COMMITTEE

Terms of Reference and Charter of the Audit Committee are periodically reviewed and revised if required with the concurrence of the Board of Directors, in order to ensure that new developments relating to the internal audit function are included.

DUTIES AND RESPONSIBILITIES OF THE AUDIT COMMITTEE

The primary role of the Audit Committee is to ensure the integrity of the financial reporting, audit processes, the maintenance of sound internal controls and risk

management system. The committee's responsibilities include monitoring and reviewing the following:

1. Effectiveness of the Company's internal control and risk management procedures.
2. Appropriateness of the Company's relationship with the External Auditors including independence, non-audit services and recommending to the Board on the reappointment of Auditor.
3. Effectiveness of the Internal Audit function and the scope of work.



FINANCIAL REPORTING SYSTEM

The Committee reviewed the financial reporting system adopted by the Company in the presentation of its quarterly and annual Financial

Statements to ensure reliability of the processes and consistency of the accounting policies and methods adopted and their compliance with the Sri Lanka Financial Reporting Standards. The Committee recommended the Financial Statements to the Board for its deliberations and issuance. The Committee in its evaluation of financial reporting system also recognised the adequacy of the content and quality of routine management information reports forwarded to its members.

The review included;

- Appropriateness and changes in Accounting Policies.
- Significant estimates and judgement made by the management
- Compliance with relevant Accounting Standards and applicable regulatory requirements
- Issues arising from the Internal Audit and Independent External Audit.
- The Company's ability to continue as a going concern.
- Statements and Reports to be included in the Annual Report.

The Committee has also obtained assurance from the Group CFO that the financial records have been properly maintained and the financial statements give a true and fair view of the Company's operations and finances.

INTERNAL AUDIT

The Committee reviewed the process to assess the effectiveness of the Internal Financial Controls that have been designed to provide reasonable assurance to the Directors that assets are safeguarded and that the financial reporting system can be relied upon in preparation and presentation of Financial Statements.

The Committee monitors and reviews;

- The annual audit plan.
- The coverage of the audit plan.
- The internal audit programmes and results of the internal audit process.
- The follow-up action taken on the recommendation of the Internal Auditors.

RISK MANAGEMENT AND INTERNAL CONTROL

The Committee reviewed and assessed the Company's risk management process including the adequacy of the overall control

environment and controls in areas of significant risks.

Key risks that exceeded the Company's risk appetite are discussed in the risk management section presented from page 73 to 81.

The Committee is satisfied that an effective system of internal controls is in place to provide reasonable assurance on safeguarding the Company's assets and the reliability of the Financial Statements. The effectiveness of the Company's system of internal controls is evaluated through reports provided by the management, internal auditors and independent external auditors. The Committee obtains internal audit & risk assessment advisory services from the Group Internal Audit Division of Sri Lanka Telecom PLC & the Enterprise Risk & Information Security Division of Mobitel (Pvt) Ltd.

EXTERNAL AUDIT

The Committee held meetings with the External Auditors to review the nature, approach and scope of the audit and Audit Management Letter of the Company. The Audit Committee has reviewed the non-audit services provided by the External Auditors to the Company to ensure that their independence as Auditors has not been compromised.

Messrs. KPMG has also declared as required by the Companies Act No. 7 of 2007, that they do not have any relationship or interest in the Company, which may have a bearing on the independence of their role as Auditors.

The current Auditors Messrs KPMG were initially appointed as external auditors in the financial year 2007 and continue to hold that position to date. A partner rotation of the Auditors takes place periodically, a rotation of partner took place in 2019.

The Committee recommends the re-appointment of Messrs. KPMG, Chartered Accountants as Auditors for the financial year ending 31st December 2025, at a fee to be determined by the Board of Directors, subject to the approval by the shareholders at the Annual General Meeting.

COMPLIANCE

The Audit Committee reviewed the reports submitted by the management and the Internal Auditors in compliance with applicable laws and regulations. The Committee is satisfied that laws and regulations are duly complied, and statutory payments have been made on a timely basis. The orientation programme of new employees includes training on compliance

REPORT OF THE AUDIT COMMITTEE

with the code of business ethics of the Company and a declaration by them that they will abide by them.

REPORTING

The activities and views of the Committee have been communicated to the Board of Directors through verbal briefings and by tabling the minutes of the Committee's meetings.

WHISTLE-BLOWING, FRAUD AND NON-COMPLIANCE WITH LAWS AND REGULATIONS

Employees can raise any confidential matters pertaining to accounting, internal controls and any noncompliance with laws and regulations. The Committee reviewed the appropriateness of the Company's whistle-blowing policy to ensure the Company's arrangement for confidentiality of information and their sources.

SRI LANKA ACCOUNTING STANDARDS

The Committee reviewed the revised policy decisions relating to adoption of new and revised Sri Lanka

Accounting Standards (SLFRS/LKAS) applicable to the Company and made recommendations to the Board of Directors. The Committee will continue to monitor the compliance with the relevant Accounting Standards and keep the Board of Directors informed at regular intervals.

On behalf of the Audit Committee



Chandrasiri Kalupahana
Chairman

26th May 2025

REPORT OF THE REMUNERATION COMMITTEE

ROLE OF THE COMMITTEE

The role of the Committee is to assist the Directors in matters relating to the compensation, bonuses and remuneration of the Directors and staff. This includes developing and recommending remuneration policies, monitoring compensation structures and ensuring fairness and transparency in compensation practices.

COMPOSITION

The Remuneration Committee during the year 2024 comprised of three Non – Executive Directors of whom two Directors were Independent.

Mr. Sampath Hettiarachchi*
Chairman

Mr. Dallas Stephen*
Member

Mr. A K D D D Arandara
Member

*Independent Non Executive Director

Subsequent to the resignation from the Board Mr.A.K.D.D.D.Arandara ceased to be a member of the Committee with effect from 19/11/2024

Messrs. Sampath Hettiarachchi, Chairman and Dallas Stephen ceased to be members of the Committee with their resignation from the Board with effect from 12/03/2025

The Committee was reconstituted on 12/03/2025 with the appointment of the following members.

Prof. Ruwanthi Perera*
Chairman

Mr. Suneth Haputhanthri*
Member

Dr. Mothilal de Silva
Member

*Independent Non Executive Director

As the stratus of Mr. Suneth Haputhanthri changed to Non Independent Director the Board appointed Mr. Chandrasiri Kalupahana Independent Director as a member of the committee in place of Mr. Suneth Haputhanthri on 07/05/2025.

The present members of committee are as follows,

Prof. Ruwanthi Perera*
Chairman

Mr. Chandrasiri Kalupahana*
Member

Dr. Mothilal de Silva
Member

*Independent Non Executive Director

The profiles of the members which detail their background and professional experience are on pages 12 to 16 of this Report.

The Company Secretary functions as the Secretary of the Committee.

The Chief Commercial Officer and senior management members of the parent company assist the committee by providing relevant information and participating in its analysis and deliberations, except when their own compensation packages are reviewed.

The Committee had ensured that the Board complied with the relevant Statutes in relation to remuneration relating to Directors.

THE SCOPE OF THE COMMITTEE

The Committee is mandated to formulate the remuneration policy of the Company and recommend to the Board of Directors any matter related to the following;

- Determining the fees of the Chairman and Directors and ensuring that no Director is involved in setting his or her own remuneration.
- Formulating guidelines, policies and parameters for the compensation structures for all executive staff of the Company.
- Reviewing information related to executive pay from time to time to ensure same is in par with the market/industry rates.

REPORT OF THE REMUNERATION COMMITTEE

- Evaluating the performance of each department against the predetermined targets & goals. Approving annual salary increments, bonus, commission structures and staff benefits etc.

REMUNERATION POLICY

The remuneration policy is designed to reward, motivate and retain the Company's executive team, with market competitive remuneration and benefits, to support the continued success of the business and creation of value as per the business model. The Committee makes all endeavor to maintain remuneration levels that are sufficient to attract and retain Independent Directors and the members of the senior management team.

All Non-Executive Directors receive a monthly fee for serving on the Board and on sub-committees.

ACTIVITIES DURING THE YEAR

The Remuneration Committee met once during the year and the proceedings of the meetings have been reported to the Board of Directors in adequate detail.

During the year, the Committee reviewed and recommended the payment of the annual bonus and increment to the staff.

AGGREGATE REMUNERATION PAID TO DIRECTORS

The aggregate remuneration paid to the Non-Executive Directors is given on Note 07 to the Financial Statement.

On behalf of the Remuneration Committee



Prof. Ruwanthi Perera
Chairman

26th May 2025

RELATED PARTY TRANSACTIONS REVIEW COMMITTEE REPORT

ROLE OF THE COMMITTEE

The Related Party Transaction Review Committee ("RPT – RC") was established to advise the Board in relation to transactions with the related parties as defined by LKAS 24. The Committee also exercises oversight function on behalf of the Board in complying with the Listing Rules of the Colombo Stock Exchange and with the Code of Best Practices on Related Party Transactions ("the Code") issued by the Securities and Exchange Commission of Sri Lanka. The Committee has also adopted best practices as recommended by the Institute of Chartered Accountants of Sri Lanka.

COMPOSITION OF THE COMMITTEE

The Committee during the year 2024 comprised of three Non – Executive Directors of whom two Directors were Independent.

Mr. Dallas Stephen*
Chairman

Mr. Sampath Hettiarachchi*
Member

Mr. Sudarshana Geeganage
Member
(Resigned on 13/03/2024)

Mr. Dinesh Vidanapathirana
Member

(Appointed on 07/03/2024 & resigned on 19/11/2024)

* Independent Non Executive Director

Messrs. Sampath Hettiarachchi, Chairman and Dallas Stephen ceased to be members of the the Committee with their resignation from the Board with effect 12/03/2025.

The Committee was reconstituted on 12/03/2025 with the appointment of the following members.

Mr. Suneth Haputhanthri*
Chairman

Mr. Chandrasiri Kalupahana*
Member

Mr. Lawrence Paratz
Member

* Independent Non Executive Director

As the status of Mr Suneth Haputhanthri changed to Non Independent Director, the Board appointed Prof. Ruwanthi Perera Independent Director as a member of the committee on 07/05/2025.

The Board also appointed Mr Chandrasiri Kalupahana as the Chairman of the Committee in place of Mr Suneth Haputhnthri on 07/05/2025

In terms of section 210 of the Companies Act No 07 of 2007, Mr Lawrence Paratz ceased to be a Director with effect from 14/05/2025.

Accordingly, composition of the present committee is as follows,

Mr. Chandrasiri Kalupahana*
Chairman

Prof. Ruwanthi Perera*
Member

Mr. Suneth Haputhanthri
Member

* Independent Non Executive Director

The present committee comply with the Colombo Stock Exchange Listing Rules.

The profiles of the members which detail their background and professional experience are on pages 14 to 16 of this Report..

The Company Secretary functions as the Secretary of the Committee.

MEETING AND ATTENDANCE

The committee met four times during the year under review and the attendance at the meetings are given in the corporate Governance Report on page 82.

The following members of the corporate management team also attend the meetings by invitation of the Committee.

Mr. Sanjeewa Samaranayake
CFO/SLT

Mr. Isuru Dissanayake
Chief Commercial Officer

Mr. R P S P Randeni
Manager Finance

RELATED PARTY TRANSACTIONS REVIEW COMMITTEE REPORT

The proceedings of the Committee meetings are regularly reported to the Board of Directors.

POLICIES AND PROCEDURES

The members of the Board of Directors of the Company have been identified as Key Management Personnel. In accordance with the Related Party Transaction Policy, the declarations are obtained from each Key Management Personnel of the Company for the purpose of identifying parties related to them. Based on the information furnished in these declarations, the Company retrieves data on related party transactions from the database of the Company.

MANDATE AND RESPONSIBILITIES

- Review in advance all proposed related party transactions of the Company, either prior to the transactions being entered into or, if the transaction is expressed to be conditional on such review, prior to the completion of the transaction.
- Seek any information the Committee requires from management, employees or external parties with regard to any transaction entered into with a related party.

- Obtain knowledge or experience to access all aspects of proposed related party transactions where necessary including obtaining appropriate professional and expert advice from suitably qualified persons.
- Recommend, where necessary, to the Board and obtain their approval prior to the execution of any related party transaction.
- Monitor that all related party transactions of the entity are transacted on normal commercial terms and are not prejudicial of the entity and its minority shareholders.
- Meet with the management, Auditors as necessary to carry out the assigned duties.
- Review the transfer of resources, services or obligations between related parties.
- Review the economic and commercial substance of both recurrent /non recurrent related party transactions.
- Monitor and recommend the acquisition or disposal of substantial assets between related parties, including obtaining competent independent advice from independent professional experts with regard to the value of the substantial assets of the related party transaction.

ACTIVITIES DURING THE YEAR

During the year, the Committee reviewed the related party transactions and their compliances in the Company and communicated the same to the Board.

The following types of related party transactions with Sri Lanka Telecom PLC and Mobitel (Pvt) Ltd were brought to the attention of the Board;

- Services provided and payments made to related parties
- Assets purchased and payments made to related parties
- Review of such transactions and determining whether to permit or prohibit the transaction

Details of Related Party Transactions entered into by the Company and its Group Companies during the year are disclosed in Note 26 to the Financial Statements.

On behalf of the Related Party Transactions Review Committee



Chandrasiri Kalupahana
Chairman

26th May 2025

REPORT OF THE NOMINATION & GOVERNANCE COMMITTEE

ROLE OF THE COMMITTEE

The objective of the Nomination and Governance Committee is to review the structure and the composition of the Board and ensure that the combined knowledge and experience complement the corporate strategy, and also to review, evaluate and recommend changes to the Company's Corporate Governance Framework in line with the Listing Rules of the Colombo Stock Exchange ("CSE")

COMPOSITION

In terms of the Corporate Governance Rules of the CSE that came into effect from 1st October 2023, the Nominations Committee of the Company was established by the Board on 27th March 2024 comprising the following members.

Mr. Dallas Stephen*
Chairman

Mr. Sampath Hettiarachchi*
Member

Mr. A K D D Arandara
Member

Mr. Lawrence Paratz
Member
*Independent Non Executive Director

Subsequent to the resignation from the Board, Mr. A K D D Arandara ceased to be a member of the Committee with effect from 19/11/2024.

During the year under review, the composition of the Committee met the requirements of the Listing Rules of the CSE.

Messrs. Dallas Stephen and Sampath Hettiarachchi ceased to be members of the committee with their resignation from the Board with effect from 12/03/2025.

The Committee was reconstituted on 12/03/2025 with the appointment of the following members.

Prof. Ruwanthi Perera*
Chairman

Mr. Suneth Haputhanthri*
Member

Dr. Mothilal de Silva
Member
*Independent Non Executive Director

As the status of Mr Suneth Haputhanthri changed as Non Independent Director, the Board appointed Mr Chandrasiri Kalupahana Independent Director as a member of the committee in place of Mr Haputhanthri on 07/05/2025

The present Constitution of the committee is as follows:

Prof Ruwanthi Perera*
Chairman

Mr Chandrasiri Kalupahana*
Member

Dr Mothilal de Silva
Member
*Independent Non Executive Director

The profiles of the members which detail their background and professional experience are on pages 12 to 16 of this Report.

The Company Secretary functions as the Secretary of the Committee.

SCOPE OF THE COMMITTEE

- Evaluate the appointment of Directors to the Board of Directors and its Committees, ensuring the required expertise and succession.
- Consider and recommend (or not recommend) the re-appointment/re-election of current Directors based on the combined knowledge, experience, performance and contribution made by the Director to meet the strategic demands of the Company the discharge of the Board's overall responsibilities and the number of directorships held by the Director in other listed and unlisted companies and other principal commitments.
- Establish and maintain a formal and transparent procedure to evaluate, select and appoint/re-appoint Directors of the Company.
- Establish and maintain a set of criteria for selection of Directors such as the academic/professional qualifications, skills, experience, and key attributes required for eligibility, taking into consideration the nature

REPORT OF THE NOMINATION & GOVERNANCE COMMITTEE

of the business of the Company and industry specific requirements.

- Establish and maintain a suitable process for the periodic evaluation of the performance of the Board of Directors and the CEO of the Company to ensure that their responsibilities are satisfactorily discharged.
- Develop succession plan for Board of Directors and Key Management Personnel of the Company.
- Review the structure, size and composition of the Board and Board Committees with regard to effective discharge of duties and responsibilities.
- Review and recommend the overall corporate governance framework of the Company taking into account the Listing Rules of the CSE, other applicable regulatory requirements and industry/ international best practices.
- Periodically review and update the corporate Governance Policies / Framework of the Company in line with the regulatory and legal developments relating to same, as a best practice.
- Receive reports from the management on compliance with the corporate governance framework of the Company including the Company's compliance with provisions of the SEC Act, Listing

Rules of the Exchange and other applicable laws, together with any deviations/ non-compliances and the rationale for same.

POLICY ON CORPORATE GOVERNANCE, NOMINATION & RE-ELECTION

The Company has established a formal Policy on Corporate Governance, Nomination & Re-election which indicates the process to be followed when nominating and re-electing Directors.

APPOINTMENT/RE-ELECTION OF DIRECTORS.

In terms of the Articles of Association of the Company a Director appointed by the Board holds office until the next Annual General Meeting. In addition,

all directors except the Chairman are required to offer themselves for re-election at regular intervals and atleast once in every 3 years.

Accordingly, the Committee based on their performance and the contribution made to achieve the objectives of the Company recommend the re-election of the following Directors by the shareholders at the Annual General Meeting to be held on 26th June 2025.

- Dr. Mothilal de Sliva
- Mr. Chandrasiri Kalupahana
- Mr. Suneth Haputhanthri
- Prof. Ruwanthi Perera
- Mr. Lawrence Paratz
- Mr. Chan Chee Beng

Name of Director	Directorship Status	Date of appointment to the Board	Date of last re-appointment	Directorship and other commitments in other listed entities	Material relationship *
Dr. Mothilal de Sliva	Non – Independent Non Executive Director	19/11/24	N/A	Chairman/ Director and member of N & GC of Sri Lanka Telecom PLC	Chairman/ Director Mobitel (Pvt) Ltd.
Mr. Chandrasiri Kalupahana	Independent Non-Executive Director	19/11/24	N/A	Director, & Chairman of AC Sri Lanka Telecom PLC Director and of AC, RPT – RC, N & GC, Member, Human Resources & Remuneration Committee and IT Security & Steering Committee of softlogic finance PLC	

Name of Director	Directorship Status	Date of appointment to the Board	Date of last re-appointment	Directorship and other commitments in other listed entities	Material relationship *
Mr. Suneth Haputhanthri	Non Independent Non – Executive Director	07/02/25	N/A	-	Director Mobitel (Pvt) Ltd.
Prof. Ruwanthi Perera	Independent Non – Executive Director	12/03/25	N/A	-	-
Mr. Lawrence Paratz	Non-Independent Non Executive Director	-	N/A	Director Sri Lanka Telecom PLC	Director Mobitel (Pvt) Ltd.
Mr. Chan Chee Beng	Non Independent Non – Executive Director	14/05/25	N/A	Director/member RC & N & GC Sri Lanka Telecom PLC	Director Mobitel (Pvt) Ltd.

* Any relationships including close family relationships between the candidate and the directors, the Listed Entity or its shareholders holding more than ten per-centum (10%) of the shares of the Listed Entity.

However, a member of the Nominations and Governance Committee does not participate in decisions relating to his/her own appointment.

INDUCTION PROGRAMME

Newly appointed Directors are given an induction to the Company prior to their first Board meeting. The

orientation programme includes the operations of the Company, performance and the requirements as per the Listing Rules and applicable rules and regulations.

The existing Directors are regularly updated with corporate governance requirements, Listing Rules and other applicable laws.

Each Director also provided a signed declaration on his/her fitness and proprietary based on the assessment criteria stipulated in the Listing Rules of the CSE. The fitness and proprietary

of the Directors were examined by the Committee.

The extent of compliance with the Corporate Governance requirements stipulated under the Listing Rules of the CSE are set out in pages 89 to 98.

On behalf of the Nomination & Governance Committee



Prof. Ruwanthi Perera

Chairman

26th May 2025

STATEMENT OF DIRECTORS IN RELATION TO THEIR RESPONSIBILITY FOR THE PREPARATION OF FINANCIAL STATEMENTS

The responsibility of the Directors in relation to the Financial Statements of the Company is set out in the following statement. The responsibility of the Independent Auditors, in relation to the Financial Statements, prepared in accordance with the provisions of the Companies Act No. 07 of 2007 ("the Act"), is set out in the Independent Auditors' Report from pages 119 to 122.

The Financial Statements comprise:

- Statement of Profit or Loss and Other Comprehensive Income, which present a true and fair view of the profit and loss of the Company for the financial year; and
- Statement of Financial Position, which present a true and fair view of the state of affairs of the Company as at the end of the financial year, and which comply with the requirements of the Act and SLRFS.

The Directors are required to ensure that, in preparing these Financial Statements:

- appropriate accounting policies have been selected and applied in a consistent manner and material departures, if any, have been disclosed and explained;

- all applicable Accounting Standards issued by the Institute of Chartered Accountants of Sri Lanka, as relevant, have been followed;
- judgments and estimates have been made which are reasonable and prudent.

The Directors are also required to ensure that the Company has adequate resources to continue its operation to justify applying the going concern basis in preparing these Financial Statements.

Further, the Directors have a responsibility to ensure that the Company maintains sufficient accounting records to disclose, with reasonable accuracy the financial position of the Company and to ensure that the Financial Statements presented comply with the requirements of the Act.

The Directors are also responsible for taking reasonable steps to safeguard the assets of the Company and in this regard to give proper consideration to the establishment of appropriate internal control systems with a view to prevent and detect fraud and other irregularities.

The Internal Auditors have conducted periodic audits to provide reasonable assurance that the established

policies and procedures of the Company were consistently followed. However, there are inherent limitations that should be recognised in weighing the assurances provided by any system of internal controls and accounting.

The Audit Committee meets periodically with the Internal Auditors and the Independent External Auditors to review the manner in which these auditors perform their responsibilities, and to discuss auditing, internal control and financial reporting issues. To ensure complete independence, the Independent Auditors and the Internal Auditors have full and free access to the members of the Audit Committee to discuss any matter of substance.

The Directors are required to prepare the Financial Statements and to provide the Independent Auditors with every opportunity to take whatever steps and undertake whatever inspections that they may consider to be appropriate to enable them to give the Independent Auditors 'opinion.

The Directors are of the view that they have discharged their responsibilities as set out in this statement.

Compliance report

The Directors confirm that to the best of their knowledge, all taxes, duties and levies payable by the Company, all contributions, levies and taxes payable on behalf of and in respect of the employees of the Company, and all other known statutory dues as were due and payable by the Company as at the Reporting date have been paid, or where relevant provided for, except as specified in Note 29 to the Financial Statements covering contingent liabilities.

By Order of the Board
e-Channelling PLC

A handwritten signature in black ink, appearing to read 'G. Soares'.

Geredene Soares
Company Secretary

26th May 2025

ANNUAL REPORT OF THE BOARD OF DIRECTORS ON THE AFFAIRS OF THE COMPANY

The Board of Directors are pleased to present their Report on the Affairs of the Company together with the Audited Financial Statements of the Company for the period ended 31st December 2024. The details set out herein provide pertinent information required by the Companies Act, No.7 of 2007 and the Listing Rules of Colombo Stock Exchange ("CSE").

REVIEW OF OPERATIONS & FUTURE DEVELOPMENTS

The financial and operational performance of the Company during the year under review and future developments are discussed in the Chairman's Review and the Management Discussion & Analysis.

PRINCIPAL ACTIVITIES OF THE COMPANY

The principal activity of the Company is providing digital lifestyle solution for healthcare and other industries in Sri Lanka where each stakeholder in those industries can be benefited. Under this mission, the main product of the Company is the software system which provides an efficient mechanism for channelling of medical practitioners. In addition, the Company provides online queue management solution which fulfil a vital need for a system to manage the queue effectively and ensure a reduction of traffic outside and inside the office.

FINANCIAL STATEMENTS & AUDITORS REPORT

The Financial Statements of the Company, duly certified by the Head of Finance and signed by two Directors in compliance with sections 152, 153 and 168 of the Companies Act are given from pages 123 to 172 of this Report while the Auditor's report on the Financial Statements of the Company are given on pages 119 to 122 as required by section 168 (1) (c) of the Companies Act.

ACCOUNTING POLICIES

The Financial Statements of the Company have been prepared in accordance with Sri Lanka Accounting Standards laid down by the Institute of Chartered Accountants of Sri Lanka which were in effect up to the reporting date. The significant accounting Policies adopted by the Company in preparing the Financial Statements are set out from page 129 to 142.

BOARD OF DIRECTORS

In terms of section 168 (1) (h) of the Companies Act No. 07 of 2007, and the Listing Rules of the CSE, the names of persons who held the office as Directors of the Company during the financial year ended 31st December 2024 are given below;

The Board of Directors as at 1st January 2024.

Mr. Rohan Fernando

Chairman/Non-Independent Non-Executive Director

Mr. Lalith Seneviratne

Non -Independent Non Executive Director

Mr. Dallas Stephen

Independent Non Executive Director

Mr Sampath Hettiarachchi

Independent Non – Executive Director

Mr. Lawrence Paratz

Non -Independent, Non Executive Director

Mr. Sudarshana Geeganage

Non Independent Non – Executive Director

Changes to the Directorate during the financial year 2024.

Name of Director	Status	Date of Appointment	Date of Resignation
Mr. Rohan Fernando	Chairman/Non-Independent Non - Executive Director	-	30/01/2024
Mr. Lalith Seneviratne	Non-Independent Non-Executive Director	-	29/01/2024
Mr. A.K.D.D. Arandara	Chairman/Non-Independent Non - Executive Director	29/02/2024	19/11/2024
Dr. Isuru Dasanayake	Non-Independent Non-Executive Director	29/02/2024	22/10/2024
Mr. Dinesh Vidanapathirana	Non-Independent Non-Executive Director	27/03/2024	19/11/2024
Mr. Sudharshana Geeganage	Non-Independent Non-Executive Director	-	13/03/2024
Dr. Mothilal de Silva	Chairman/ Non-Independent Non Executive Director	19/11/2024	
Mr. Chandrasiri Kalupahana	Non-Independent Non Executive Director	19/11/2024	

The Board of Directors as at 31st December 2024.

- Dr. Mothilal de Silva, Chairman/Non-Independent Non -Executive Director
- Mr. Dallas Stephen, Independent Non Executive Director
- Mr Sampath Hettiarachchi, Independent Non – Executive Director
- Mr. Lawrence Paratz, Non -Independent, Non Executive Director
- Mr. Chandrasiri Kalupahana, Non Independent Non – Executive Director

Changes in the Directorate subsequent to the financial year

- Messrs Sampath Hettiarachchi and Dallas Stephen who served on the Board for a period more than nine years were nevertheless considered as Independent Non Executive Directors by the Board based on the determination that their independence is not compromised by serving on the Board for a period exceeding nine years. However, in terms of Rule 9.8.3. of the Revised Listing Rules their status was changed as Non Independent Non Executive Directors with effect from 01/01/2025.
- As per the Listing Rule 9.8.3, the Status of Mr. Chandrasiri Kalupahana changed from Non -Independent Non – Executive Director to Independent Non Executive Director with effect from 12/03/2025.
- Messrs Dallas Stephen and Sampath Hettiarachchi, Non -Independent Non –Executive Directors tendered their resignation from the Board with effect from 12/03/2025
- Mr. Suneth Haputhanthri and Professor Ruwanthi Perera were appointed to the Board, as Independent Non Executive Directors with effect from 07/02/2025 and 12/03/2025 respectively.

ANNUAL REPORT OF THE BOARD OF DIRECTORS ON THE AFFAIRS OF THE COMPANY

- As per Listing Rule 9.8.3., the status of Mr. Suneth Haputhanthri changed from Independent Non Executive Director to Non Independent Non Executive Director with effect from 07/05/2025.
- Mr. Lawrence Paratz who had attained the age of 70 years and re-appointed by the shareholders. In terms of sec 211 of the Act at the previous AGM of the Company held on 14/05/2024 ceased to be a Director of the Company at the conclusion of one year on 14/05/2025.
- Mr. Chan Chee Beng was appointed as a Non Independent Non-Executive Director with effect from 14/05/2025.

The profiles of the Directors as at date including their qualifications, and nature of expertise in relevant functional areas are set out in the 'Board of Directors' section of the Annual Report.

Dr. Mothilal de Silva, Mr. Chandrasiri Kalupahana, Mr. Suneth Haputhanthri, Prof. Ruwanthi Perera and Mr. Chan Chee Beng who were appointed to the Board subsequent to the previous AGM retire in terms of Article 94 of the Articles of Association of the Company and being eligible offer themselves for re-election.

Pursuant to section 211 of the Companies Act No. 7 of 2007 an

ordinary resolution will be put before the shareholders for the appointment of Mr. Lawrence Paratz as a Director notwithstanding the age limit of seventy years stipulated by section 210 of the Companies Act.

BOARD SUB-COMMITTEES

In terms of Section 186 of the Companies Act, the Articles of Association of the Company and the Rule 9.3 of the Listing Rules the following sub-committees have been appointed by the Board;

- **Audit Committee**
- **Remuneration Committee**
- **Related Party Transactions Review Committee**
- **Nominations & Governance Committee**

The composition of these Board Sub-Committees and its functions are given under 'Corporate Governance' and the related sub-committee reports.

DIRECTORS' SHAREHOLDING

The Directors did not hold shares in the Company during the financial year under review.

BOARD PROCEDURE MANUAL

The Company has established a Board Procedure Manual which governs matters relating to the Board of Directors which include criteria

stipulated in rule 9.5.1

The Company confirms compliance with the requirements of the policy in terms of 9.5.2. of the Listing Rules.

DIRECTOR'S REMUNERATION AND OTHER BENEFITS

The remuneration paid to the Directors by the Company during the financial year ended 31st December 2024 is given in Note 07 to the Financial Statements as required by section 168 (1) (f) of the Companies Act.

DIRECTORS' INTEREST IN CONTRACTS

The Directors had no direct or indirect interest in any contracts or proposed contract with the Company for the financial year ended 31 December 2024, other than those disclosed on pages 162 to 163 of the Annual Report.

The Directors have declared all material interest in contracts involving the Company and refrained from voting on matters in which they were materially interested.

INTEREST REGISTER

The Company has maintained an Interest Register as per the requirement of Companies Act No. 7 of 2007 and the Directors have made declarations as provided for in section 192 (1) and (2) of the Companies Act. The Interest Register is available for inspection by shareholders or their authorized

representatives as required by section 119 (1) (d) of the Companies Act.

RELATED PARTY TRANSACTIONS

Transactions if any that could be classified as Related Party Transactions in terms of LKAS 24 “Related Party Disclosures” are given in Note 25 to the Financial Statements.

The members of the Board of Directors of the Company have been identified as Key Management Personnel. In accordance with the Related Party Transaction Policy, declarations are obtained from each Key Management Personnel of the Company for the purpose of identifying parties related to them in any Company where they hold office or ownership. Based on the information furnished in these declarations, the Company retrieves data on related party transactions from the database of the Company.

Non-Recurrent Related Party Transactions

There were no non-recurrent related party transactions where aggregate value exceeded 10% of the equity or 5% of the total assets of the Company, during the year ended 31st December 2024, which required disclosures in the 2024 Annual Report as required by the Listing Rule 9.14.8 of the CSE.

Recurrent Related Party Transactions

Details of recurrent related party transactions of which aggregate value exceeds 10% of the gross revenue of the Company during the year ended 31st December 2024 is given below.

Name of Related Party	Relationship	Nature of the transaction	Aggregate values of the transactions entered into during the financial year	Aggregated value of Related Party transaction as a % of Gross Revenue / Income	Terms and conditions of the Related Party Transactions
Mobitel (Pvt) Ltd	Immediate Parent	Database and system support	Rs 43,735,064	17%	Ordinary course of business

The Board of Directors confirm that the Related Party Transactions of the Company

during the financial year ended 31st December 2024 have been reviewed by the Related Party Transactions Review Committee and are in compliance with the Listing rules.

The Report of the Related Party Transactions Review Committee is given on page 105.

CORPORATE DONATIONS

The Company has not made any donations during the financial year for charitable or political purposes. (2023 – Nil)

INVESTMENTS

Details of investments held by the Company are disclosed in Note 16 to the Financial Statements.

INTANGIBLE ASSETS

An analysis of the Intangible Assets of the Company, additions, impairment and amortisation charged during financial year are set out in Note 13 to the Financial Statements.

PROPERTY, PLANT AND EQUIPMENT

The movement in Property, Plant and Equipment during the year are set out in Note 11 to the Financial Statements.

CAPITAL COMMITMENTS

The Company has not made any material capital commitments during

ANNUAL REPORT OF THE BOARD OF DIRECTORS ON THE AFFAIRS OF THE COMPANY

the financial year that would require disclosures in the Financial Statements.

STATED CAPITAL

The Stated Capital of the Company as at 31 December 2024 was LKR 93,758,316 dividend into 122,131,415 ordinary shares. There was no change in the stated capital of the Company during the year under review.

MINIMUM PUBLIC HOLDING REQUIREMENT OF THE LISTING RULES

The Company complies with option 2 of the Listing Rule 7.13.1 (b) which requires a minimum public holding of 10%.

RESERVES

Retained earnings as at 31st December 2024 amounted to LKR 379,967,420 (2023 – LKR 348,730,712) The movements are shown in the Statement of Changes in Equity in the Financial Statements.

EVENTS SUBSEQUENT TO THE REPORTING DATE

There have been no material events occurring after the Balance Sheet Date that would require adjustments in the Financial Statements other than as disclosed in Note 30 to the Financial Statements.

GOING CONCERN

The Board of Directors has reviewed the Company's business plan, future

prospects, its risk profile and the other requirements such as cash flow and future capital expenditure and is satisfied that the Company has adequate resources and the plans to continue its operations in the foreseeable future. Accordingly, the Financial Statements are prepared based on the going concern concept

EMPLOYMENT POLICIES

The Company identifies Human Resource as one of the most important factors contributing to the continuation and growth of the Company in the current competitive business environment. The Company while appreciating and valuing the service of the employees make a greater effort to hire the best talent from external sources to maintain and improve the high quality of service.

TAXATION

The tax position of the Company is given in Note 09 to the Financial Statements.

RISK MANAGEMENT AND INTERNAL CONTROLS

The Directors are responsible for the Company's system of internal controls covering financial operations and risk management activities and review its effectiveness in accordance with the provisions of the corporate governance framework.

The Directors consider that the system is appropriately designed to manage the risk and to provide reasonable assurance against material misstatement or loss. The Directors further confirm that there is an on-going process to identify, evaluate and manage significant business risks. The Board have reviewed the system of internal control covering financial, operational and compliance controls and risk management and have obtained reasonable assurance of their effectiveness and adherence.

MATERIAL FORESEEABLE RISK FACTORS

Information pertaining to material foreseeable risk factors are disclosed on pages 73 to 81 of this annual report.

STATUTORY PAYMENTS & COMPLIANCE WITH LAWS AND REGULATIONS

The Directors to the best of their knowledge and belief are satisfied that all statutory payments in relation to the government and the employees have been paid or provided for in the Financial Statements.

The Board believes that to the best of their knowledge, the Company has not engaged in any activity which contravenes laws and regulations. There have been no irregularities involving Management or employees, that could have any material financial effect or otherwise.

The Company has also ensured that it has complied with the applicable laws and regulations and has not been imposed with any fines, which are material by any Government or regulatory authority.

The company also complied with the Continuing Listing requirements of the CSE.

The Directors have also made arrangements to make themselves aware of applicable laws, rules and regulations and are aware of changes particularly to Listing Rules and applicable capital market provisions.

ENVIRONMENT, HEALTH AND SAFETY

The Company continues to ensure that all environmental health and safety regulations are strictly followed in order to minimise any adverse effects.

CORPORATE GOVERNANCE

The Directors are responsible for the formulation and implementation of overall business strategies, policies and for setting standards in the short, medium and long term and adopting good governance in managing the affairs of the Company.

CONTINGENT LIABILITIES

There were no material contingent liabilities outstanding as at 31st December 2024.

AUDITORS

The Financial Statements for the period ended 31st December 2024 have been audited by Messrs KPMG, Chartered Accountants, who express their willingness to continue in office.

The Directors recommend to the shareholders the re-appointment of Messrs. KPMG, as Auditors of the Company for the ensuing year. In accordance with the Companies Act No.07 of 2007, a resolution relating to their re-appointment and authorising the Directors to determine their remuneration will be proposed at the forthcoming Annual General Meeting.

The fees paid to the Auditors for the services rendered during the period under review are as follows:

	2024	2023
	LKR	LKR
Audit Fees	780,000	725,000
Non – Audit Fees	197,160	158,364

Based on the written representations made by the Auditors the Directors are satisfied that the Auditors have no interest or relationship with the Company other than that of External Auditors.

ANNUAL GENERAL MEETING

The AGM will be held at 12.30 pm on 26th June 2025 at the New Wing Hall, Sri Lanka Foundation Institute, No.100, Sri Lanka Padanama Mawatha, Independence Square, Colombo 7. The Notice of the Annual General Meeting appears on page 178 of the Annual Report.

For and on behalf of the Board of Directors of
E-CHANNELLING PLC

Mothilal de Silva
Chairman

Chandrasiri Kalupahana
Director

Geredene Suares
Company Secretary

26th May 2025

FINANCIAL STRENGTH

Our financials reflect more
than performance they
reflects trust, resilience, and
sustainable growth.

INDEPENDENT AUDITOR'S REPORT



KPMG
(Chartered Accountants)
32A, Sir Mohamed Macan Markar Mawatha,
P. O. Box 186,
Colombo 00300, Sri Lanka.

Tel +94 - 11 542 6426
Fax +94 - 11 244 5872
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Internet www.kpmg.com/lk

TO THE SHAREHOLDERS OF E-CHANNELLING PLC

Report on the Audit of the financial statements

Opinion

We have audited the financial statements of e-Channelling PLC ("the Company") which comprise the statement of financial position as at 31st December 2024, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policies and other explanatory information.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Company as at 31st December 2024, and of its financial

performance and its cash flows for the year then ended in accordance with Sri Lanka Accounting Standards.

Basis for Opinion

We conducted our audit in accordance with Sri Lanka Auditing Standards (SLAuSs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the financial statements section of our report. We are independent of the Company in accordance with the Code of Ethics for professional accountants issued by CA Sri Lanka (Code of Ethics) and we have fulfilled our other ethical responsibilities in accordance with the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon and we do not provide a separate opinion on these matters.

KPMG, a Sri Lankan partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

C. P. Jayatilake FCA
Ms. S. Joseph FCA
R.M.D.B. Rajapakse FCA
M.N.M. Shameel FCA
Ms. P.M.K. Sumanasekara FCA

T. J. S. Rajakarier FCA
W. K. D. C. Abeyrathne FCA
Ms. B.K.D.T.N. Rodrigo FCA
Ms. C.T.K.N. Perera ACA
R.W.M.O.W.D.B. Rathnadiwakara FCA

W. W. J. C. Perera FCA
G. A. U. Karunaratne FCA
R. H. Rajan FCA
A.M.R.P. Alahakoon ACA

Principals: S.R.I. Perera FCMA (UK), LLB, Attorney-at-Law, H.S. Goonewardene ACA, Ms. F.R. Ziyad FCMA (UK), FCIT, K. Somasundaram ACMA (UK), R. G. H. Raddella ACA, Ms. D. Corea Dharmaratne

INDEPENDENT AUDITOR'S REPORT



Revenue Recognition	
Refer Note 4.1 and Note 5 to the financial statements.	
Risk Description	Our Responses
Revenue is recognized predominately from the operational system of e-Channelling. Initiating and recording customer channeling transactions are initially recorded in the e-Channelling system and from which revenue reports are generated. Based on these reports, financial information including revenue are recorded in the general ledger manually. Revenue recognition, including the completeness, existence and accuracy of revenue, is considered as a key audit matter because of the inherent risks involved in revenue and the significant reliance on the e-Channeling operational system.	<p>Our audit procedures included;</p> <ul style="list-style-type: none">= Involving our internal IT specialists, in obtaining an understanding and evaluating the design, implementation and operating effectiveness of key internal controls over the capturing and recording of e-Channelling transactions in the system.• Assessed the precision of data input, extraction and data integrity in the reports generated by the operational system.• Comparing the monthly manual journal entries relating to the aggregate revenue balance recorded in the accounting system with reports generated by the operational system.

Other Information

Management is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other

information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the financial statements

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with Sri Lanka Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.



Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SLAuSs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SLAuSs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is

sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements

or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

INDEPENDENT AUDITOR'S REPORT



From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

As required by section 163 (2) of the Companies Act No. 07 of 2007, we have obtained all the information and explanations that were required for the audit and, as far as appears from our examination, proper accounting records have been kept by the Company.

CA Sri Lanka membership number of the engagement partner responsible for signing this independent auditor's report is 2618.

A handwritten signature in black ink, appearing to be 'K. M. G.', written over a light blue background.

CHARTERED ACCOUNTANTS

Colombo, Sri Lanka

26th May 2025

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 31st December	Note	2024 Rs.	2023 Rs.
Revenue	5.	255,897,321	271,193,906
Cost of sales		(57,146,666)	(64,209,473)
Gross profit		198,750,655	206,984,433
Other income	6.	3,085,396	502,875
Administrative expenses		(166,271,397)	(168,512,033)
Selling and distribution expenses		(19,524,447)	(23,190,373)
Operating profit		16,040,207	15,784,902
Finance income	8.1	30,820,657	44,141,063
Finance expenses	8.2	(890,144)	(384,233)
Net finance income	8.	29,930,513	43,756,830
Profit before tax	7.	45,970,720	59,541,732
Income tax expense	9.	(14,023,572)	(15,715,121)
Profit for the year		31,947,148	43,826,611
Other comprehensive income			
Items that will not be reclassified to profit or loss			
Re-measurement of defined benefit liability	21.3	(1,014,914)	(2,767,665)
Related tax	14.1	304,474	830,299
Equity investment at FVOCI-net change in fair value		1,179,314	(170,553)
Other comprehensive income for the year, net of tax		468,874	(2,107,919)
Total comprehensive income for the year		32,416,022	41,718,692
Earnings per share	10.	0.26	0.36

The notes to the Financial Statements on pages 129 to 172 form an integral part of these Financial Statements.

Figures in brackets indicate deductions.

STATEMENT OF FINANCIAL POSITION

As at 31st December,	Note	2024 Rs.	2023 Rs.
ASSETS			
Non current assets			
Property, plant and equipment	11.	3,381,121	2,492,970
Right-of-use assets	12.	5,344,398	-
Intangible assets	13.	1,150,672	3,534,526
Deferred tax assets	14.	9,153,823	8,092,564
Equity investments at FVOCI	17.	3,355,729	2,175,670
Total non current assets		22,385,743	16,295,730
Current assets			
Inventories		288,465	288,465
Trade and other receivables	15.	246,709,085	179,801,680
Amounts due from related parties	25.2	82,482,357	64,125,164
Short term investments	16.	324,895,734	305,455,480
Cash and cash equivalents	18.	31,672,517	22,534,598
Total current assets		686,048,158	572,205,387
Total assets		708,433,901	588,501,117
EQUITY AND LIABILITIES			
Equity			
Stated capital	19.	93,758,316	93,758,316
Retained earnings		379,967,420	348,730,712
Fair value reserve	20.	1,785,442	606,128
Total equity		475,511,178	443,095,156

As at 31st December,	Note	2024 Rs.	2023 Rs.
Non current liabilities			
Retirement benefit obligations	21.	11,727,310	11,218,981
Total non current liabilities		11,727,310	11,218,981
Current liabilities			
Trade and other payables	23.	129,007,092	89,100,213
Lease liabilities	22.	9,594,513	1,488,321
Amounts due to related parties	25.3	71,265,454	36,041,242
Current tax liabilities	24.	3,101,399	4,589,930
Bank overdraft	18.	8,226,955	2,967,274
Total current liabilities		221,195,413	134,186,980
Total liabilities		232,922,723	145,405,961
Total equity and liabilities		708,433,901	588,501,117

The notes to the financial statements on pages 129 to 172 form an integral part of these financial statements.

It is certified that the financial statements have been prepared in compliance with the requirements of Companies Act, No 07 of 2007.



Manula Piyasiri

Head of Finance

The Board of Directors is responsible for the preparation and the presentation of these financial statements.

Approved and signed for and on behalf of the Board of Directors of e-Channelling PLC;



Dr. Mothilal De Silva

Chairman

26th May 2025

Colombo



Chandrasiri Kalupahana

Director

STATEMENT OF CHANGES IN EQUITY

For the year ended 31st December	Note	Stated capital Rs.	Fair Value reserve Rs.	Retained earnings Rs.	Total Rs.
Balance as at 01st January 2023		93,758,316	776,681	306,841,467	401,376,464
Total comprehensive income for the year					
Profit for the year		-	-	43,826,611	43,826,611
Other comprehensive income					
- Actuarial loss arising from defined benefit obligation, net of tax		-	-	(1,937,366)	(1,937,366)
- Fair value gain of investments valued at FVOCI	20	-	(170,553)	-	(170,553)
Balance as at 31st December 2023		93,758,316	606,128	348,730,712	443,095,156
Balance as at 01st January 2024		93,758,316	606,128	348,730,712	443,095,156
Total comprehensive income for the year					
Profit for the year		-	-	31,947,148	31,947,148
Other comprehensive income					
- Actuarial loss arising from defined benefit obligation, net of tax		-	-	(710,440)	(710,440)
- Fair value gain of investments valued at FVOCI	20	-	1,179,314	-	1,179,314
Balance as at 31st December 2024		93,758,316	1,785,442	379,967,420	475,511,178

The notes to the financial statements on pages 129 to 172 form an integral part of these financial statements.

Figures in brackets indicate deductions..

STATEMENT OF CASH FLOWS

For the year ended 31st December	Note	2024 Rs.	2023 Rs.
CASH FLOW FROM OPERATING ACTIVITIES			
Profit before tax		45,970,720	59,541,732
Adjustments for :			
Depreciation of property, plant and equipment	11.	3,415,523	3,751,714
Depreciation of right-of-use asset	12.	5,344,397	5,214,875
Amortization of intangible assets	13.	2,383,854	2,368,928
Provision for employee benefits excluding actuarial loss	21.2	2,354,622	2,384,229
Interest income	8.1	(30,820,657)	(44,141,063)
Interest expense	8.2	890,144	384,233
Disposal income of property, plant and equipment	6	(12,500)	-
Provision for impairment of trade receivable	15.1	676,789	606,569
Dividend received	17.	(745)	(732)
Operating profit before working capital changes		30,202,147	30,110,485
(Increase)/decrease in inventories		-	-
(Increase) in trade and other receivable		(70,484,683)	(24,042,338)
(Increase)/decrease in related party receivable		(18,357,193)	17,366,300
Increase in related party payable		35,224,212	21,215,734
Increase/(decrease) in trade and other payables		39,906,879	(18,755,270)
Cash generated from operations		16,491,362	25,894,911
Income tax paid	24.	(13,368,399)	(20,087,454)
Employee benefits paid	21.1	(2,861,207)	(1,538,917)
Interest paid		(890,144)	(384,233)
Net cash (used in)/ generated from operating activities		(628,388)	3,884,307

STATEMENT OF CASH FLOWS

For the year ended 31st December	Note	2024 Rs.	2023 Rs.
CASH FLOW FROM INVESTING ACTIVITIES			
Acquisition of property plant and equipment	11.	(4,303,674)	(1,111,400)
Acquisition of intangible assets	13.	-	(1,553,000)
Investment in fixed deposits (including re-investments)	16.	(18,725,746)	(38,446,107)
Interest income received		30,106,149	55,762,872
Proceeds from disposal of property, plant and equipment		12,500	-
Net cash generated from investing activities		7,089,229	14,652,365
CASH FLOW FROM FINANCE ACTIVITIES			
Capital repayment of lease liabilities	22.	(2,582,603)	(9,969,297)
Net cash used in finance activities		(2,582,603)	(9,969,297)
Net increase in cash and cash equivalents		3,878,238	8,567,375
Cash and cash equivalents at beginning of the year		19,567,324	10,999,949
Cash and cash equivalents at the end of the year	18.	23,445,562	19,567,324
Analysis of cash and cash equivalents			
Cash at bank		31,572,909	22,435,313
Cash in hand		99,608	99,285
Bank overdraft		(8,226,955)	(2,967,274)
	18.	23,445,562	19,567,324

The notes to the financial statements on pages 129 to 172 form an integral part of these financial statements.

Figures in brackets indicate deductions.

NOTES TO THE FINANCIAL STATEMENTS

1. Reporting entity		
1.1 Corporate information	1.4 Number of employees	
eChannelling PLC (the Company), is a public limited liability quoted Company incorporated on 27 July 2000 and domiciled in Sri Lanka. The address of the Company's registered office is No 108, W.A.D. Ramanayake Mawatha Colombo 02.	The total number of employees of the Company as at 31st December 2024 is 34 (2023 – 34).	of cash flows together with the material accounting policies and notes to the financial statements.
1.2 Principal activities and nature of operations	1.5 Responsibilities for financial statements and approval of financial statements	The financial statements of the Company, have been prepared and presented in accordance with the Sri Lanka Accounting Standards (SLFRSs and LKASs), laid down by the Institute of Chartered Accountants of Sri Lanka. These financial statements, except for information on cash flows, have been prepared following accrual basis of accounting.
The principal activity of the Company is to provide information infrastructure for the healthcare industry of Sri Lanka where each stakeholder in the healthcare industry can benefit from. Under this mission, the main product of the Company is a software system which provides an efficient mechanism for the channeling of medical practitioners. In addition, the Company provides Hospital information system which supports the efficient operation of hospitals.	The Board of Directors of the Company is responsible for the preparation and fair presentation of the financial statements of the Company as per the provisions of the Companies Act No 07 of 2007 and the Sri Lanka Accounting Standards. The Directors responsibility over financial statements is set out in detail in the statement of Directors' responsibility. The financial statements of the Company for the year ended 31st December 2024 were authorized for issue in accordance with a resolution of the Board of Directors on 07th May 2025.	
1.3 Parent enterprise and ultimate parent enterprise	2. Basis of preparation	2.2 Statement of presentation
Mobitel (Private) Limited is the parent of e-Channelling PLC which holds 87.59% shares of e-Channelling PLC. Sri Lanka Telecom PLC is the ultimate parent of the Company.	2.1 Statement of compliance	The financial statements of the Company have been presented in compliance with the requirements of the Companies Act No. 07 of 2007 and provide appropriate disclosures as required by the listing rules of the Colombo Stock Exchange.
	The financial statements of the Company comprise the statement of profit or loss and other comprehensive income, statement of financial position, statement of changes in equity and statement	2.3 Basis of measurement
		The financial statements have been prepared on an accrual basis and under the historical cost basis except for the following items in the statement of financial position:

NOTES TO THE FINANCIAL STATEMENTS

Item	Basis of measurement
Retirement benefit obligations	Measured at its present value, of defined benefit obligations explained in Note 21. The accounting policy is described in note 3.4
Equity instruments	Measured at its fair value in Note 17. The accounting policy is described in Note 2.6

2.4 Functional and presentation currency

The financial statements of the Company are presented in Sri Lankan Rupees, which is the Company's functional and presentation currency. All amounts have been rounded to the nearest rupee, unless otherwise indicated.

2.5 Use of estimates and judgments

The preparation of financial statements, management has made judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Underlying estimates, Judgements, assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which the estimates are revised and in any future period affected.

Information about assumptions and estimation uncertainties and critical judgements in applying accounting policies that have the most significant effect on the amounts recognized in the financial statements is included in the following notes:

Note 14 – Deferred taxation

Note 15 – Measurement of ECL allowance of trade receivables

Note 21 – Employee benefit obligations

Note 29 – Provisions and contingencies

Note 11 – Depreciation of property, plant and equipment

Note 13 – Amortization of Intangible assets

2.6 Measurement of fair value

A number of the Company's accounting policies and disclosures require the measurement of fair values, for both financial and non-financial assets and liabilities.

The Company regularly reviews significant unobservable inputs and valuation adjustments. If third party information is used to measure fair values, the Company assesses the evidence obtained from the third parties to support the conclusion that such valuations meet the requirements of SLFRS, including the level in the fair value hierarchy in which such valuations should be classified.

When measuring the fair value of an asset or a liability, the Company uses observable market data as far as possible. Fair values are categorized into different levels in a fair value hierarchy based on the inputs used in the valuation techniques as follows.

- **Level 1** : quoted prices (unadjusted) in active markets for identical assets or liabilities.
 - **Level 2** : inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).
 - **Level 3** : inputs for the asset or liability that are not based on observable market data. (Unobservable inputs).
- If the inputs used to measure the fair value of an asset or a liability

fall into different levels of the fair value hierarchy, then the fair value measurement is categorized in its entirety in the same level of the fair value hierarchy as the lowest level input that is significant to the entire measurement.

The Company recognizes transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred.

2.7 Materiality and aggregation

Each material class of similar items is presented separately in the financial statements. Items of dissimilar nature or function are presented separately unless they are immaterial as permitted by the Sri Lanka Accounting Standard – LKAS 1 on 'Presentation of financial statements'.

2.8 Going Concern

The Directors has made an assessment of its ability to continue as a going concern and is satisfied that it has the resources to continue in business for the foreseeable future and confirms that they do not intend either to liquidate or to cease operations of the Company. Furthermore, the management is not aware of any material uncertainties that may cast significant doubt upon

the Company's ability to continue as a going concern. Therefore, the financial statements of the Company continue to be prepared on a going concern basis.

3. Material accounting policies

The accounting policies set out below have been applied consistently to all the periods presented in these financial statements and have been applied consistently by the Company, unless otherwise stated.

3.1 Assets and bases of their valuation

Assets classified as current assets in the statement of financial position are cash, bank balances and those which are expected to be realized in cash during the normal operating cycle of the Company's business, or within one year from the reporting date, whichever is shorter. Assets other than current assets are those which the Company intends to hold beyond a period of one year from the reporting date.

3.1.1 Property, plant and equipment

Property, plant and equipment are tangible items that are held for servicing, or for administrative purposes and are expected to be used during more than one period.

Basis of recognition and measurement

Property, plant and equipment are recognized if it is probable that future economic benefits associated with the assets will flow to the Company and cost of the asset can be reliably measured.

An item of property, plant and equipment that qualifies for recognition as an asset is measured at its cost. Cost includes expenditure that is directly attributable to the acquisition of the asset and cost incurred subsequently to add to, replace part of, or service it. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to a working condition for their intended use and the costs of dismantling and removing the items and restoring the site on which they are located.

Subsequent measurement

After initial recognition, property, plant, and equipment are measured at cost less accumulated depreciation and accumulated impairment losses, if any.

Subsequent costs

The cost of replacing part of an item of property, plant and

NOTES TO THE FINANCIAL STATEMENTS

equipment is recognized in the carrying amount of the item if it is probable that the future economic benefits embodied within that part will flow to the Company and its cost can be measured reliably. The costs of day-to-day servicing of property, plant and equipment are charged to the statement of profit or loss as incurred.

De-recognition

An item of property, plant and equipment is derecognized on disposal or when no future economic benefits are expected from its use or disposal. The gain or loss arising from the de-recognition of an item of property, plant and equipment is included in other income, statement of profit or loss when the item is derecognized.

Depreciation

Depreciation is calculated over the depreciable amount, which is the cost of an asset or other amount substituted for cost, less its residual value. Depreciation is recognized in the statement of profit or loss on straight-line basis over the estimated useful lives of each item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied

in the asset. The estimated useful lives for the current and comparative periods are as follows:

Category of asset	Useful economic lifetime (Years)
Furniture and fittings	4
Computer equipment	2
Computer servers	5
Office equipment	2

Depreciation methods, useful lives and residual values are reviewed at each reporting date.

Depreciation of an asset begins when it is available for use, i.e. when it is in the location and condition necessary for it to be capable of operating in the manner intended by management.

All assets carrying amounts are written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable value.

3.1.2 Intangible assets

An intangible asset is an identifiable non monetary asset without physical substance held for use in the production or supply of goods or services, or for administrative purpose.

Basis of recognition and measurement

Intangible assets are recognized if it is probable that the future economic benefits that are attributable to the asset will flow to the entity and the cost of the assets can be measured reliably.

Software

All computer software costs incurred licensed for use by the Company, which are not integrally related to associated hardware, which can be clearly identified, reliably measured and is probable that they will lead to future economic benefits, are included in the statement of financial position under the category intangible assets and carried at cost less amortization and any accumulated impairment losses.

Subsequent measurement

Subsequent expenditure is capitalized only when it increases the future economic benefits embodied in the specific asset to which it relates.

Amortization

Computer software are amortized over their estimated useful economic life on a straight-line basis. They are assessed for impairment whenever there is an indication that the intangible asset may be impaired.

The estimated useful lives for the current and comparative periods are as follows:

License software 03 years

Hospital net software 03 years

Amortization methods, useful lives and residual values are reviewed at each reporting date.

De-recognition

An intangible asset is derecognized on disposal or when no future economic benefits are expected from its use and subsequent disposal.

3.1.3 Leases

3.1.3.1 Recognition and initial measurement (As a lessee)

At inception of a contract, the Company assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Company uses the definition of a lease in SLFRS 16.

Right of use asset

The right-of-use asset is initially measured at cost, which comprises the initial amount of the lease liability adjusted for any lease payments made at or before the commencement date, plus any initial direct costs incurred and an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located, less any lease incentives received.

Lease liability

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, and the Company's incremental borrowing rate. Generally, the Company uses its incremental borrowing rate as the discount rate. The Company determines its incremental borrowing rate by obtaining interest rates from various external financing sources and makes certain adjustments to reflect the terms of the lease and type of the asset leased.

Lease payments included in the measurement of the lease liability comprise the following:

- fixed payments, including in-substance fixed payments;
- variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- amounts expected to be payable under a residual value guarantee; and
- the exercise price under a purchase option that the Company is reasonably certain to exercise, lease payments in an optional renewal period if the Company is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Company is reasonably certain not to terminate early.

3.1.3.2 Subsequent measurement

Right of use asset

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the end of the lease term, unless the lease transfers ownership of the underlying asset to the Company by the end of the lease term or the cost of the right-of-use asset reflects

NOTES TO THE FINANCIAL STATEMENTS

that the Company will exercise a purchase option. In that case the right-of-use asset will be depreciated over the useful life of the underlying asset, which is determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain remeasurements of the lease liability.

Lease liability

The lease liability is measured at amortized cost using the effective interest method. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, if there is a change in the Company's estimate of the amount expected to be payable under a residual value guarantee, if the Company changes its assessment of whether it will exercise a purchase, extension or termination option or if there is a revised in-substance fixed lease payment.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

3.1.4 Financial Instruments

3.1.4.1 Recognition and initial measurement

Trade receivables are initially recognized when they are originated. All other financial assets and financial liabilities are initially recognized when the Company becomes a party to the contractual provisions of the instrument.

A financial asset (unless it is a trade receivable without a significant financing component) or financial liability is initially measured at fair value plus, for an item not at FVTPL, transaction costs that are directly attributable to its acquisition or issue. A trade receivable without a significant financing component is initially measured at the transaction price.

3.1.4.2 Classification and subsequent measurement

Financial assets

On initial recognition, a financial asset is classified as measured at: amortized cost; FVOCI - equity investment; /debt instrument or FVTPL.

Financial assets are not reclassified subsequent to their initial recognition unless the Company changes its business model for managing financial assets, in which

case all affected financial assets are reclassified on the first day of the first reporting period following the change in the business model.

A financial asset is measured at amortized cost if it meets both of the following conditions and is not designated as at FVTPL:

- it is held within a business model whose objective is to hold assets to collect contractual cash flows; and
- its contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount of outstanding.

On initial recognition of an equity investment that is not held for trading, the Company may irrevocably elect to present subsequent changes in the investment's fair value in OCI. This election is made on an investment-by-investment basis.

All financial assets not classified as measured at amortized cost or FVOCI as described above are measured at FVTPL. This includes all derivative financial assets. On initial recognition, the Company may irrevocably designate a financial asset that otherwise meets the requirements to be

measured at amortized cost or at FVOCI as at FVTPL if doing so eliminates or significantly reduces an accounting mismatch that would otherwise arise.

Financial assets - Business model assessment:

The Company makes an assessment of the objective of the business model in which a financial asset is held at a portfolio level because this best reflects the way the business is managed, and information is provided to management. The information considered includes:

- the stated policies and objectives for the portfolio and the operation of those policies in practice. These include whether management's strategy focuses on earning contractual interest income, maintaining a particular interest rate profile, matching the duration of the financial assets to the duration of any related liabilities or expected cash outflows or realizing cash flows through the sale of the assets;
- how the performance of the portfolio is evaluated and reported to the Company's management.
- the risks that affect the performance of the business

model (and the financial assets held within that business model) and how those risks are managed;

- how managers of the business are compensated - e.g. whether compensation is based on the fair value of the assets managed or the contractual cash flows collected; and
- the frequency, volume and timing of sales of financial assets in prior periods, the reasons for such sales and expectations about future sales activity.

Transfers of financial assets to third parties in transactions that do not qualify for de recognition are not considered sales for this purpose, consistent with the Company's continuing recognition of the assets. Financial assets that are held for trading or are managed and whose performance is evaluated on a fair value basis are measured at FVTPL.

Financial assets -Assessment whether contractual cash flows are solely payments of principal and interest

For the purposes of this assessment, 'principal' is defined as the fair value of the financial asset on initial recognition. 'Interest' is defined

as consideration for the time value of money and for the credit risk associated with the principal amount outstanding during a particular period of time and for other basic lending risks and costs (e.g. liquidity risk and administrative costs), as well as a profit margin.

In assessing whether the contractual cash flows are solely payments of principal and interest, the Company considers the contractual terms of the instrument. This includes assessing whether the financial asset contains a contractual term that could change the timing or amount of contractual cash flows such that it would not meet this condition. In making this assessment, the Company considers:

- contingent events that would change the amount or timing of cash flows;
- terms that may adjust the contractual coupon rate, including variable-rate features;
- prepayment and extension features; and
- terms that limit the Company's claim to cash flows from specified assets (e.g. non-recourse features).

NOTES TO THE FINANCIAL STATEMENTS

A prepayment feature is consistent with the solely payments of principal and interest criterion if the prepayment amount substantially represents unpaid amounts of principal and interest on the principal amount outstanding, which may include reasonable additional compensation for early termination of the contract. Additionally, for a financial asset acquired at a discount or premium to its contractual par amount, a feature that permits or requires prepayment at an amount that substantially represents the contractual par amount plus accrued (but unpaid) contractual interest (which may also include reasonable additional compensation for early termination) is treated as consistent with this criterion if the fair value of the prepayment feature is insignificant at initial recognition.

Financial assets - Subsequent measurement and gains and losses

Financial assets at amortized cost	These assets are subsequently measured at amortized cost using the effective interest method. The amortized cost is reduced by impairment losses. Interest income, foreign exchange gains and losses and impairment are recognized in profit or loss. Any gain or loss on derecognition is recognized in profit or loss.
Equity investments at FVOCI	These assets are subsequently measured at fair value. Dividends are recognized as income in profit or loss unless the dividend clearly represents a recovery of part of the cost of the investment. Other net gains and losses are recognized in OCI and are never reclassified to profit or loss.

Financial liabilities - Classification, subsequent measurement and gains and losses

Financial liabilities are classified as measured at amortized cost or FVTPL. A financial liability is classified as at FVTPL if it is classified as held-for-trading, it is a derivative or it is designated as such on initial recognition. Financial liabilities at FVTPL are measured at fair value and net gains and losses, including any interest expense, are recognized in profit or loss. Other financial liabilities are subsequently measured at amortized cost using the effective interest method. Interest expense and foreign exchange gains and losses are recognized in profit or loss. Any gain or loss on derecognition is also recognized in profit or loss.

3.1.4.3 Derecognition

Financial assets

The Company derecognizes a financial asset when the contractual rights to the cash flows from the financial asset expire, or it transfers the rights to receive the contractual cash flows in a transaction in which substantially all of the risks and rewards of ownership of the financial asset are transferred or in which the Company neither transfers nor retains substantially all of the risks and rewards of ownership and it does not retain control of the financial asset.

The Company enters into transactions whereby it transfers assets recognized in its statement of financial position but retains either all or substantially all of the risks and rewards of the transferred assets. In these cases, the transferred assets are not derecognized.

Financial liabilities

The Company derecognizes a financial liability when its contractual obligations are discharged or cancelled, or expire. The Company also derecognizes a financial liability when its terms are modified and the cash flows of the modified liability are substantially different, in which case a new financial liability based on the modified terms is recognized at fair value.

On derecognition of a financial liability, the difference between the carrying amount extinguished and the consideration paid (including any non-cash assets transferred or liabilities assumed) is recognized in profit or loss.

3.1.4.4 Impairment policy

Non - derivative financial instruments

Financial instruments

The Company recognizes loss allowances for ECLs on financial assets measured at amortized cost.

The Company measure loss allowances at an amount equal to lifetime ECLs. Loss allowances for trade receivables are always measured at an amount equal to lifetime ECLs.

When determining whether the credit risk of a financial asset has increased significantly since initial recognition and when estimating ECLs, the Company considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis, based on the Company's historical experience and informed credit assessment and including forward-looking information.

Lifetime ECLs are the ECLs that result from all possible default events over the expected life of a financial instrument.

12-month ECLs are the portion of ECLs that result from default events that are possible within the 12 months after the reporting date (or a shorter period if the expected life of the instrument is less than 12 months).

The maximum period considered when estimating ECLs is the

maximum contractual period over which the Company is exposed to credit risk.

The Company establishes an allowance for impairment that represents its estimate of expected losses in respect of trade receivables. Therefore, the Board of Directors has decided to assess each receivable separately based on the age of customer relationship, historical data of payment statistics as at every reporting date. By analyzing such factors, the Company's practice is to measure the loss allowances for trade receivables as specific provision by providing full provision for the trade receivable balances more than 365 days which is similar as an amount equal to lifetime ECLs.

Measurement of ECLs

ECLs are a probability – weighted estimate of credit losses. Credit losses are measured as the present value of all cash shortfalls (i.e. the difference between the cash flows due to the entity in accordance with the contract and the cash flows that the company expects to receive)

ECLs are discounted at the effective interest rate of the financial asset.

NOTES TO THE FINANCIAL STATEMENTS

Credit-impaired financial assets

At each reporting date, the Company assesses whether financial assets carried at amortised cost are credit-impaired. A financial asset is 'credit-impaired' when one or more events that have a detrimental impact on the estimated future cash flows of the financial asset have occurred.

Evidence that a financial asset is credit-impaired includes the following observable data:

- significant financial difficulty of the borrower or issuer;
- a breach of contract such as a default or being more than 365 days past due;
- it is probable that the borrower will enter bankruptcy or other financial reorganization.

Presentation of allowance for ECL in the statement of financial position

Loss allowances for financial assets measured at amortized cost are deducted from the gross carrying amount of the assets.

Impairment policy: Non-financial assets

At each reporting date, the Company reviews the carrying amounts of its non-financial assets

to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated.

Impairment losses are recognized in profit or loss.

An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortization, if no impairment loss had been recognized.

3.2 Cash and cash equivalents

Cash and cash equivalents comprise cash balances. Bank overdrafts that are repayable on demand and form an integral part of the cash management are included as a component of cash and cash equivalents for the purpose of the statement of cash flows.

3.3 Liabilities and provisions

Liabilities classified as current liabilities on the statement of financial position are those, which fall due for payment on the demand or within one year from the reporting date. Non-current liabilities are those balances that fall due for payment after one year from the reporting date.

All known liabilities have been accounted for in preparing the financial statements. Provisions and liabilities are recognized when the Company has a legal or constructive obligation as a result of past events and it is probable that an outflow of economic benefits will be required to settle the obligations.

3.3.1 Provisions

A provision is recognized if, as a result of a past event, the Company has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

3.4 Employee benefits

a) Defined contribution plans

A defined contribution plan is a post-employment plan under which an entity pays fixed contribution into a separate entity and will have no legal or constructive obligation to pay further amounts. Obligations for contributions to defined contribution plans are recognized as an employee benefit expense in the statement of profit or loss in the periods during which services are rendered by employees.

Employees are eligible for Employees' Provident Fund Contributions and Employees' Trust Fund

Contributions in accordance with the respective statutes and regulations.

Employees' provident fund

The Company and employees contribute 12% and 8% respectively of the salary of each employee to the Employees' Provident Fund managed by the Monetary Board of the Central Bank of Sri Lanka on behalf of the Department of Labour.

Employees' Trust Fund

The Company contribute 3% of the salary of each employee to the Employees' Trust Fund managed by the ETF Board under the Ministry of Labour.

Contributions to defined contribution plans are recognized as an expense in the statement of profit or loss as incurred.

b) Defined benefit plans - retiring gratuity

A defined benefit plan is a post-employment benefit plan other than a defined contribution plan. The Company is liable to pay retirement benefits under the

Payment of Gratuity Act, No 12 of 1983. The liability recognized in the financial statements in respect of defined benefit plans is the present value of the defined benefit obligation as at the reporting date. The defined benefit obligation is calculated as at the reporting date based on an internally generated model using formula.

The liability is not externally funded nor actuarially valued. Under the payment of Gratuity Act No 12 of 1983, the liability to an employee arises only on completion of five-years of continued service.

Remeasurements of the defined benefit liability, which comprise actuarial gains and losses, are recognised immediately in OCI. The Company determines the interest expense on the defined benefit liability for the period by applying the discount rate used to measure the defined benefit obligation at the beginning of the annual period to the then defined benefit liability, taking into account any changes in the defined benefit liability during the period as a result of benefit payments. Interest expense and other expenses related to defined benefit plans are recognised in profit or loss.

When the benefits of a plan are changed or when a plan is curtailed, the resulting change in benefit that relates to past service or the gain or loss on curtailment is recognised immediately in profit or loss. The Company recognises gains and losses on the settlement of a defined benefit plan when the settlement occurs.

c) Short term employee benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided. A liability is recognized for the amount expected to be paid if the Company has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee, and the obligation can be estimated reliably.

4. Statement of profit or loss and other comprehensive income

4.1 Revenue recognition

Performance obligations and revenue recognition policies

The revenue is measured based on the consideration specified in a contract with a customer. The Company recognizes revenue when it transfers control over a good or service to a customer. Determining the timing of the

NOTES TO THE FINANCIAL STATEMENTS

transfer of control at a point in time or over time require judgement.

The following provides information about the nature and timing of the satisfaction of performance obligations in contracts with customers, including significant payment terms, and the related revenue recognition policies.

- The Company recognizes revenue from customers as and when the channeling appointments are booked.
- Other revenue recognized as follows:
 - Call charges income – based on the confirmed calculation reports sent by telephone operators.
 - Revenue from membership cards – Fee charged when issuing membership cards.
 - Software and network commission income – Software and network commission is the platform sharing commission and recognized when service provided.

4.2 Other Income

Gains and losses of a revenue nature on the disposal of property, plant & equipment and other

non-current assets are recognized by comparing the net sales proceeds with the carrying amount of the corresponding asset and are recognized net within 'other income' in the statement of profit or loss.

Dividend income is recognized when the right to receive dividends is established which is generally when the dividend is declared. Dividend income is recognized under other operating income.

4.3 Finance income

Finance income comprises interest income on funds invested. Interest income is recognized as it accrues in profit or loss, using the effective interest method.

4.4 Expenditure recognition

For the purpose of presentation of statement of profit or loss, the Directors are of the opinion that function of expense method present fairly the elements of the enterprise's performance, hence such presentation method is adopted.

4.4.1 Operating expenses

All expenses incurred in day to day operations of the business and in maintaining the property, plant and equipment in a state of efficiency has been charged to

the income statement in arriving at the profit or loss for the year. Provision have also been made for impairment of financial assets, all known liabilities and depreciation on property, plant and equipment.

Expenditure incurred for the purpose of acquiring, expanding or improving assets of a permanent nature by means of which to carry on the business or for the purpose of increasing the earning capacity of the business has been treated as capital expenditure.

Repairs and renewals are charged to the income statement in the year in which the expenditure is incurred. The profit earned by the Company is before income tax expense and after making provision for all known liabilities and for the depreciation of property, plant & equipment

4.4.2 Financing costs

Finance costs comprise the interest expense on lease liability.

4.5 Income tax

Income tax expense comprises both current and deferred tax. Income tax expense is recognized in statement of profit or loss except to the extent that it relates to items recognized directly in equity, in which case is

recognized in the statement of comprehensive income or statement of changes in equity.

The Company has determined that interest and penalties related to income taxes, including uncertain tax treatments, do not meet the definition of income taxes, and therefore accounted for them under LKAS 37 Provisions, contingent liabilities and contingent assets.

4.5.1 Current tax

Current tax comprises the expected tax payable or receivable on the taxable income or loss for the year and any adjustment to the tax payable or receivable in respect of previous years. The amount of current tax payable or receivable is the best estimate of the tax amount expected to be paid or received that reflects uncertainty related to income taxes, if any. It is measured using tax rates enacted or substantively enacted at the reporting date.

4.5.1.1 Deferred tax

Deferred tax is recognized in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

The measurement of deferred tax reflects the tax consequences that would follow the manner in which the Company expects, at the end of the reporting period to cover or settle the carrying amount of its assets and liabilities.

Deferred tax is measured at the tax rates that are expected to be applied to temporary differences when they reverse, based on the laws that have been enacted or substantively enacted at the reporting date.

Deferred tax assets and liabilities are offset if there is a legally enforceable right to offset current tax liabilities and assets, and they relate to taxes levied by the same tax authority on the same taxable entity, or on different tax entities, but they intend to settle current tax liabilities and assets on a net basis or their tax assets and liabilities will be realized simultaneously.

A differed tax asset is recognized for deductible temporally differences to the extent that it is probable that the future taxable profits will be available against which they can be utilized. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no

longer probable that the related tax benefit will be realized, based on the level of future taxable profit forecasts and tax planning strategies.

4.6 Earnings per share (EPS)

The financial statements present the basic earnings per share (EPS) for its ordinary shareholders. The basic EPS is calculated by dividing the profit or loss attributable to ordinary shareholders of the Company by the weighted average number of ordinary shares outstanding during the period.

4.7 Operating segment

There are no reportable operating segments.

4.8 Related party transactions

Disclosure has been made in respect of the transactions in which one party has the ability to control or exercise significant influence over the financial and operating policies/decisions of the other, irrespective of whether a price is being charged.

The relevant details are disclosed in the respective notes to the financial statements.

4.9 Statement of cash flows.

The cash flows statement has been prepared using the 'indirect

NOTES TO THE FINANCIAL STATEMENTS

method' in accordance with Sri Lanka Accounting Standard - LKAS 7 on 'Statement of cash flows'. Cash and cash equivalent comprise cash in hand and cash at bank that are readily convertible to known amount of cash and subject to an insignificant risk of change in value.

Interest received and dividends received are classified as investing cash flows, while dividend paid is classified as financing cash flows and interest paid is classified under the operating cash flows for the purpose of presentation of cash flows statement.

Bank overdrafts that are repayable on demand and forming an integral part of the Company's cash management are included as a component of cash and cash equivalent for the purpose of the Statement of cash flows.

4.10 Capital Commitments and Contingencies

A contingent liability is a possible obligation that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of the Company or a present obligation that is not recognized because it is not

probable that an outflow of resources will be required to settle the obligation.

A contingent liability also arises in extremely rare cases where there is a liability that cannot be recognized because it cannot be measured reliably. The Company does not recognize a contingent liability but discloses its existence in the financial statements.

A contingent asset is a possible asset that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of the Company. The Company does not recognize contingent assets but discloses its existence where inflows of economic benefits are probable, but not virtually certain.

All material capital commitments and contingent liabilities of the Company are disclosed in the respective notes to the financial statements.

5

New Accounting Standards issued but not effective

A number of new standards are effective for annual periods beginning on or after 01st January 2025 and earlier application is

permitted; however, the Company has not early adopted the new or amended standards in preparing these financial statements.

A. General requirements for disclosure of sustainability related financial information (SLFRS S1) and climate related disclosures (SLFRS S2)

In June 2023 the International Sustainability Standards Board (ISSB) released its first two sustainability disclosure standards, IFRS S1 and IFRS S2. During the year, CA Sri Lanka issued the localized standards based on these IFRSs designated as SLFRS S1 SLFRS S2. These standards will become effective for the Company from 1 January 2025. No financial impact is expected on the Company except for additional disclosures.

For the Year Ended 31st December		2024 Rs.	2023 Rs.
5.	REVENUE		
	Revenue from contracts with customers		
	Revenue from portals	169,802,043	187,723,665
	Revenue from no-show refund	27,776,299	32,096,043
	Revenue from other sources		
	Call charges income	2,013,916	1,568,390
	Revenue from membership cards	1,331,221	1,414,938
	Network commission income	6,588,220	6,184,600
	Other revenue	48,385,622	42,206,270
	Total revenue	255,897,321	271,193,906
	Other revenue mainly consists with revenue from foreign ministry bookings amounting to Rs. 23,535,062/- (2023 - Rs.24,173,317/-) and revenue from NTMI bookings amounting to Rs. 19,396,509/- (2023 - Rs.14,614,697/-).		
	Foreign Ministry Bookings	23,535,002	24,173,317
	NTMI	19,396,509	14,614,697
5.1	Timing of revenue recognition		
	Products and services transferred at a point in time	255,897,321	271,193,906
	Total revenue	255,897,321	271,193,906
5.2	Primary geographical markets		
	Sri Lanka	255,897,321	271,193,906
	Total revenue	255,897,321	271,193,906
6.	OTHER INCOME		
	Sundry income	3,072,896	502,875
	Disposal income of property, plant and equipment	12,500	-
		3,085,396	502,875

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 31st December		2024 Rs.	2023 Rs.
7.	PROFIT BEFORE TAX		
The profit before taxation is stated after charging all the expenses including the following:			
Directors' remuneration		3,045,000	2,800,000
Auditors' remuneration - audit services		780,000	725,000
Depreciation of property, plant and equipment (Note 11)		3,415,523	3,751,714
Amortization of intangible assets (Note 13)		2,383,854	2,368,928
Depreciation of ROU assets (Note 12)		5,344,397	5,214,876
Staff cost (Note 7.1)		57,186,357	53,615,035
7.1	Staff cost		
Salary related expenses		47,270,262	44,065,565
Defined contribution plan - EPF		6,301,228	5,971,033
Defined contribution plan - ETF		1,260,245	1,194,208
Defined benefit plans		2,354,622	2,384,229
		57,186,357	53,615,035
8.	NET FINANCE INCOME		
8.1	Finance income		
Interest income from short term investments		27,867,350	41,484,818
Interest income from saving accounts		2,953,307	2,656,245
		30,820,657	44,141,063
8.2	Finance expense		
ROU assets lease interest expense		(890,144)	(384,233)
		(890,144)	(384,233)
Net finance income		29,930,513	43,756,830

For the Year Ended 31st December		2024 Rs.	2023 Rs.
9.	INCOME TAX EXPENSE		
9.1	Income tax expense recognised in the income statement		
	Current income tax expense (Note 9.3)	14,753,066	17,063,328
	Under/(over) provision in previous years	27,291	(2,721,513)
	Total current income tax expense	14,780,357	14,341,815
	(Reversal)/provision of deferred tax (Note 14.1)	(756,785)	1,373,306
	Tax expense on profit or loss	14,023,572	15,715,121
	Deferred tax on other comprehensive income (Note 14.1)	(304,474)	(830,299)
	Tax expense on total comprehensive income	13,719,098	14,884,822

9.2 Income tax provisions applicable

In accordance with the provisions of the Inland Revenue (Amendment) Act No 45 of 2022, the Company is liable for income tax at the rate of 30% on its taxable income.

For the Year Ended 31st December		2024 Rs.	2023 Rs.
9.3	Reconciliation between accounting profit to income tax expense		
	Accounting profit before tax	45,970,720	59,541,732
	Aggregate disallowed expenses	15,748,889	17,677,564
	Aggregate allowable expenses	(12,542,721)	(20,341,535)
	Total taxable income	49,176,888	56,877,761
	Income tax for the year -@ 30%	14,753,066	17,063,328
	Total income tax expense for the year	14,753,066	17,063,328

NOTES TO THE FINANCIAL STATEMENTS

For the Year Ended 31st December		2024	2023
	%	Rs.	Rs.
9.4 Reconciliation of effective tax rate			
Profit before income tax		45,970,720	59,541,732
Income tax using domestic tax rate	30%	13,791,216	17,862,520
Disallowable expenses	10%	4,724,667	5,303,269
Allowable expenses	-8%	(3,762,817)	(6,102,461)
Current tax on profit for the year	32%	14,753,066	17,063,328
Under / (Over) provision for taxation	0%	27,291	(2,721,513)
	32%	14,780,357	14,341,815
(Reversal)/ provision of deferred tax	-2%	(756,785)	1,373,306
Total income tax expense	31%	14,023,572	15,715,121

10. EARNINGS PER SHARE

The basic earning per share is computed based on the net profit attributable to equity holders of the Company divided by the weighted average number of ordinary shares outstanding during the year as required by LKAS 33 "Earnings Per Share".

For the Year Ended 31st December		2024	2023
		Rs.	Rs.
Profit attributable to equity holders of the Company (Rs.)		31,947,148	43,826,611
Weighted average number of ordinary shares		122,131,415	122,131,415
Earnings per share (Rs.)		0.26	0.36

10.1 Diluted earning per share

There were no potential dilutive ordinary shares outstanding at any time during the year. Therefore, diluted earnings per share is the same as basic earnings per share shown above.

11. PROPERTY, PLANT & EQUIPMENT

	Computer equipment Rs.	Computer servers Rs.	Furniture and fittings Rs.	Office equipment Rs.	Total Rs.
COST					
Balance as at 1st January 2023	37,555,749	41,426,759	6,315,137	2,185,366	87,483,011
Additions during the year	1,034,500	-	-	76,900	1,111,400
Disposals during the year	-	-	-	-	-
Balance as at 31st December 2023	38,590,249	41,426,759	6,315,137	2,262,266	88,594,411
Balance as at 1st January 2024	38,590,249	41,426,759	6,315,137	2,262,266	88,594,411
Additions during the year	3,869,529	-	27,302	406,843	4,303,674
Disposals during the year	(127,925)	-	-	-	(127,925)
Balance as at 31st December 2024	42,331,853	41,426,759	6,342,439	2,669,109	92,770,160
ACCUMULATED DEPRECIATION					
Balance as at 1st January 2023	32,455,260	41,426,759	6,282,342	2,185,366	82,349,727
Charge for the year	3,717,339	-	32,795	1,580	3,751,714
Disposals during the year	-	-	-	-	-
Balance as at 31st December 2023	36,172,599	41,426,759	6,315,137	2,186,946	86,101,441
Balance as at 1st January 2024	36,172,599	41,426,759	6,315,137	2,186,946	86,101,441
Charge for the year	3,274,469	-	5,255	135,799	3,415,523
Disposals during the year	(127,925)	-	-	-	(127,925)
Balance as at 31st December 2024	39,319,143	41,426,759	6,320,392	2,322,745	89,389,039
CARRYING AMOUNT					
Balance as at 31st December 2024	3,012,710	-	22,047	346,364	3,381,121
Balance as at 31st December 2023	2,417,650	-	-	75,320	2,492,970

NOTES TO THE FINANCIAL STATEMENTS

(a) **Capitalisation of borrowing cost**

There were no capitalized borrowing costs related to the acquisition of property, plant and equipment during the year 2024 (2023 – Nil).

(b) **Fully depreciated property, plant and equipment in use**

The cost of fully depreciated property, plant and equipment of the Company which are still in use as follows,

As at 31st December	2024 Rs.	2023 Rs.
Computer equipment	37,555,749	30,945,999
Computer servers	41,426,759	41,426,759
Furniture and fittings	6,315,137	6,315,137
Office equipment	2,185,366	2,185,366
	87,483,011	80,873,261

(c) **Property, plant and equipment pledged as security for liabilities**

There were no items of property, plant and equipment pledged as securities for liabilities of the Company as at the reporting date.

(d) **Title restriction on property, plant and equipment**

There were no restrictions existed on the title of the property, plant and equipment of the Company as at the reporting date.

(e) **Temporarily idle property, plant and equipment**

There are no temporarily idle property, plant and equipment as at the reporting date.

(f) **Acquisition of property, plant and equipment during the year**

During the financial year, the Company acquired PPE to the aggregate value of Rs.4,303,674 /- (2023 - Rs. 1,111,400/-) by means of cash.

12. RIGHT-OF-USE ASSET

As at 31st December	2024 Rs.	2023 Rs.
Cost		
Balance at the beginning of the year	10,429,750	10,429,750
Modification during the year	10,688,795	-
Balance at the end of the year	21,118,545	10,429,750
Accumulated depreciation		
Balance at the beginning of the year	10,429,750	5,214,875
Depreciation charge for the year	5,344,397	5,214,875
Balance at the end of the year	15,774,147	10,429,750
Carrying amount	5,344,398	-

The Company has entered into a lease for the land and building which is located in, W.A.D.Ramanayake Mawatha,Colombo 02, with Mobitel (Pvt) Ltd for 02 years period from January 2024 to December 2025.

NOTES TO THE FINANCIAL STATEMENTS

13. INTANGIBLE ASSETS

As at 31st December	2024 Rs.	2023 Rs.
Cost		
Balance at the beginning of the year	32,554,374	31,001,374
Additions during the year	-	1,553,000
Balance at the end of the year	32,554,374	32,554,374
Accumulated Amortization		
Balance at the beginning of the year	29,019,848	26,650,920
Charge for the year	2,383,854	2,368,928
Balance at the end of the year	31,403,702	29,019,848
Carrying Amount	1,150,672	3,534,526

Intangible assets consist of firewall system, hospital network softwares, licensing fees and call center softwares used by the Company.

(a) **Fully amortized but still in use**

The cost of fully amortized intangible assets of the Company which are still in use as follows,

As at 31st December	2024 Rs.	2023 Rs.
Firewall system	2,963,510	2,963,510
Call center software solution	1,475,000	1,475,000
Hospital-net software	10,804,944	10,804,944
	15,243,454	15,243,454

(b) Intangible assets pledged as security for liabilities

There were no items of intangible assets pledged as securities for liabilities of the Company as at the reporting date.

(c) Title restriction on intangible assets

There were no restrictions existed on the title of the intangible assets of the Company as at the reporting date

(d) Temporarily idle intangible assets

There are no temporarily idle intangible assets as at the reporting date.

14. DEFERRED TAX ASSET

As at 31st December	2024 Rs.	2023 Rs.
Balance at the beginning of the year	8,092,564	8,635,571
Reversal/(provision) during the year (Note 14.1)	1,061,259	(543,007)
Balance at the end of the year	9,153,823	8,092,564
14.1 Reversal/(provision) for the year		
Reversal/(provision) for the year-recognized in profit or loss	756,785	(1,373,306)
Reversal during the year-recognized in other comprehensive income	304,474	830,299
	1,061,259	(543,007)

NOTES TO THE FINANCIAL STATEMENTS

14.2 The movement in tax effect of temporary differences during the year is as follows:

As at 31st December	2024		2023	
	Temporary Difference	Tax Effect on Temporary Difference	Temporary Difference	Tax Effect on Temporary Difference
	Rs	Rs	Rs.	Rs
Property, plant and equipment	7,067,476	2,120,243	7,476,866	2,243,060
Provision for impairment of trade receivables	4,157,676	1,247,303	3,480,880	1,044,264
Retirement benefit obligations	11,727,310	3,518,193	11,218,981	3,365,694
Provision for impairment of advances	3,310,167	993,050	3,310,167	993,050
Lease liability	9,594,513	2,878,353	1,488,321	446,496
Right of use asset	(5,344,398)	(1,603,319)	-	-
Net deferred tax asset	30,512,744	9,153,823	26,975,215	8,092,564

Deferred tax is provided using the liability method, providing for temporary differences between the carrying amount of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes based on the provision of the Inland Revenue Amendment Act No 45 of 2022. The deferred tax asset is calculated at the rate of 30% (2023- 30%) for the Company as at 31st December 2024.

15. TRADE AND OTHER RECEIVABLES

As at 31st December	2024 Rs.	2023 Rs.
Trade receivable	169,089,651	159,851,475
Provision for impairment of trade receivable (Note 15.1)	(4,157,676)	(3,480,887)
	164,931,975	156,370,588
Advance, prepayments and other receivables (Note 15.2)	81,777,110	23,431,092
	246,709,085	179,801,680

As at 31st December		2024 Rs.	2023 Rs.
15.1	Movement in provision for impairment of trade receivable		
	Balance at the beginning of the year	3,480,887	2,874,318
	Provision during the year	676,789	606,569
	Balance at the end of the year	4,157,676	3,480,887
15.2	Advance, prepayments and other receivables		
	Advance, prepayments and other receivables	85,087,277	26,741,259
	Provision for impairment	(3,310,167)	(3,310,167)
	Balance at the end of the year	81,777,110	23,431,092
16.	SHORT TERM INVESTMENTS		
	Balance as at 1st January	301,474,549	263,028,442
	Additions during the year	-	15,344,142
	Interest accrued and re-invested during the year	18,725,746	23,101,965
	Balance as at 31st December	320,200,295	301,474,549
	Interest receivable as at 31st December	4,695,439	3,980,931
	Total investment in fixed deposits as at 31st December	324,895,734	305,455,480

NOTES TO THE FINANCIAL STATEMENTS

17. EQUITY INVESTMENTS AT FVOCI

The Company designated the investments shown below as equity securities at FVOCI as these equity securities represent investments that the Company intends to hold for the long term for strategic purposes.

Name of the Company	31st December 2024			31st December 2023		
	No of shares	Cost (Rs)	Market Value (Rs)	No of shares	Cost (Rs)	Market Value (Rs)
Citrus Leisure PLC	31,200	944,741	140,400	31,200	944,741	174,720
Tal Lanka Hotels PLC	10,000	606,702	221,000	10,000	606,702	190,000
Blue Diamonds Jewellery Worldwide PLC	700	2,372	210	700	2,372	210
Serendib Hotels PLC (Voting)	7	162	153	7	162	88
Serendib Hotels PLC (Non Voting)	93	1,628	1,293	93	1,628	865
York Arcade Holdings PLC	10	3,847	1,688	10	3,847	1,510
Lanka Century Investment PLC (Ambeon Holding)	100	7,100	4,630	100	7,100	3,450
Nations Trust Bank PLC	118	8,100	22,007	116	8,100	12,470
Seylan Bank PLC (Non Voting)	127	7,500	9,893	124	7,500	5,444
Ceylon Land & Equity PLC (Renuka Capital PLC)	1,164	11,396	10,709	1,149	11,396	9,307
Lankem Developments PLC	100	59	2,000	100	59	1,800
Hikkaduwa Beach Resorts PLC	20	20	72	20	20	104
Lake House Printers and Publishers PLC	10,697	1,093,983	2,941,674	10,697	1,093,983	1,775,702
	54,336	2,687,610	3,355,729	54,316	2,687,610	2,175,670

No strategic investments were disposed of during the year 2024, and there were no transfers to any cumulative gain or loss within the equity relating to these investments.

Company has received a scrip dividend of shares amounting to Rs.745/- (2023 - Rs.732/-) for the year ended 31st December 2024.

18. CASH & CASH EQUIVALENTS

As at 31st December	2024 Rs.	2023 Rs.
Cash at bank	31,572,909	22,435,313
Cash in hand	99,608	99,285
	31,672,517	22,534,598
Bank overdraft	(8,226,955)	(2,967,274)
Cash and cash equivalents for the purpose of statement of cashflows	23,445,562	19,567,324

19. STATED CAPITAL

Ordinary shares - issued and fully paid (Nos.)	122,131,415	122,131,415
Issued and fully paid (Rs.)	93,758,316	93,758,316

The holders of ordinary shares are entitled to receive dividends as declared from time to time and are entitled to one vote per share at general meetings of the Company.

20. FAIR VALUE RESERVE

This represents the cumulative net change in fair value of equity securities designated at FVOCI until the investments are derecognized.

As at 31st December	2024 Rs.	2023 Rs.
Balance as at 1st January	606,128	776,681
Changes in fair value during the year	1,179,314	(170,553)
Balance as at 31st December	1,785,442	606,128

NOTES TO THE FINANCIAL STATEMENTS

21. RETIREMENT BENEFIT OBLIGATIONS

As at 31st December		2024 Rs.	2023 Rs.
21.1	Movement in the present value of the defined benefit obligation		
	Balance as at 1st January	11,218,981	7,606,004
	Actuarial loss during the year	1,014,914	2,767,665
	Current service costs	1,566,389	1,452,071
	Interest cost	788,233	932,158
	Payments during the year	(2,861,207)	(1,538,917)
	Balance as at 31st December	11,727,310	11,218,981
21.2	Expense recognized in the statement of profit or loss		
	Current service cost	1,566,389	1,452,071
	Interest cost	788,233	932,158
		2,354,622	2,384,229
21.3	Expense recognized in the statement of other comprehensive income		
	Actuarial loss during the year	1,014,914	2,767,665
		1,014,914	2,767,665

LKAS 19 - 'Employee benefit' requires to apply Project Credit Unit method to make a reliable estimate of the retirement benefit obligations in order to determine the present value of the retirement benefit obligations. These key assumptions were made in arriving at the retirement benefit obligations as at 31st December 2024 are stated below.

	2024 Rs.	2023 Rs.
Discount rate	9%	14%
Rate of salary increment	8%	10%
Staff turnover factor	20%	18%
Retirement age	60 years	60 years
Weighted average duration of retirement benefit obligation	4.95 years	4.64 years

The discount rate used as at 31 December 2024, was determined with reference to applicable market interest rates on Government securities based on weighted average duration of RBO adjusted for anticipated long-term rate at inflation and other factors where applicable.

21.4 Sensitivity of assumptions used

The sensitivity analysis shown below are the reasonably possible changes at the reporting date to one of the relevant actuarial assumptions, holding other assumptions constant, would have affected the defined benefit obligation by the amounts shown below.

As at 31st December	2024 Rs.	2023 Rs.
Increase /(decrease) in discount rate		
+1%	(514,299)	(513,443)
-1%	542,962	542,957
Increase /(decrease) in salary increment rate		
+1%	542,962	558,059
-1%	(523,650)	(536,319)

NOTES TO THE FINANCIAL STATEMENTS

As at 31st December	2024 Rs.	2023 Rs.
22. LEASE LIABILITY		
Balance as at 1st January	1,488,321	11,457,618
Lease payments	(3,472,747)	(10,353,530)
Modification during the year	10,688,795	-
Interest cost during the year	890,144	384,233
Balance as at 31st December	9,594,513	1,488,321
Balance due within one year	9,594,513	1,488,321
	9,594,513	1,488,321
(a) Amount recognized in profit or loss		
Depreciation on right-of-use asset	5,344,397	5,214,875
Interest on lease liabilities	890,144	384,233
	6,234,541	5,599,108
(b) Amount recognized in statement of cashflows		
Cash outflow for lease	(3,472,747)	(10,353,530)
Total cash outflow for lease	(3,472,747)	(10,353,530)
The following table sets out a maturity analysis of lease payments showing the undiscounted lease payment after the reporting date.		
As at 31st December	2024 Rs.	2023 Rs.
Less than one year	9,922,140	1,488,321
	9,922,140	1,488,321

As at 31st December		2024 Rs.	2023 Rs.
23.	TRADE & OTHER PAYABLES		
	Trade payables	117,770,288	54,833,488
	Deferred revenue	-	709,562
	Accrued expenses	11,236,804	33,557,163
		129,007,092	89,100,213
24.	CURRENT TAX PAYABLES		
	Balance as at 1st January	4,589,930	10,335,569
	Income tax provision for the year	14,753,066	17,063,328
	Under/(over) provision in previous years	27,291	(2,721,513)
	WHT recoverable	(2,900,489)	-
	Payments made during the year	(13,368,399)	(20,087,454)
	Balance as at 31st December	3,101,399	4,589,930

NOTES TO THE FINANCIAL STATEMENTS

25. RELATED PARTY DISCLOSURE

The Company carried out transactions in the ordinary course of business with parties who are defined as related parties as per LKAS 24 "Related Party Disclosure".

The related party transactions were made on terms equivalent to those that prevail in arm's length transactions.

25.1 Parent and ultimate controlling party

Mobitel (Pvt) Ltd is the parent company of e-Channelling PLC. Sri Lanka Telecom PLC is the ultimate parent.

The amounts receivable from or payable to related parties as at 31st December 2024, are disclosed below,

As at 31st December		2024 Rs.	2023 Rs.
25.2	Amounts due from related parties		
	Mobitel (Pvt) Ltd	70,856,587	49,528,512
	Sri Lanka Telecom PLC	11,625,770	14,596,652
		82,482,357	64,125,164
25.3	Amounts due to related parties		
	Sri Lanka Telecom PLC	1,135,731	1,135,732
	Mobitel (Pvt) Ltd	70,129,723	34,905,510
		71,265,454	36,041,242

25.4 Transactions with related entities

Name of the Related Party	Relationship	Nature of Transaction	2024 Rs.	2023 Rs.
Mobitel (Pvt) Ltd	Immediate parent	Mobile charges	451,950	396,887
		Call charges income	3,602,573	1,156,724
		Office maintenance	1,641,214	674,705
		Building rent	7,024,870	5,953,281
		Database and system support	43,755,064	34,208,166
		Software maintenance	14,111,540	-
Sri Lanka Telecom PLC	Ultimate parent	IDC payments	8,040,929	2,224,971
		Telephone charges	129,080	103,065

There were no recurrent Related Party Transactions entered during the year, other than the transactions specified above as per the CSE Listing Rule 9.3.2.

25.5 Transactions with Government of Sri Lanka (GOSL) and its related entities

Entity related to the Government of Sri Lanka (GOSL) by virtue of its ultimate parents major shareholder is the Government of Sri Lanka (GOSL), which holds 49.5% of ownership of the Sri Lanka Telecom PLC.

During the year, the Company has carried out transactions with other Government related entities in the ordinary course of business.

However, there is no individually significant transactions with Government related entities except as disclosed above.

25.6 Transactions with Key Management Personnel (KMP)

According to Sri Lanka Accounting Standard (LKAS) 24 - Related party disclosure, "Key Management Personnel" are those having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity. Accordingly the Directors of the Company are classified as KMP of the Company.

NOTES TO THE FINANCIAL STATEMENTS

25.7 Recurrent Related Party Transactions

There was a recurrent related party transaction of database and system support with Mobitel (Private) Limited, which in aggregate value exceeded 10% of the gross revenue of the Company as per 31st December 2024 audited financial statements, which required additional disclosures in the 2024 Annual Report under Colombo Stock Exchange listing Rule 9.3.2 and Code of Best Practices on Related Party Transactions under the Securities and Exchange Commission Directive issued under Section 13 (c) of the Securities and Exchange Commission Act.

Name of the related party	Nature of transaction	Aggregate value of related party transaction as % of revenue	Aggregate value of related party transactions entered into during the financial year	Terms & conditions of the related party transaction
Mobitel (Pvt) Ltd	Database and system support	17%	Rs. 43,755,064	Ordinary course of business

Transactions with related parties are carried out in the ordinary course of business. Outstanding current account balances at year end are unsecured, interest free and settlement occurs in cash. There have been no guarantees provided or received for any related party receivable or payables for the year ended 31st December 2024.

25.8 Non-Recurrent Related Party Transactions

There were no non-recurrent related party transactions which aggregate value exceeded 10% of the equity or 5% of the total assets which ever is lower of the Company as per 31st December 2024 audited financial statements, which required additional disclosures in the 2024 Annual Report under Colombo Stock Exchange listing Rule 9.3.2 and Code of Best Practices on Related Party Transactions under the Securities and Exchange Commission Directive issued under Section 13 (c) of the Securities and Exchange Commission Act.

(i) Loans to the Directors

No loans have been granted to the Directors of the Company

(ii) Compensation paid to Key Management Personnel

The compensation paid to KMP as short term employment benefits is disclosed in Note 7 to the financial statements.

(iii) Other Transactions with Key Management Personnel

There were no other transactions with Key Managerial Personnel other than those disclosed in Note 25.4 to these financial statements.

(iv) Transactions with close family members

There were no transactions with close family members during the year.

(v) The Directors of the Company are also Directors of the following companies:

Name of the Company	Relationship	Name of the Director		
		Dr. THV MA de Silva	Mr. L M Paratz	Mr. Chandrasiri Kalupahana
Mobitel (Pvt) Ltd	Immediate Parent	X	X	-
Sri Lanka Telecom PLC	Ultimate Parent	X	X	X
Sri Lanka Telecom (Services) Ltd	Related	X	X	-
Mobit Technologies (Pvt) Ltd	Related	X	X	-
SLT Human Capital Solutions (Pvt) Ltd	Related	X	-	-
Galle Submarine Cable Depot (Pvt) Ltd	Related	X	X	-

26. FINANCIAL INSTRUMENTS

As at 31st December		Note	2024 Rs.	2023 Rs.
26.1	Financial instruments - Statement of financial position			
	Financial assets			
	Fair value through other comprehensive income			
	Equity investments at FVOCI	17.	3,355,729	2,175,670
			3,355,729	2,175,670
	Amortized cost			
	Trade and other receivables	15.	230,240,884	162,234,135
	Amounts due from related parties	25.2	82,482,357	64,125,164
	Short term investments	16.	324,895,734	305,455,480
	Cash and cash equivalents	18.	31,672,517	22,534,598
			669,291,492	554,349,377
	Total financial assets		672,647,221	556,525,047

NOTES TO THE FINANCIAL STATEMENTS

As at 31st December	Note	2024 Rs.	2023 Rs.
Financial liabilities			
Other financial liabilities			
Bank overdraft	18	8,226,955	2,967,274
Trade payables	23.	117,770,288	54,833,488
Lease liabilities	22.	9,594,513	1,488,321
Amounts due to related parties	25.3	71,265,454	36,041,242
		206,857,210	95,330,325

26.2 Accounting classification and fair value of financial instruments

Financial instruments measured subsequently on the ongoing basis either at fair value or amortized cost. The material accounting policies describes how the classes of financial instruments are measured, and how income and expenses, including fair value gains and losses, are recognized.

The following is a description of how fair values are determined for financial instruments that are recorded at fair value using valuation techniques. These incorporate the Company's estimate of assumptions that a market participant would make when valuing the instruments. The company uses the following hierarchy for determining and disclosing the fair value of financial instruments by valuation techniques.

Level 1 : category of financial assets that are measured in whole or in part by reference to published quotes in an active market

Level 2: other techniques for which all inputs which have a significant effect on the recorded fair value are observable, either directly or indirectly

Level 3: techniques which use inputs that have a significant effect on the recorded fair value that are not based on observable market data.

The table below shows the carrying amounts and fair values of financial assets and financial liabilities, including their levels in the fair value hierarchy. It does not include fair value information of financial assets and financial liabilities not measured at fair value if the carrying amount is reasonable approximation of fair value.

As at 31 December 2024	Carrying amount	Fair value		
		Level 1	Level 2	Level 3
Financial assets				
Financial assets measured at FVOCI				
Equity investments in quoted shares	3,355,729	3,355,729	-	-
Assets carried at amortized cost				
Trade and other receivables	230,240,884	-	-	-
Amounts due from related parties	82,482,357	-	-	-
Short term investments	324,895,734	-	-	-
Cash and cash equivalents	31,672,517	-	-	-
Total financial assets	672,647,221	3,355,729	-	-
Financial liabilities				
Other financial liabilities				
Bank overdraft	8,226,955	-	-	-
Trade payables	117,770,288	-	-	-
Lease liabilities	9,594,513	-	-	-
Amounts due to related parties	71,265,454	-	-	-
Total financial liabilities	206,857,210	-	-	-

As at 31 December 2023	Carrying amount	Fair value		
		Level 1	Level 2	Level 3
Financial assets				
Financial assets measured at FVOCI				
Equity Investments in Quoted Shares	2,175,670	2,175,670	-	-
Assets carried at amortized cost				
Trade and other receivables	162,234,135	-	-	-
Amounts due from related parties	64,125,164	-	-	-
Short term investments	305,455,480	-	-	-
Cash and cash equivalents	22,534,598	-	-	-
Total financial assets	556,525,047	2,175,670	-	-
Financial liabilities				
Other financial liabilities				
Trade payables	54,833,488	-	-	-
Bank overdraft	2,967,274	-	-	-
Lease liabilities	1,488,321	-	-	-
Amounts due to related parties	36,041,242	-	-	-
Total financial liabilities	95,330,325	-	-	-

NOTES TO THE FINANCIAL STATEMENTS

27. FINANCIAL RISK MANAGEMENT

In the course of its business, the Company is exposed to the following risks arising from its use of financial instruments:

- Credit risk
- Liquidity risk
- Market risk
 - (i) Currency risk
 - (ii) Interest rate risk

This note presents information about the Company's exposure to each of the above risks, the Company's objectives, policies and processes for identifying, analyzing, evaluating and monitoring the risk and the management of capital of the Company. Further quantitative disclosures are included throughout these financial statements.

Risk management framework

The Board of Directors has overall responsibility for the establishment and oversight of the Company's risk management framework. The Board is responsible for developing and monitoring risk management policies of the Company. The Company's risk management policies are established to identify and analyze the risk faced by the Company, to set appropriate risk limits and controls, and to monitor risk and adherence to limits. Risk management policies and systems are reviewed regularly to reflect changes in market conditions and the Company's activities. The Company, through its training and management standards and procedures, aims to maintain a disciplined and constructive control environment in which all employees understand their roles and obligations.

The Board of Directors of e-Channelling PLC, oversees how management monitors compliance with the Company's risk management policies and procedures, and reviews the adequacy of the risk management framework in relation to the risks faced by the Company.

27.1 Credit Risk

Credit risk is the risk that a counter party will not meet its obligations under a financial instrument or customer contract, leading to a financial loss. The Company is exposed to credit risk from its operating activities and from its financing activities, including trade receivables, short term investments and other financial assets.

The Company trades only with recognized, creditworthy third parties. It is the Company's policy that all clients who wish to trade on credit terms are subject to credit verification procedures and contractual agreement made for every high-value transactions. In addition, receivable balances are monitored on an ongoing basis with the result that the Company's exposure to bad debts is not significant.

With respect to credit risk arising from the other financial assets of the Company, such as short term investments and cash and cash equivalents. The Company's exposure to credit risk arises from default of the counter party. The Company manages its operations to avoid any excessive concentration of counter party risk and the Company takes all reasonable steps to ensure the counter parties fulfil their obligations.

In addition, Company's short term investments and cash and cash equivalents are placed in the reputed financial institutions with good credit ratings in order to minimize the Company's credit risk.

Exposure to credit risk

The carrying amount of financial assets represents the maximum credit exposure. The maximum exposure to credit risk at the reporting date was:

As at 31st December		2024 Rs.	2023 Rs.
Trade and other receivables	15.	230,240,884	162,234,135
Amounts due from related parties	25.2	82,482,357	64,125,164
Short term investments	16.	324,895,734	305,455,480
Balances with banks	18.	31,572,909	22,435,313
		669,191,884	554,250,092

Trade and other receivables

The Company's exposure to credit risk is influenced mainly by the individual characteristics of each customer.

The Company has established a credit policy under which each new customer is analyzed individually for credit worthiness before the Company's standard payment and delivery terms and conditions are offered.

NOTES TO THE FINANCIAL STATEMENTS

27. FINANCIAL RISK MANAGEMENT (CONTD.)

Impairment Losses

The Company establishes an allowance for impairment that represents its estimate of expected losses in respect of trade receivables. Therefore, the Board of Directors has decided to assess each receivable separately based on the segment, age of customer relationship, historical data of payment statistics as at every reporting date.

The ageing of trade receivables at the reporting date was:

As at 31st December	2024		2023	
	Gross	Impairment	Gross	Impairment
	Rs.	Rs.	Rs.	Rs.
Not due:	159,049,166	82,760	154,010,859	-
Past due:				
Past due 31-60 days	1,759,202	80,959	1,318,105	-
Past due 61-90 days	2,213,128	151,352	712,489	-
Past due 91-360 days	2,481,257	255,707	334,289	5,154
More than one year	3,586,898	3,586,898	3,475,733	3,475,733
	169,089,651	4,157,676	159,851,475	3,480,887

Amounts due from related Companies

Amounts due from related Companies are expected to be settled within one year from the reporting date hence the discounting impact would be immaterial. Therefore, carrying amount approximate the fair value as at the reporting date.

Based on historic default rate the Company believes that, apart from the above, no impairment allowance is necessary in respect of trade and other receivables, amounts due from related parties for past dues or past due by up to 365 days.

Balances with Banks

The Company is also exposed to credit risk through its cash at bank balances. The credit worthiness of the financial instruments are assessed using the credit ratings assigned to each Bank. This rating provides the Company the indication of the financial stability of the investment. The ratings are based on Fitch Ratings.

As at 31st December	2024 Rs.	2023 Rs.
Cash at bank having credit ratings		
A (lka)	19,977,595	14,723,163
AAA (lka)	11,013,448	386,337
A- (lka)	21,889	7,272,059
AA- (lka)	507,545	-
CC (lka)	-	53,754
CCC+ (lka)	52,432	-
	31,572,909	22,435,313
Cash at bank (bank overdraft) having credit ratings		
AA-(lka)	(8,226,955)	-
A (lka)	-	(1,247,959)
AAA (lka)	-	(1,719,315)
	(8,226,955)	(2,967,274)
Short term investments having credit ratings		
A (lka)	87,744,751	218,839,056
A- (lka)	-	86,616,424
AA- (lka)	237,150,983	-
	324,895,734	305,455,480

27.2 Liquidity Risk

Liquidity risk is the risk that the Company will encounter difficulty in meeting the obligation associated with its financial liabilities that are settled by delivering cash or any other financial asset. The Company's approach to managing liquidity is to ensure, as far as possible, that it will have sufficient liquidity to meet its liabilities when they are due, under both normal and stressed conditions, without incurring unacceptable losses or risking damage to the Company's reputation.

The following are the contractual maturities of financial liabilities, including estimated interest payments and excluding netting agreements.

NOTES TO THE FINANCIAL STATEMENTS

As at 31st December 2024	Carrying Amount Rs.	Contractual Cash Flows Rs.	Less than One Year Rs.	More than One year Rs.
Other financial liabilities				
Lease liabilities	9,594,513	9,922,140	9,922,140	-
Amounts due to related companies	71,265,454	71,265,454	71,265,454	-
Trade payables	117,770,288	117,770,288	117,770,288	-
Bank overdraft	8,226,955	8,226,955	8,226,955	-
	206,857,210	207,184,837	207,184,837	-
As at 31st December 2023				
Other financial liabilities				
Lease liabilities	1,488,321	1,488,321	1,488,321	-
Amounts due to related companies	36,041,242	36,041,242	36,041,242	-
Trade payables	54,833,488	54,833,488	54,833,488	-
Bank overdraft	2,967,274	2,967,274	2,967,274	-
	95,330,325	95,330,325	95,330,325	-

27.3 Market Risk

Market risk is the risk that changes in market prices, such as foreign exchange rates, interest rates, etc. will affect the Company's income or the value of its holdings of financial instruments. The objective of market risk management is to manage and control market risk exposures within acceptable parameters while optimizing the returns.

27.3.1 Currency risk

Foreign currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates.

Exposure to currency risk

The Company is not exposed to the currency risk as all the operations of the Company have been carried out in LKR which is the Company's reporting and the functional currency.

27.3.2 Interest rate risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instrument fluctuate because of the changes in the market interest rates.

Profile

As at the reporting date, interest rate profile of the Company's interest bearing financial instruments was:

As at 31st December	Carrying Amount	
	2024 Rs.	2023 Rs.
Fixed rate instruments		
Financial assets	324,895,734	305,455,480
Financial liabilities	9,594,513	1,488,321

Cash flow sensitivity analysis for variable-rate instruments

The Company does not account for any variable rate financial assets and liabilities. Therefore a change in interest rates at the reporting date would not affect profit or loss.

28. CAPITAL MANAGEMENT POLICIES AND PROCEDURES

The Company's capital management objectives are:

- to ensure the Company's ability to continue as a going concern.
- to provide an adequate return to shareholders by pricing services in a way that reflects the level of risk involved in providing those services.

As at 31st December	2024 Rs.	2023 Rs.
Total liabilities	232,922,723	145,405,961
(-) Cash and cash equivalents	(31,672,517)	(22,534,598)
Net debt	201,250,206	122,871,363
Total equity	475,511,178	443,095,156
Net debt to adjusted equity ratio	0.42	0.28

NOTES TO THE FINANCIAL STATEMENTS

The Company monitors capital on the basis of the carrying amount of equity, less cash and cash equivalents as presented in the statement of financial position.

Management assesses the Company's capital requirements in order to maintain an efficient overall financing structure while avoiding excessive leverage. The Company manages the capital structure and makes adjustments to it in the light of changes in economic conditions and the risk characteristics of the underlying assets. In order to maintain or adjust the capital structure, the Company may adjust the amount of dividends paid to shareholders or re-lease the property to reduce debt.

29. CAPITAL COMMITMENTS & CONTINGENT LIABILITIES

29.1. Capital commitments

There were no material capital commitments by the Company as at the reporting date that require adjustments to or disclosures in the financial statements.

29.2. Contingent liabilities

Considering the opinion of the Company's lawyers, the Directors have reasonable assurance that any pending litigation will not have a material impact on the financial statements.

Assessment in respect of income tax, the Company has been issued with an assessment notice from the Department of Inland Revenue on 30th August 2024, amounting to Rs. 2.6 million. The assessment was issued based on a discrepancy identified between the declared and assessed values of withholding tax (WHT) on interest. The Company subsequently lodged an appeal on 02nd October 2024 on the basis that the assessed amount did not accurately reflect the WHT collected from the bank as per WHT certificates. The Company is awaiting the hearing of the appeal and the Board of Directors is in the opinion that there is only a remote possibility of an obligation arising.

30. EVENTS OCCURRING AFTER THE REPORTING DATE

There have been no material events occurring after the reporting period that require adjustment to or disclosure in these financial statements.

31. NET ASSETS PER SHARE

As at 31st December	2024 Rs.	2023 Rs.
Net assets attributable to ordinary shareholders	475,511,178	443,095,156
Weighted average number of ordinary shares in issue	122,131,415	122,131,415
Net assets per share (Rs.)	3.89	3.63

FIVE YEAR PERFORMANCE SUMMARY

For the year ended 31 December	2020 Rs.	2021 Rs.	2022 Rs.	2023 Rs.	2024 Rs.
Revenue	130,061,513	193,249,235	221,542,340	271,193,906	255,897,321
Net Operating Expenses	(107,049,500)	(137,385,228)	(177,061,575)	(255,409,004)	(239,857,114)
Profit from operating activities	23,012,013	55,864,007	44,480,765	15,784,902	16,040,207
Profit before taxation	40,142,538	68,691,890	79,519,678	59,541,732	45,970,720
Profit for the year	30,002,621	53,372,312	65,519,591	43,826,611	31,947,148
Total Assets	392,240,694	464,057,524	554,907,422	588,501,117	708,433,901
Equity	291,259,261	344,954,055	401,376,464	443,095,156	475,511,178
Total Liabilities	100,981,433	119,103,469	153,530,959	145,405,961	232,922,723
	392,240,694	464,057,524	554,907,423	588,501,117	708,433,901
Other Information					
Net Profit Ratio (%)	23.07	27.62	29.57	16.16	12.48
Earnings Per Share (Rs.)	0.25	0.44	0.54	0.36	0.26
Market Price Per Share (Rs.)	7.10	26.20	13.00	14.00	13.80
Price Earning Ratio (Time)	28.90	59.95	24.23	38.88	52.76
Net Assets Per Share (Rs.)	2.38	2.82	3.29	3.63	3.89
Current Ratio (Times)	4.33	4.20	3.63	4.26	3.10
Earning Yeild (Rs)	0.03	0.02	0.04	0.03	0.02
Return On Assets (Rs.)	0.08	0.12	0.13	0.08	0.05

SHAREHOLDER INFORMATION

ANALYSIS OF SHAREHOLDERS AS AT 31.12.2024

Shareholdings		Resident			Non Resident			Total		
		Number of Share holders	No.of Shares	Percentage (%)	Number of Share holders	No.of Shares	Percentage (%)	Number of Share holders	No.of Shares	Percentage (%)
		(%)								
1 -	1,000 Shares	1,409	363,157	0.30	5	666	-	1,414	363,823	0.30
1,001 -	10,000 Shares	541	2,064,334	1.69	2	9,000	0.01	543	2,073,334	1.70
10,001 -	100,000 Shares	182	5,547,811	4.54	1	50,000	0.04	183	5,597,811	4.58
100,001 -	1,000,000 Shares	16	3,372,176	2.76	0	-	-	16	3,372,176	2.76
Over	1,000,000 Shares	4	110,724,271	90.66	0	-	-	4	110,724,271	90.66
		2,152	122,071,749	99.95	8	59,666	0.05	2,160	122,131,415	100.00

Categories of Shareholders	Number of Shareholders	Number of Shares
Individual	2,076	10,487,476
Institutional	84	111,643,939
	2,160	122,131,415

SHARE TRADING

	2024	2023
Highest Price	17.00	20.00
Lowest Price	12.00	11.20
Closing Price	13.80	14.00

PUBLIC SHAREHOLDING

	2024	2023
Number of Shareholders representing public holding	2,159	2,176
Percentage of Public Holding	12.41%	12.41%
Float Adjusted Market Capitalization - (Rs.)	209,163,799	212,195,158

COMPUTATION OF PUBLIC SHAREHOLDING

Issued share capital as at 31st December 2024	122,131,415
Less	
Parent Company	106,974,618
Subsidiaries or Associate Companies of Parent	-
Subsidiaries or Associate Companies	

COMPUTATION OF PUBLIC SHAREHOLDING

Less	
Directors Shareholding	-
Spouses & children under 18 of Directors	-
CEO, spouse & children under 18	-
Holding over 10% or more	-
Public holding	15,156,797
Public holding as at % of issued share capital	12.41%

LIST OF 20 MAJOR SHAREHOLDERS BASED ON THEIR SHAREHOLDING

31 st December 2024

	Name of shareholder	No of Shares	% Holding
1	Mobitel (Pvt) Ltd	106,974,618	87.59
2	People's Leasing & Finance PLC / Mr. R.R.S Ananda	1,577,653	1.29
3	Mr. G.C. Goonetilleke	1,162,000	0.95
4	Senkadagala Finance PLC / S.Gobinath	1,010,000	0.83
5	Mr. P. Rathnayaka	840,000	0.69
6	Mr. M.A.B Morahela	294,398	0.24
7	Merchant Bank of Sri Lanka & Finance PLC / Y.R.P.De Silva	253,136	0.21
8	Mr. M.A. Kumarasingha	232,433	0.19
9	Mr. Z.G Carimjee	231,933	0.19
10	Mrs. T.R. Selvanayagam	201,000	0.16
11	Mr. A.H. Munasinghe	190,000	0.16
12	Mr. H.M.C De Alwis	178,204	0.15
13	Seylan Bank PLC / Anuja Chamila Jayasinghe	175,210	0.14
14	Mr. B.A.S.I Perera	120,400	0.10
15	Hatton National Bank PLC / Ravindra Erle Rambukwelle	116,000	0.09
16	Mrs. Z.M. Adamally	115,967	0.09
17	Mr. M.S.F Haqqe	109,594	0.09
18	National Lanka Capital LTD / Rupasingha Arachchige Donal Rupasingha	107,560	0.09
19	Merchant Bank of Sri Lanka & Finance PLC 01	104,000	0.09
20	People's Leasing & Finance PLC / Mr. P.S.K. Jeewantha	102,341	0.08
	Sub Total	114,096,447	93.42
	Others	8,034,968	6.58
	Total Shares	122,131,415	100.00

GRI INDEX

GRI Standard	Disclosure		Page No.(s)
GRI 102: General Disclosures 2016	102-1	Name of the organisation	IBC
	102-2	Activities, brands, products and services	54
	102-3	Location of headquarters	IBC
	102-4	Location of operations	IBC
	102-5	Ownership and legal form	IBC
	102-6	Markets served	55
	102-7	Scale of the organisation	46/123/124
	102-8	Information on employees and other workers	44-50
	102-9	Supply chain	52
	102-10	Significant changes to the organisation and its supply chain	N/A
	102-11	Precautionary Principle or approach	73-81
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	102-13	Membership of associations	N/A
	102-14	Statement from senior decision-maker	6-10
	102-16	Values, principles, standards and norms of behavior	82-88
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	102-40	List of stakeholder groups	23-25
	102-41	Collective bargaining agreements	N/A
	102-42	Identifying and selecting stakeholders	20-21
	102-43	Approach to stakeholder engagement	23-25
	102-44	Key topics and concerns raised	20-28
	102-45	Entities included in the consolidated financial statements	N/A
	102-46	Defining report content and topic Boundaries	26
	102-47	List of material topics	26-28
	102-48	Restatements of information	04
	102-49	Changes in reporting	34
	102-50	Reporting period	34
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	102-52	Reporting cycle	34
	102-53	Contact point for questions regarding the report	04
	102-54	Claims of reporting in accordance with the GRI Standards	34
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GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	26-28
	103-2	The management approach and its components	26-27
	103-3	Evaluation of the management approach	26-27
GRI 201 : Economic Performance 2016	201-3	Defined benefit plan obligations and other retirement plans	156-157
GRI 202 : Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	44-50

GRI Standard		Disclosure	Page No.(s)
	202-2	Proportion of senior management hired from the local community	44-50
GRI 203 : Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	60
GRI 204 : Procurement Practices 2016	204-1	Proportion of spending on local suppliers	52-53
GRI 205 : Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	54
GRI 301 : Materials	301-2	Recycled input materials used	66
GRI 302 : Energy	302-4	Reduction of energy consumption	66
GRI 305 : Emissions	305-5	Reduction of GHG emissions	66
GRI 306 : Effluents & Wastage	306-2	Waste by type and disposal method	66
GRI 401 : Employment 2016	401-1	New employee hires and employee turnover	46
GRI 403 : Occupational Health and Safety 2016	403-1	Occupational health and safety management system	49
GRI 404 : Training and Education 2016	404-1	Average hours of training per year per employee	44
	404-2	Programs for upgrading employee skills and transition assistance programs	47
	404-3	Percentage of employees receiving regular performance and career development reviews	48
GRI 405 : Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	46
GRI 406 : Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	46
GRI 408 : Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	46
GRI 410 : Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	54
GRI 412 : Human Rights Assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	54
GRI 413 : Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programs	38
GRI 415 : Public Policy	415-1	Political contributions	54
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GRI 417 : Marketing and Labeling 2016	417-2	Incidents of non-compliance concerning product and service information and labeling	40
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NOTICE OF ANNUAL GENERAL MEETING

NOTICE IS HEREBY GIVEN that the Twenty Fifth Annual General Meeting of e-Channelling PLC will be held at 12,30 pm on 26th June 2025 at the New Wing Hall of the Sri Lanka Foundation Institute, No. 100, Sri Lanka Padanam Mawatha, Independence Square, Colombo 07. for the following purpose:-

AGENDA

1. To receive and consider the Statement of Accounts of the Company for the year ended 31st December 2024, together with the Reports of the Directors and the Auditors thereon.
2. To elect as a Director Dr. Mothilal de Silva, who retires in terms of Article 94 of the Articles of Association of the Company.
3. To elect as a Director Mr. Chandrasiri Kalupahana, who retires in terms of Article 94 of the Articles of Association of the Company.
4. To elect as a Director Mr. Suneth Haputhanthri, who retires in terms of Article 94 of the Articles of Association of the Company.
5. To elect as a Director Professor Ruwanthi Perera, who retires in terms of Article 94 of the Articles of Association of the Company.
6. To elect as a Director Mr Chan Chee Beng who retires in terms of Article 94 of the Articles of Association of the Company.

7. To appoint as Director Mr Lawrence Paratz who is over the age of 70 years in terms of Section 211 of the Companies Act No 7 of 2007 ("the Act")

Notice is hereby given to propose the undernoted Ordinary Resolution in compliance with section 211 of the Act in relation to his appointment.

"RESOLVED THAT Mr Lawrence Paratz who is above 70 years of age be and is hereby appointed as a Director of the Company and it is hereby declared that as provided in section 211(1) of the Companies Act No 07 of 2007, the age limit of 70 years referred to in section 210 of the Companies Act shall not apply to him".

8. To re-appoint Messrs KPMG, Chartered Accountants as Auditors of the Company and to authorize the Directors to determine their remuneration
9. To authorize the Directors to determine and make donations to charities.

By order of the Board
eCHANNELLING PLC



Geredene Soares
Company Secretary

28th May 2025

Note:

- (a) A member who is unable to attend and vote at the meeting is entitled to appoint a Proxy to attend and vote in his or her place.
- (b) A proxy need not be a member of the Company.
- (c) A Form of Proxy accompanies this Notice.

FORM OF PROXY

I/We.....(NICNo.....)
ofbeing
a member/s of the above Company, hereby appoint.....
(NIC No.....) ofor failing him/her.

Dr. Mothilal de Silva	whom failing
Mr. Chandrasiri Kalupahana	whom failing
Mr. Suneth Haputhanthri	whom failing
Prof. Ruwanthi Perera	whom failing
Mr. Chan Chee Beng	

as my/our* proxy to represent me/us* to speak and vote for me/us* and on my/our* behalf as indicated below at the Twenty Fifth Annual General Meeting of the Company, to be held on 26th June 2025 and at any adjournment thereof and at every poll which may be taken in consequence thereof.

		FOR	AGAINST
1	To receive and consider the Annual Report of the Board of Directors on the Affairs of the Company and the Statement of Accounts for the year ended 31 December 2024 with the Report of the Auditors thereon.	<input type="checkbox"/>	<input type="checkbox"/>
2.	To elect as a Director Dr. Mothilal de Silva, who retires in terms of Article 94 of the Articles of Association of the Company.	<input type="checkbox"/>	<input type="checkbox"/>
3.	To elect as a Director Mr. Chandrasiri Kalupahana, who retires in terms of Article 94 of the Articles of Association of the Company.	<input type="checkbox"/>	<input type="checkbox"/>
4.	To elect as a Director, Mr. Suneth Haputhanthri, who retires in terms of Article 94 of the Articles of Association of the Company.	<input type="checkbox"/>	<input type="checkbox"/>

5.	To elect as a Director, Prof. Ruwanthi Perera, who retires in terms of Article 94 of the Articles of Association of the Company.	<div></div>	<div></div>
6.	To elect as a Director, Mr Chan Chee Beng who retires in terms of Article 94 of the Articles of Association of the Company.	<div></div>	<div></div>
7.	To appoint as a Director, Mr Lawrence Paratz who is over the age of 70 years, in terms of Section 211 of the Companies Act No 07 of 2007.	<div></div>	<div></div>
8.	To re-appoint Messrs KPMG, Chartered Accountants as Auditors of the Company and to authorize the Directors to determine their remuneration	<div></div>	<div></div>
9.	To authorize the Directors to determine and make donations to charities.	<div></div>	<div></div>

In witness my/our hand/seal given on this.....day ofTwo Thousand and Twenty Five.

.....
Signature

Note : Please delete the inappropriate words.
Instructions for completion of form of proxy are noted on the reverse.

INSTRUCTIONS TO COMPLETION OF FORM OF PROXY

1. Kindly perfect the Form of Proxy by filling in legibly your full name and address, your instructions as to voting, by signing in the space provided and filling in the date of signature.
2. Please indicate with a 'X' in the cages provided how your proxy is to vote on the Resolutions. If no indication is given the Proxy in his/her discretion may vote as he/she thinks fit.
3. The completed Form of Proxy should be deposited at the Registered Office of the Company at No 108, W A D Ramanayake Mawatha, Colombo 02 or sent via e-mail to **agm@echannelling.com.**, at least 48 hours before the time appointed for holding of the Meeting.
4. If the form of proxy is signed by an attorney, the relevant power of attorney should accompany the completed form of proxy for registration, if such power of attorney has not already been registered with the Company.

Note:

If the shareholder is a Company or body corporate, Section 138 of the Companies Act No. 07 of 2007 applies to Corporate Shareholders of eChannelling PLC. Section 138 provides for representation of Companies at meetings of other Companies. A Corporation, whether a Company is within the meaning of this act or not, may where it is a member of another Corporation, being a Company within the meaning of this Act, by resolution of its Directors or other governing body authorise such person as it thinks fit to act as its representative at any meeting of the Company. A person authorised as aforesaid shall be entitled to exercise the same power on behalf of the Corporation which it represents as that Corporation could exercise if it were an individual shareholder.

CORPORATE INFORMATION

Name of the Company

eChannelling PLC

Legal Form

Quoted Public Limited Company incorporated in Sri Lanka in 2000. Ordinary shares of the Company is listed on the Diri Savi Board of the Colombo Stock Exchange.

Company Registraton Number

PQ 205

Board of Directors

Dr. Mothilal de Silva, Chairman
Mr. Chandrasiri Kalapahana
Mr. Suneth Haputhanthri
Prof. Ruwanthi Perera
Mr. Chan Chee Beng

Company Secretary

Ms. Geredene Suares

Auditors

KPMG
Chartered Accountants,
No. 32A, Sir Mohamed Macan Marker
Mawatha, P.O. Box 186, Colombo 03.

Lawyer(s)

D. L. & F. De Saram
No. 47, Alexandra Place, Colombo 07.

Bankers

Sampath Bank PLC
Natons Trust Bank PLC
People's Bank
Commercial Bank of Ceylon PLC
Natonal Development Bank
Seylan Bank PLC
DFCC Bank
Citi Bank

Registered Office of the Company

No. 108, W.A.D. Ramanayake Mawatha,
Colombo 02.

Contact Details

Manager Finance
Telephone No: (+94) 710225225
Website: www.echannelling.com
E-mail: info@echannelling.com

