

Social and Relationship Capital

Our relationships with communities, customers, suppliers and regulators are rooted in trust, transparency, and mutual benefit. At TTE, we go beyond compliance to foster inclusive growth through ethical sourcing, community development and responsible customer engagement. From supporting over 330,000 people through healthcare and education to strengthening supplier partnerships via traceability and fair procurement, this capital sustains our social license to operate. This section explores how we build resilient stakeholder relationships that drive long-term shared value.



Empowering Mothers and Children

Strengthened partnerships to enhance female worker wellbeing & childcare access, promoting child rights & empowering mothers across our estates.



360° Product Quality & Safety Assurance

We ensure 100% of our tea products undergo stringent quality checks from field to factory. With zero product recalls



A Home for Every Plantation Worker

Our flagship initiative to provide permanent, secure housing for estate workers, enhancing quality of life and long-term community wellbeing.



Empowering Communities Through Sustainable Cooking

Cookstove initiative reduces emissions and indoor pollution, improves community health and empowers families through sustainable, locally sourced cooking practices.

GRI 3-3 | 13.10.1, 13.12.1

Management Approach

Risks

Reputational damage from non-compliance with social and ethical standards

Lack of alignment on social values and responsible practices across the supply chain

Opportunities

Strengthen brand loyalty by showcasing strong ethical and social commitments

Empower communities through development initiatives, fostering long-term shared growth

Material Matters

- Premium Quality
- Sustainable production
- Traceability
- Product Responsibility
- Community Health &
- Wellbeing

Management Approach

TTE adopts an inclusive and ethical approach to managing social and relationship capital, focusing on building trust with customers, strengthening supplier relationships, and uplifting communities. We are committed to responsible business practices, collaborative partnerships, and impactful development, collectively contributing to long-term stakeholder value and sustainable business growth.

Governance

Oversight

- Board of Directors
- Group Management Committee
- Estate Management

Compliance

- Sale of goods Ordinance
- Sri Lanka Tea Board Laws

Voluntary Best Practices

- ISO 22000: 2018 Food Safety Management Systems
- ISO 9001: 2015 Quality Management System
- ECO Label Certification
- Rainforest Alliance Certification

Internal Mandates and Commitments

- Quality and Food Safety Policy
- Procurement Policy
- Social Policy

Monitoring and Reporting

- Hayleys CUBE® Sustainability Data Management System
- Global Reporting Initiative (GRI)
- GRI 13: Agriculture, Aquaculture and Fishing Sectors 2022
- Sustainability Accounting Standards Board (SASB)
- UN Sustainable Development Goals (SDGs)

Capital Performance FY 2024/25

Resource Allocation Highlights

Invested Rs. 93.25 million to introduce AI-based colour sorters at the Deniyaya and Kiruwanaganga factories

Increase the frequency of product quality and food safety audits

Strengthened third-party verification of agrochemical safety in line with compliance with health standards

Improved labelling clarity on tea packaging focusing on grade, weight, and certifications

Appointed a Community Advisory Panel (CAP) to support more structured community engagement and policy advocacy

Invested Rs. 119 Mn in a home for every plantation worker

Outputs for TTE

- Zero incidents of non-compliance with regulations related to health and safety impacts of products; and zero product recalls issued/recalled
- Zero incidents of rejections and monetary fines of non-compliance with regulations related to product and service information and labelling

Stakeholder Outcomes	FY 2024/25	FY 2023/24	Value Enhanced (+) Preserved (=) Eroded (-)
Customer Satisfaction	92%	86%	Enhanced
Beneficiaries from living environment initiatives	8,034	17,676	Eroded
Beneficiaries from health and nutrition initiatives	245,004	183,494	Enhanced
Beneficiaries from community capacity building initiatives	32,863	40,979	Eroded
Beneficiaries from living youth empowerment initiatives	45,931	3,865	Enhanced

SDG's



- Target 1.2: Reduce by half the proportion of people living in poverty in all its dimensions.
- Target 1.4: Ensure all men and women have equal rights to economic resources, basic services, and ownership.



- Target 2.1: End hunger and ensure access to safe, nutritious, and sufficient food.
- Target 2.2: End all forms of malnutrition, particularly among children and vulnerable groups.



- Target 3.4: Reduce mortality from non-communicable diseases through prevention and treatment.
- Target 3.8: Achieve universal health coverage and access to quality essential healthcare services.



- Target 4.1: Ensure all children complete free, equitable, and quality primary and secondary education.
- Target 4.4: Increase the number of youth and adults with relevant skills for employment and entrepreneurship.



- Target 5.1: End all forms of discrimination against all women and girls everywhere.
- Target 5.5: Ensure full participation of women in leadership and decision-making.



- Target 6.1: Achieve universal and equitable access to safe and affordable drinking water.
- Target 6.2: Improve sanitation and hygiene, especially for women and girls.

Social and Relationship Capital

1. Strengthening Customer Trust



Management Approach

GRI 3-3 | 416-1, 2 | 13.10.1 | 13.10.2 | 13.10.3

Our approach to developing and retaining a loyal customer base is driven by a 360° value proposition focused on delivering 100% satisfaction throughout the customer journey. We serve diverse customer segments through quality assurance, regulatory compliance, and value-added offerings. Ongoing internal and external audits, along with weekly checks and monthly visits by our Sustainability and Quality Control Team, ensure globally accepted food safety and quality standards across the value chain.

1.1 Prioritising Product Quality and Safety

At TTE, quality and safety are not just compliance goals, but rather a promise we make to every single customer who purchases our products. Anchored by our Quality and Food Safety Policy, we adopt a comprehensive 360-degree approach to quality and safety spanning the entire product life cycle to ensure 100% of all TTE products are subject to stringent quality and safety testing. Essentially, from nurturing the finest tea plants in our nurseries to the moment our blends reach the customer, we embed rigorous quality and safety controls at every step.

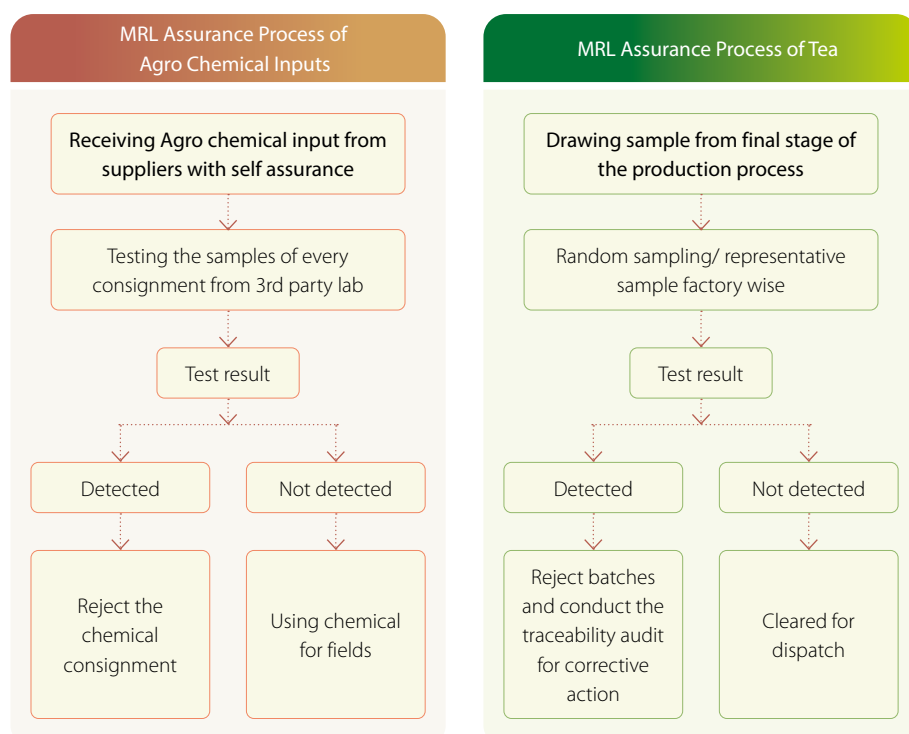


We have implemented specific guidelines on the responsible use of agrochemicals, including independent safety verification through random sampling. Every batch is thoroughly tested to ensure compliance with Maximum Residue Level (MRL) requirements. This commitment is further reinforced through collaboration with internationally recognised certification bodies, who validate and enhance our safety protocols, helping us deliver products that consistently meet and exceed global expectations.

Zero incidents of non-compliance with regulations related to health and safety impacts of products; and zero product recalls issued/recalled.



Refer Manufactured, Intellectual, Human & Natural Capital, pages 138 to 192



Quality Improvement Highlights FY 2024/25

**Grading and Sorting**

TTE invested Rs. 93.25 million to introduce AI-based colour sorters at the Deniyaya and Kiruwanaganga factories. These advanced machines, integrating technologies from Japan, Germany, Sweden, and the UK, use AI to sort tea by shape, length, and thickness while recovering black tea from waste

**Sampling and Testing**

- Conducted 15 quality and food safety audits during the financial year.
- Strengthened third-party verification of agrochemical safety in compliance with health standards.
- Implemented a random sampling and independent verification process for agrochemicals and tea products.
- Increased factory-level sampling to detect and eliminate contaminated batches before dispatch.
- Internal and third-party audit reports on food safety compliance
- MRL traceability audits to track potential contamination sources

1.3 Responsible Labelling

We understand that informed choices begin with clear, reliable information and strive to empower our customers through transparent and accurate product labelling. All our tea packages including paper sacks carry detailed product information in English in compliance with the guidelines set by the Sri Lanka Tea Board and the Colombo Tea Traders Association. Accordingly, each package clearly displays the Tea grade, Selling mark, Net weight, Invoice number and Bag count.

Meanwhile, the labelling of value-added tea packs is carefully designed in line with international labelling standards and contains information on ingredients, brewing instructions, storage guidelines, net weight, expiry date, batch number, origin of the tea and relevant certifications. Additionally, in keeping with the commitment to environmental responsibility and encouraging sustainable consumer behaviour, we have ensured our labels also include guidance on appropriate recycling and disposal practices.

Zero incidents of rejections and monetary fines of non-compliance with regulations related to product and service information and labelling

1.2 Innovation

Innovation is a key pillar of TTE's efforts to build customer trust, as it reflects the Company's ongoing commitment to excellence across products, processes, and capacity expansion.

Innovation Highlights FY 2024/25

Construction of the state-of-the-art Kiruwanaganga Factory**Expansion of the Somerset Estate-Tea Boutique****Establishing a Tea Boutique at the Kiruwanaganga Estate****Establishing a Glamping site at the Greatwestern Estate****TTE PLC Metric**

Investment and beneficiaries for community

Our 2030 Target

Improve the living environment investment & beneficiaries by 50% by 2030

**Contribution**

Company's estate-level community housing, education, and infrastructure support contributes to sustainable rural development and enhanced quality of life.

Target 11.3

Social and Relationship Capital

1.4 Customer Communication and Engagement

At TTE, we recognise that building customer trust goes hand in hand with meaningful, two-way communication. Engaging with our customers consistently and transparently not only helps us better understand their evolving needs and preferences but also allows us to deliver value-added experiences that go beyond the product itself.

We maintain regular interactions with our tea broker network. Daily briefings, weekly tea tastings and monthly review meetings with brokers help align expectations, gather insights and continuously enhance our offering and service quality.

We also maintain ongoing engagement with our direct buyers through targeted marketing campaigns, social media interactions, and buyer familiarisation tours. Moreover, to support our efforts to expand into new global markets, we participate in global tea events, exhibitions and road shows, enabling us to connect with diverse customer audiences.

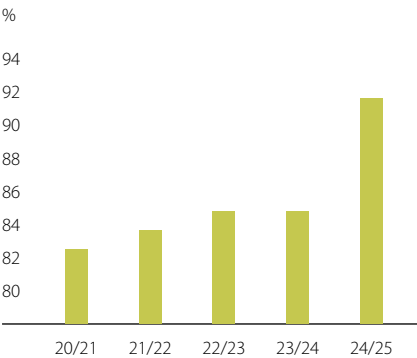
Notably, all customer data and insights gathered through our marketing and engagement efforts are treated as confidential. Strict data confidentiality policies in compliance with data protection laws are in place to safeguard data integrity.

Annual Customer Satisfaction Survey - FY 2024/25

Topics covered - tea quality, taste, packaging, delivery, customer service, customer requirements such as certifications, areas to improve

Overall Customer Satisfaction Score - 92%

Customer Satisfaction



Customer Interactions - FY 2024/25



03

Briefings



40

Weekly Tea Tasting Sessions



05

Broker Review Meetings



03

Direct Marketing Campaigns



15

Buyer Familiarisation Tours



03

Global Tea Events/ Roadshows/ Exhibitions

Direct Marketing Campaigns



Buyer Familiarisation Tours



Briefings



Global Tea Events / Roadshows / Exhibitions



Tea Tasting Sessions



1.5 Complaint Handling

GRI 2-25, 26

We believe that swift and effective complaint resolution helps to convert the customers' negative experience into a positive one, thereby strengthening relationships, and contributing to enhancing overall customer satisfaction and loyalty. As per our structured mechanism, every complaint we receive is logged, assessed and addressed promptly, supported by a feedback loop to enable quicker response times and better tracking. As part of our overall approach, we also conduct root cause analyses for each case to prevent recurrence and drive continuous improvement. In the reporting year, we recorded 11 formal complaints and fully resolved.

TTE PLC Metric

Investment and beneficiaries for community

Our 2030 Target

Improve the living environment investment and beneficiaries by 50% by 2030



Contribution

By improving living conditions, building skills, and promoting inclusive growth, the company helps reduce poverty and boost estate residents' economic well-being.

Target 1.4



Post Evaluation of the Effectiveness of Implemented Corrective and Preventive Actions – Following a Three-Month Period of Practice.

Close the Complaint or Refollow the Process

Confirmation on Corrective & Preventive Action

Customer Complaint



Broker



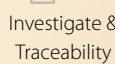
Buyer



TTEPLC Customer Complaint Ledger

Feed Back & Immediate Action

Investigate & Traceability



Root Cause Analysis



Corrective & Preventive Action

Review Risk & Opportunity Register

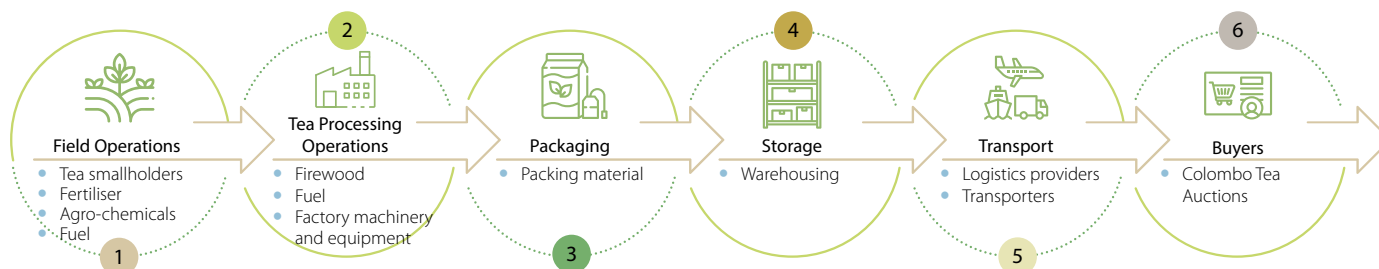
Submit a comprehensive report on the Root Cause Analysis along with the Corrective and Preventive Actions to the buyer within three weeks of receiving the complaint, and solicit their comments and feedback.

The buyer's insights will be taken into account for enhancing the process further.

Social and Relationship Capital

1. Building a Reliable Supply Chain

GRI 2-6



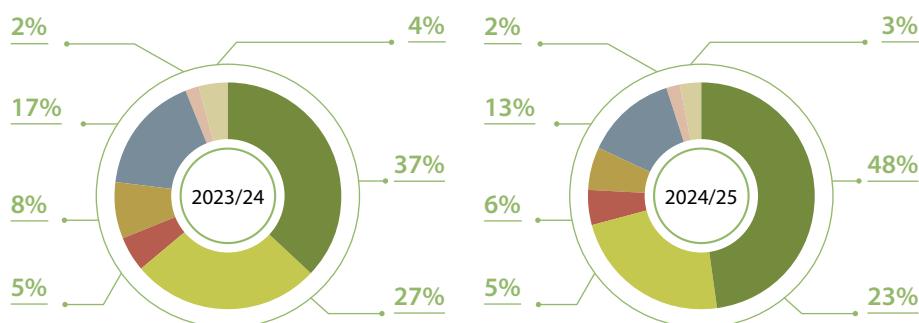
Management Approach

GRI 3-3 | 13.23.1,13.23.2,13.23.3,13.23.4

Our supply chain management approach is aimed at building a reliable network of suppliers who align with TTE's high operational standards and strategic sourcing needs. We follow a structured framework that includes supplier selection based on quality, compliance, and sustainability criteria, along with periodic audits and traceability protocols. Bought-leaf suppliers benefit from knowledge sharing, technical support, and fair payment practices. All suppliers are expected to meet ISO 14000 standards, with certifications from Rainforest Alliance and Ethical Tea Partnerships.

Supplier Payments

GRI 204-1



Supplier Types	2024/25 (Rs. Mn)	2023/24 (Rs. Mn)
Bought Leaf	944.96	721.17
Agro Chemical and Fertilizer	453.02	523.14
Fuel	100.13	90.48
Firewood	119.52	143.5
Machinery and equipment	253.77	334.91
Packing Material	38.23	38.33
Transport Service Provider	71.53	74.55
Total	1,981.17	1,926.08

2.1 Procurement Best Practices

GRI 407-1 | 13.18.2

As a large plantation Company, TTE works with a wide network of suppliers, the majority of whom are local entities or individuals based in the vicinity of our estates. Consequently, approximately 95% of our annual procurement spend is attributed to local suppliers from whom we procure bought leaf, agro chemicals and fertilisers, fuel, firewood, packaging materials and transport services. The Company's supply chain underwent a change in the current year following the Hayleys Group's decision to bring the procurement of for the plantation sector under the Central Sourcing Department, with effect from October 2024. This decision was aimed at leveraging Group synergies to negotiate better prices and ensure availability of critical inputs to minimise business disruptions.

In line with the principles outlined in the Procurement Policy, TTE conducts all supplier dealings with the utmost professionalism and transparency. We strictly adhere to all payment terms and contractual obligations. Furthermore, we do not engage in monopolistic or anti-competitive practices and are committed to offering fair opportunities to all qualified suppliers.

Supplier Assessed for Risks Related to corruption

Total number of new suppliers assessed for risks related to corruption.	80% of new suppliers
Total number of suppliers benefitting from anti-corruption training and awareness	0 (0% of total suppliers)
Total number of incidents of corruption detected in the supply chain	0
Action taken in relation to incidents	N/A

Supplier Environmental Assessment

GRI 308-1, 2

Percentage of new suppliers that were screened using environmental criteria	80%
Number of suppliers identified as having significant actual and potential negative environmental impacts	0

Supplier Social Assessment

GRI 414-1, 2

Percentage of new suppliers that were screened using social criteria	80%
Number of suppliers identified as having significant actual and potential negative social impacts	0

Our commitment to ethical and responsible sourcing is supported by a robust Supplier Management Framework designed to build partnerships with best-fit suppliers who align with TTE's business values and standards. accordingly, bought-leaf suppliers, who represent the largest segment of our supplier base, are carefully screened and onboarded to ensure quality and reliability.

For other supplier categories, we apply stringent screening and due diligence processes to assess their capabilities, experience, and track record as well as adherence to standards and certifications. The onboarding process for fuel and food suppliers also includes specific social and environmental assessments to ensure adherence to human rights and labour best practices, as well as compliance with all relevant environmental regulations. All existing suppliers are subject to periodic audits to verify continuity of regulatory compliance, social and environmental practices and adherence to traceability protocols. Our procurement teams also perform spot checks and site visits to obtain further assurance regarding licences and permits of fuel wood suppliers.

2.2 Supplier Development

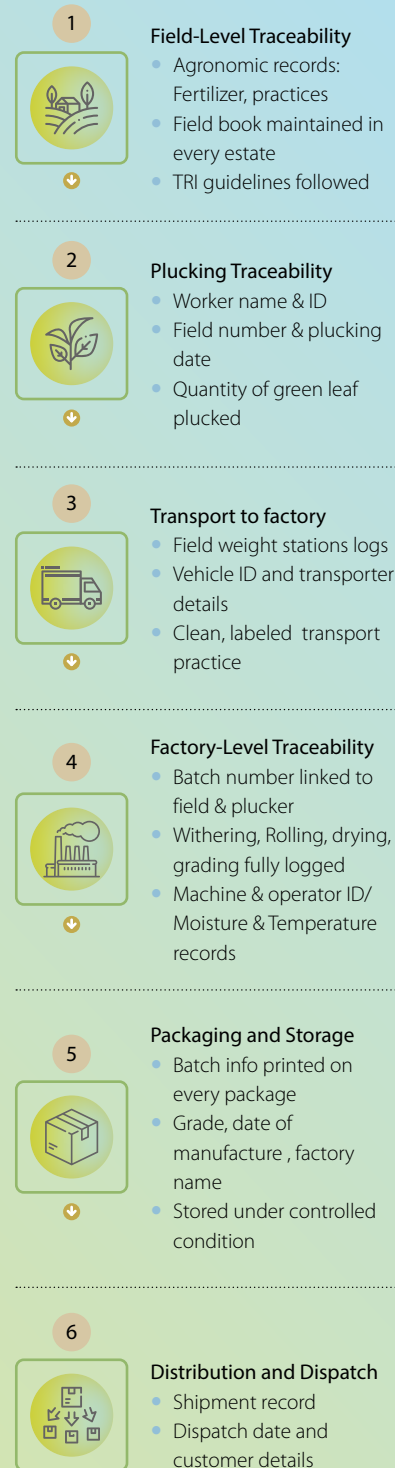
Supplier development is an important part of our overall approach to building a reliable supply chain. Much of our supplier development efforts are directed towards our bought leaf suppliers and fuel wood suppliers, who are typically micro entrepreneurs. With approximately 314 of bought-leaf suppliers being individual block managers operating within TTE's own estates under the Revenue Share Model, we offer technical advisory services to help suppliers maximise yields, improve output quality and minimise environmental degradation. Likewise, we continue to work with our fuelwood suppliers to encourage them to align with global best practices outlined under the Rainforest Alliance certification.

Supply Chain Traceability

At Talawakelle Tea Estates, we have implemented an end-to-end traceability system that ensures complete visibility from the tea field to the final customer. Our system not only guarantees food safety and compliance with international certifications like Rainforest Alliance but also enhances transparency, accountability, and operational excellence across every stage of production and logistics.

We trace every tea batch back to the plucker, field, machine, and process — supporting quality assurance, ethical sourcing, and sustainable practices.

From Leaf to Cup- Our Tea Traceability Flow



Social and Relationship Capital

3. Uplifting Communities

GRI 3-3 | 203-1, 413-1 | 13.12.1 | 13.12.2 | 13.22.1 | 13.22.3

Management Approach

We invest in providing the tools and knowledge to empower estate communities to grow as productive members of society. Our community investment strategy focuses on Living Environment, Health & Nutrition, Community Capacity Building, and Youth Empowerment. Guided by strong governance, risk management frameworks, and partnerships with organizations like Save the Children and Plantation Human Development Trust, we are committed to enhancing dignity, morale, and opportunities for all residents through continuous engagement and socially responsible practices.

A Home for Every Plantation Worker: Strengthening Our Commitment to Uplifting Communities

Our flagship initiative, A Home for Every Plantation Worker, stands as a powerful expression of our long-term commitment to community development. This programme is more than just a housing initiative—it's a cornerstone of our vision to uplift and transform estate communities. By providing secure, dignified and permanent housing for plantation workers and their families, we are laying the groundwork for long-term social and economic development.

Stable housing improves health, education outcomes and family wellbeing, creating a ripple effect that strengthens the community as a whole. This programme directly supports our broader commitment to uplifting communities by enhancing living standards, promoting social inclusion, and fostering a sense of pride and stability among estate families.

A Home For Every Plantation Worker

Living Environment Investment: Rs. 36.9 Mn Beneficiaries: 8,034	Health and Nutrition Investment: Rs 59.7 Mn Beneficiaries: 245,004	Capacity Building Investment: Rs. 21.2 Mn Beneficiaries: 32,863	Youth Empowerment Investment: Rs.1.2 Mn Beneficiaries: 45,931
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Living Environment

Strategic Focus:
 Enhancing the physical infrastructure and communal spaces to uplift the overall living conditions of estate communities.

- Key Initiatives:**
- Upgrading access roads
 - Constructing and renovating housing
 - Providing water and sanitation facilities
 - Establishing child development centres
 - Building recreation and rest centres

Intended Impact:
 Build healthier, more sustainable communities with an improved quality of life, enabling individuals to thrive and lead fulfilling lives.

Progress Monitoring:

Key Indicators	2023	2024	2025	2027	2030
	Base	Actual	Target		
Beneficiaries	10%	8,034	20%	30%	50%
Investment	10%	36.9 Mn	20%	30%	50%



Kiruwanaganga - Factory Rest Room



Field Rest Room

Health & Nutrition

Strategic Focus:
 Promoting wellness and resilience through preventive healthcare and nutritional interventions.

- Key Initiatives:**
- Immunisation drives
 - Disease prevention and nutrition education
 - Antenatal and postnatal care
 - Child health and wellbeing programmes
 - Daycare services and child protection mechanisms
 - Auxiliary healthcare services (e.g., medical centres, ambulances)

Intended Impact:
 Enhance the health and vitality of estate communities, allowing them to live more productive, enriched lives.

Progress Monitoring:

Key Indicators	2023	2024	2025	2027	2030
	Base	Actual	Target		
Beneficiaries	10%	245,004	20%	30%	50%
Investment	10%	59.7Mn	20%	30%	50%



Community Kitchen



Issuing Nutrition Packs

Capacity Building

Strategic Focus:

Partnering with Housing Cooperative Societies to promote economic resilience and alternative livelihoods.

Key Initiatives:

- Housing loans and microfinance support
- Savings schemes
- Community-based training initiatives

Intended Impact:

Expand livelihood options, strengthen financial independence, and improve living standards through skill-building and support systems.

Progress Monitoring:



Awareness on Saving Habits

Youth Empowerment

Strategic Focus:

Equipping youth with essential skills, confidence, and awareness to pursue rewarding careers and life paths.

Key Initiatives:

- Vocational and technical training
- Soft skill and leadership development
- Education on relevant social topics

Intended Impact:

Develop a future-ready youth population that is empowered, employable, and capable of driving positive transformation.

Progress Monitoring:



Career Guidance Seminar for Youth

We recognize the importance of food security for our estate communities and are committed to ensuring access to safe, nutritious, and culturally appropriate food. Through home gardening, knowledge sharing on good agricultural practices, and capacity building, we help reduce food loss and improve household-level food resilience. Dedicated land is allocated for estate communities to cultivate vegetables, enhancing food availability and reducing dependency on external markets. These efforts strengthen local food systems and support sustainable, community-led nutritional well-being.

In partnership with public health authorities and NGOs, we conduct awareness programs on maternal nutrition, child feeding, and balanced diets. Our sustainable cooking initiative with World Vision and Tea Leaf Trust introduced efficient cookstoves that reduce indoor air pollution and improve food preparation. We also promote regenerative agriculture, soil health, and integrated pest management to preserve productive land and ensure yield stability.

In FY 2024/25, we invested:

- Rs. 80,000 in immunization programs
- Rs. 53.07 Mn in health and nutrition
- Rs. 613,475 in antenatal/postnatal care
- Rs. 1.15 Mn in supplemental medical services

As a result of our efficient practices, total food loss in our operations is approximately 0.1%. This minimal loss is achieved because any refuse tea remaining after the primary black tea manufacturing process is further processed for reuse. We are committed to reducing food loss through optimized harvesting, processing, and storage practices. In our supply chain, we continuously monitor and raise awareness among partners about food security and responsible resource management. We actively work to reduce food loss throughout our operations by:

- Enhancing green leaf handling and transport practices
- Implementing real-time monitoring and calibrated processing systems
- Conducting continuous staff training to minimize reject rates

These initiatives not only reduce waste but also improve resource efficiency, enhance processing effectiveness, and reinforce our commitment to sustainable and responsible production.

3.1 Understanding and Responding to Community Needs

GRI 203-2, 413-2 | 13.9.1, 13.9.2, 13.12.3

As a plantation company, we take deep responsibility for the well-being of the wider community residing within our estates. Currently, around 42,000 individuals who live across TTE's 16 estates. We play the role of caretaker for these extensive estate communities and strive to create a safe, inclusive, and enabling environment that supports their long-term development and quality of life.

Guided by our Social Policy we focus on improving living conditions, empowering women and youth, and promoting health and hygiene awareness.

For example, our flagship 'A Home for Every Plantation Worker', has been a cornerstone of our community development efforts for the past 13 years, with clearly defined objectives focused on housing, healthcare and nutrition, skills development, and youth empowerment.

These community-based initiatives are fully aligned with the broader sustainability agenda of the Hayleys Group and are driven with the direct oversight and engagement of our Board of Directors.

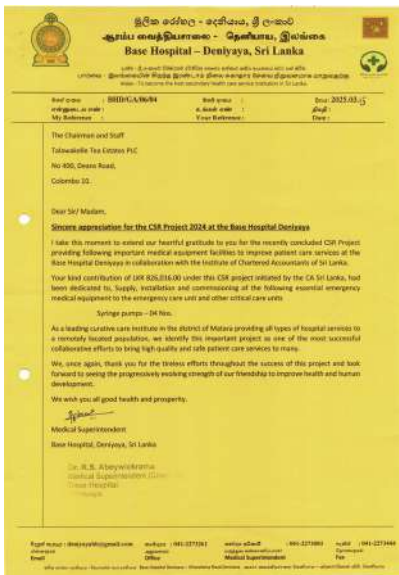
Each initiative is strategically planned and responsibly executed, with comprehensive assessments carried out to gauge both potential impacts and the long-term value of our community investments. We ensure that all actions are consistent with our organisational goals while being responsive to the needs of the communities we serve.

By fostering strong community relationships and championing inclusive growth, we aim to uplift the social fabric of our estates and ensure that the benefits of our operations are shared broadly and sustainably. In the past year, there have been no reported incidents of negative impacts on our estate and neighbouring communities.

Social and Relationship Capital

CSR Project : Building Social Capital Through Community Healthcare Support

In a commendable demonstration of corporate social responsibility, Talawakelle Tea Estates PLC, in partnership with CA Sri Lanka, made a significant donation of essential medicines to the Deniyaya Base Hospital. This initiative reflects the company's ongoing commitment to uplifting the communities in which it operates, especially by strengthening access to vital healthcare services. By supporting local medical institutions, Talawakelle Tea Estates PLC continues to foster trust, goodwill, and strong relationships within the community, contributing meaningfully to the nation's social capital.



Continuing Our Commitment to the “Mother & Child Friendly Seal” for Responsible Business

We have reaffirmed our commitment to the “Mother & Child Friendly Seal” by strengthening our partnership with the Centre for Child Rights and Business and Save the Children Fund. Through this collaboration, we have introduced impactful measures, systems and processes to support the wellbeing of our female workers and their children. A comprehensive strategy and action plan have been developed to address key challenges, enhance support for women in our workforce and ensure access to quality childcare across our estates-safeguarding the rights of every child and empowering working mothers.



Empowering Communities Through Sustainable Cooking: World Vision and Tea Leaf Trust’s Cookstove Initiative”

World Vision and Tea Leaf Trust have launched a cookstove distribution program aimed at significantly reducing carbon emissions while promoting sustainable cooking practices and enhancing community well-being. The initiative focuses on providing environmentally friendly cooking solutions by supplying efficient cookstoves that decrease reliance on traditional, polluting methods. It also addresses health benefits by minimizing indoor air pollution, particularly for vulnerable groups like women and children, thereby reducing respiratory illnesses.

The program encourages sustainable practices through the use of local resources and eco-friendly materials and actively involves community members in the distribution and education processes to ensure that the benefits of the new cookstoves are fully understood and utilized. Additionally, regular monitoring and evaluation will assess the program’s impact on emissions reductions and community health, allowing for continuous refinement and improvement of the initiative.



Impact to the Community from TTE's Operations

Positive Impacts

- Employment Opportunities
- Reduced inequalities through improved access to healthcare, education, and vocational training
- Better quality of life through support for livelihood development
- Stronger community infrastructure

Negative Impacts

- Dependence on plantation-based livelihoods, limiting economic diversification
- Disruption of traditional lifestyles and cultural practices due to modernisation and structural changes
- Environmental concerns such as soil degradation and contamination of natural water bodies

Journeying Towards Excellence

Step 1

Needs Identification

- Needs Assessments & Surveys: Engaging with employees & estate communities (selected Nos) to understand pressing issues.
- Stakeholder Consultations: Holding discussions with government agencies, social organizations and unions.
- Industry & Regulatory Requirements: Complying with legal frameworks and industry guidelines for community engagement.



Step 2

Evaluation & Approval

- Board-Level Review & Endorsement: Project proposals are evaluated by Corporate Management and HR/Operations leadership.
- Budget Allocation & Funding Decisions: Top Management approves funding for projects.
- Policy & Compliance Checks: Obtaining government & other regulatory approvals.

Step 3

Resource Allocation & Implementation

- Financial Resources: Setting aside funds from the Company's budget, grants, or partnerships.
- Human Capital: Assigning HR teams, employee volunteers and third-party experts to execute projects.
- Partnerships & Collaborations: Working with NGOs, government bodies and academic institutions.
- Technology & Infrastructure Support: Providing necessary tools, training and facilities for sustainable implementation.

Step 5

Continuous Improvement & Sustainability

- Lessons Learned & Best Practices: Reviewing completed projects to enhance future initiatives.
- Scaling & Replication: Expanding successful projects to other communities or regions.
- Long-term Commitment: Ensuring sustainability by integrating projects into the company's long-term CSR & ESG strategy.



Step 4

Execution & Monitoring

- Project Management Teams: Appointing dedicated teams or committees to oversee implementation.
- Periodic Progress Reviews: Conducting quarterly, bi-annual or annual reviews.
- Community Feedback Mechanisms: Engaging with beneficiaries and stakeholders.

TTE PLC Metric

Frequency of occupational accidents

Our 2030 Target

Ensure Zero work-related accidents and injuries by 2030



Contribution

Company's occupational health & safety programs, grievance mechanisms, and child-friendly estate model directly improve labor conditions.

Target 8.8



Short Term

Engagement with estate communities through improved grievance mechanisms, social audits and expanded access to healthcare, housing and childcare support.

Medium Term

Build stronger partnerships with NGOs, government agencies and buyers to co-create community development and food security programs that scale impact across the sector.

Long Term

Embed shared value creation into core business operations by transforming estate communities into empowered, self-reliant ecosystems ensuring long-term trust, stability and social license to operate.

Trade-offs

With Financial Capital

At TTE PLC, we see investing in our communities as an investment in our future. In FY 2024/25 alone, we spent over Rs. 119 Mn on key areas like healthcare, housing, youth development, and skills training reaching more than 250,000 people. While this level of spending does place pressure on our short-term finances, it's a deliberate and long-term commitment. These efforts help us build trust, reduce social risks, and create a more stable, supportive environment for our business to grow.

With Natural Capital

When communities are strong and informed, they become powerful allies in protecting the environment. Thanks to our inclusive approach, local residents now play an active role in caring for the land through initiatives like home gardening, training on soil health, using sustainable fuelwood, and adopting clean cookstoves. While giving communities access to shared land and resources can sometimes strain things like water and soil, we manage this carefully. The result is a shared responsibility for nature that helps protect our ecosystems and supports sustainable tea cultivation for the long run.



Future Roadmap

