



SOCIAL AND RELATIONSHIP CAPITAL

SDG Index



More Detail - Page 76

Social and Relationship Capital reflects the trust and partnerships TTE builds with customers, suppliers, estate communities and other stakeholders. We strengthen this capital through product quality, food safety, responsible sourcing, stakeholder engagement, grievance mechanisms and inclusive community development.



What Social and Relationship Capital Means to TTE

Social and Relationship Capital represents TTE's relationships with customers, suppliers, communities, regulators and partners, built through product quality, responsible sourcing, transparent engagement, community investment and long-term collaboration.



Why Social and Relationship Capital Is Important to Us

Strong relationships protect customer confidence, supplier reliability and community trust, supporting market access, operational stability, reputation, compliance, social acceptance and long-term stakeholder confidence.



How Social and Relationship Capital Supports Our Value Creation Goals

By strengthening customer engagement, supplier partnerships and community development, TTE improves product credibility, supply chain resilience, local livelihoods and licence to operate

LINK TO TTEL'S STRATEGY



Winning with the Customer



Operational Excellence



Nurturing Our People



Business Diversification

MATERIAL MATTERS



Customer Experience, Food Quality, Safety and Security



Innovation and Technology for Operational Excellence



Economic Value Creation and Inclusive Growth



Responsible Supply Chain, Traceability and Sourcing



Community Development and Livelihoods

CAPITAL PERFORMANCE



0

Product Recalls



40

Weekly Tea Tasting Sessions



Rs. 1,528 Mn

Supplier Payments



Rs. 120.8 Mn

Community Investment



MANAGEMENT APPROACH

GRI 3.3, 13.10.1, 13.12.1

TTE's approach to managing social and relationship capital is driven by the commitment to responsible and ethical business practices, building strong ties and investing in sustainable development initiatives to cultivate long-term stakeholder trust and confidence.

GOVERNANCE

Governance Bodies



Board of Directors
Group Management Committee
Estate Management

Compliance



Sale of goods Ordinance
Sri Lanka Tea Board Laws

Monitoring and Reporting



Hayleys CUBE" Sustainability Data Management System

Internal Mandates and Guidelines



Quality and Food
Safety Policy
Procurement Policy
Social Policy

Voluntary Best Practices



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

Resource Allocation Highlights for FY 2025/26



Expanding the product portfolio through the introduction of Great Western Organic and Logie Organic Teas, and Western Matcha Tea
Ongoing quality and safety improvements in line with the ISO 22000 and Rainforest Alliance Certification standards
LKR 1,527.60 Mn paid to suppliers
72 supplier evaluations conducted covering 3% of the existing supplier base
LKR 120.8 Mn invested in total under the "A Home for Every Plantation Worker" programme including LKR 52.9 Mn on health and nutrition

KEY OUTCOMES



294,809
Total Beneficiaries



92%
Customer Satisfaction Rate



TRADE OFF

Please refer page 171

How financial capital interacts with and impacts other capitals in creating balanced value.



FUTURE OUTLOOK

Please refer page 171

Short, medium, and long-term impact driving resilience, performance, and strategic value creation.

Social and Relationship Capital

Customers

GRI 3-3 | 416-1,2 | 13.10.1 | 13.10.2 | 13.10.3 | 13.10.4 | 13.10.5

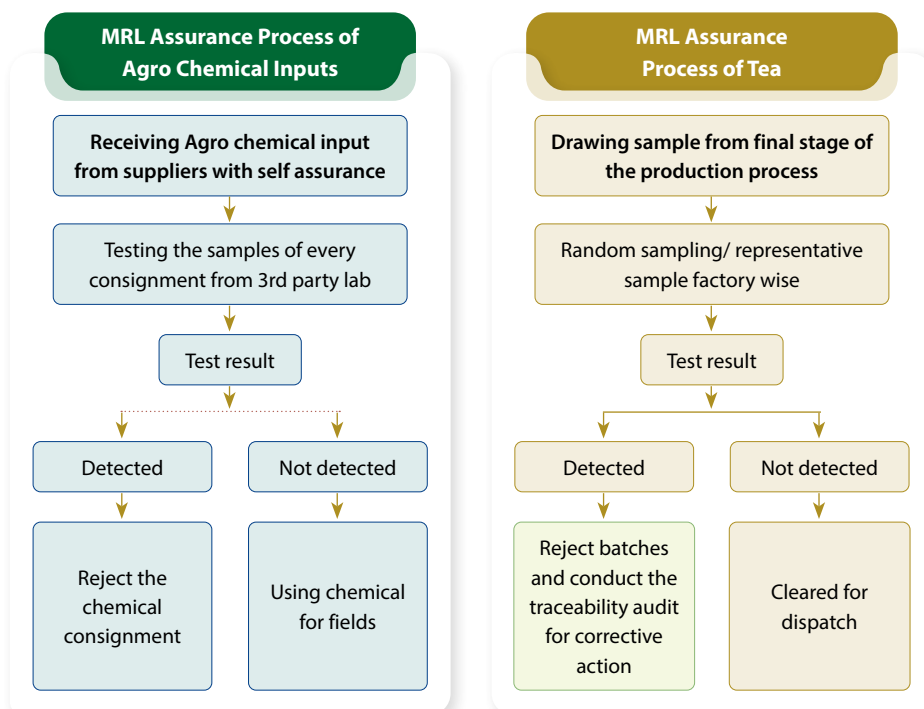
Management Approach

TTE's approach to developing and retaining a loyal customer base is centred around a comprehensive value proposition that prioritises 100% regulatory compliance and integrates best practices across every stage of the customer's journey. During FY 2025/26, 5,528 MT of tea production was manufactured through sites 100% certified ISO 22000, an internationally recognised food safety management standard.

Product Stewardship

Given its reputation as a producer of the finest ceylon tea, product stewardship remains a critical business imperative that underpins TTE's market access and long-term brand credibility. Governed by a 360-degree Quality and Food Safety Policy, TTE's commitment to product stewardship begins at the plantation level, encompassing sustainable cultivation practices, stringent field management protocols, and responsible input application where detailed internal guidelines govern the responsible use

of agrochemicals in compliance with Maximum Residue Level (MRL) requirements as prescribed by relevant regulatory authorities supported by scheduled weekly inspections and monthly visits conducted by the Company's Sustainability and Quality Control teams to verify adherence.



The commitment to product stewardship extends seamlessly across harvesting, processing, and final delivery, where all operational practices are aligned to globally recognised standards and certifications covering quality assurance, food safety, and sustainability. Regular audits and assessments conducted by internationally accredited certification bodies provide independent assurance confirming the integrity of the Company's products in line with global food safety and quality benchmarks.

Ongoing quality and safety improvements in line with the ISO 22000 and Rainforest Alliance Certification standards saw the following new initiatives implemented in the current financial year;

- ▶ Factory-level capacity re-sequencing to better align production flows with quality peaks to ensure optimal preservation of leaf quality during critical processing periods.
- ▶ Strengthened leaf acceptance protocols to gain better control at source in order to ensure greater consistency in raw material quality.
- ▶ Use of real-time digital dashboards to improve elevation-wise planning to enable more precise coordination of plucking, processing, and quality control activities.
- ▶ Focus on reducing variability across production lots and exercising more stringent control over processing conditions to maintain cup consistency in high-grown teas.



During 2025/26, 100% of TTEL's tea product categories were assessed for health and safety impacts through quality assurance, MRL testing, food safety checks, certification audits and customer compliance requirements. Accordingly, 100% of products were assessed for health and safety impacts, with zero incidents of non-compliance relating to product health and safety, and zero product recalls during the year.

Prompted by the growing consumer interest in single-origin and specialty teas, TTE expanded its product portfolio through the introduction of Great Western Organic and Logie Organic Teas, as well as Great Western Matcha Tea, targeting niche and wellness-focused market segments in Sri Lanka and around the world.



Product Diversity and Innovation

Product diversity and innovation have proven to be critical differentiators in deepening TTE's presence, both in local and global markets. Leveraging its presence across multiple elevations and agro-climatic regions, the Company offers a diverse range of tea grades and flavour profiles to cater to customers across both traditional and emerging global tea markets.

Innovation at TTE is an ongoing exercise driven by a deep understanding of customer insights, and emerging consumption trends for value-added and differentiated products, including specialty grades, ethically certified teas, and eco-labelled offerings that align with the growing demand for sustainable and responsibly sourced products.

Product Labelling

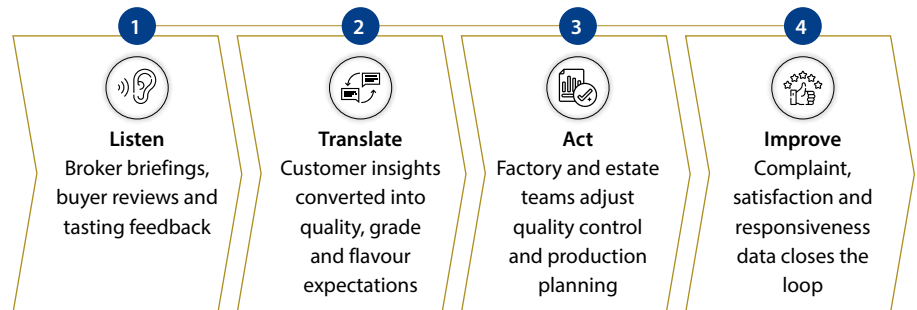
TTE's unwavering commitment to full compliance with all product labelling requirements stands as a testament to its accountability and responsibility towards its global customer base. Accordingly, all bulk tea packages, including paper sacks, are packed in line with the guidelines stipulated by the Sri Lanka Tea Board and the Colombo Tea Traders Association, where each package contains standardised labeling including key details such as the tea grade, selling mark, net weight, invoice number, and bag count.

Labelling practices for value added products are aligned with both local guidelines as well as international standards and contain comprehensive information on ingredients, brewing instructions, storage guidelines, net

weight, expiry date, batch identification, origin of the tea, and applicable certifications. In addition, reflecting TTE's commitment to environmental responsibility, labels also incorporate guidance on appropriate recycling and disposal practices, encouraging sustainable consumption behaviours.

Marketing and Communications

Customer Insight Loop



With marketing and communications serving both as a platform to promote the Company's product portfolio as well as a mechanism to strengthen relationships and build trust with its diverse customer base, TTE adopts a targeted approach to marketing and communications. Direct engagement is prioritised with local tea brokers who are the main customer segment, accounting for approximately 94% of the Company's average annual revenue. Continuous dialogue with tea brokers through daily briefings, weekly tea tastings, and monthly review meetings help to drive product quality improvements in line with expected grades, appearances, and liquors and refine its pricing strategies in response to evolving market dynamics. Likewise pre and post-auction one-to-one calls with top buyers help to review outcomes after weekly/fortnightly in auction cycles. Further expanding the communication framework in the current year on-site tea-tasting sessions were introduced at estates to enable managers to gain practical insights from buyers regarding desired flavour profiles and quality standards, in facilitating improvements across field-level and processing operations.

Meanwhile at the international level, TTE actively undertakes targeted marketing initiatives to strengthen its global presence and deepen customer engagement. In particular, participation in global tea exhibitions, industry events, and roadshows, provide opportunities to showcase its diverse product portfolio, highlight its sustainability credentials, and engage directly with overseas buyers. Such interactions are usually followed up with buyer familiarisation visits to estates and factories and scheduled quarterly/bi-annually site visits that offer an insight into TTE's cultivation methods, sustainability and cleaner production practices in line with global certifications.

Social and Relationship Capital

Our Customers



Tea Brokers
Colombo Tea Auctions (95 tea brokers account for 96% of annual sales volume)



Tea Boutiques - Value Added
TeaTel Brand and Somerset Brand to Local Customers & Foreign Visitors



Local Exporters and Buyers



Direct Overseas Buyers
in Japan | Taiwan | Australia

Customer Interactions - FY 2025/26



03

Briefings



40

Weekly Tea Tasting Sessions



05

Broker Review Meetings



03

Direct Marketing Campaigns



15

Buyer Familiarisation Tours



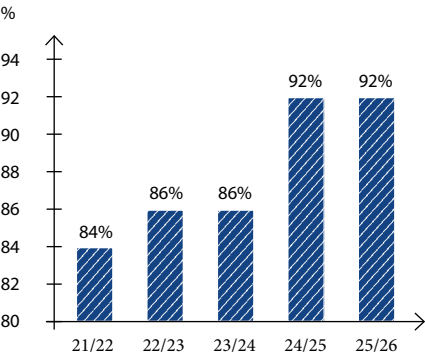
03

Global Tea Events/ Roadshows/ Exhibitions

Measuring Customer Satisfaction

Satisfaction surveys were conducted with each active buyer post-auction cycles to monitor key performance indicators. Ratings are indicated below;

Customer Satisfaction



Period	Satisfaction (%)
21/22	84%
22/23	86%
23/24	86%
24/25	92%
25/26	92%



92%

Overall Satisfaction Score

Managing Complaints

GRI 2 - 25, 26

0

Product Recalls

No product recalls issued/recalled

0

Product Safety non-Compliance

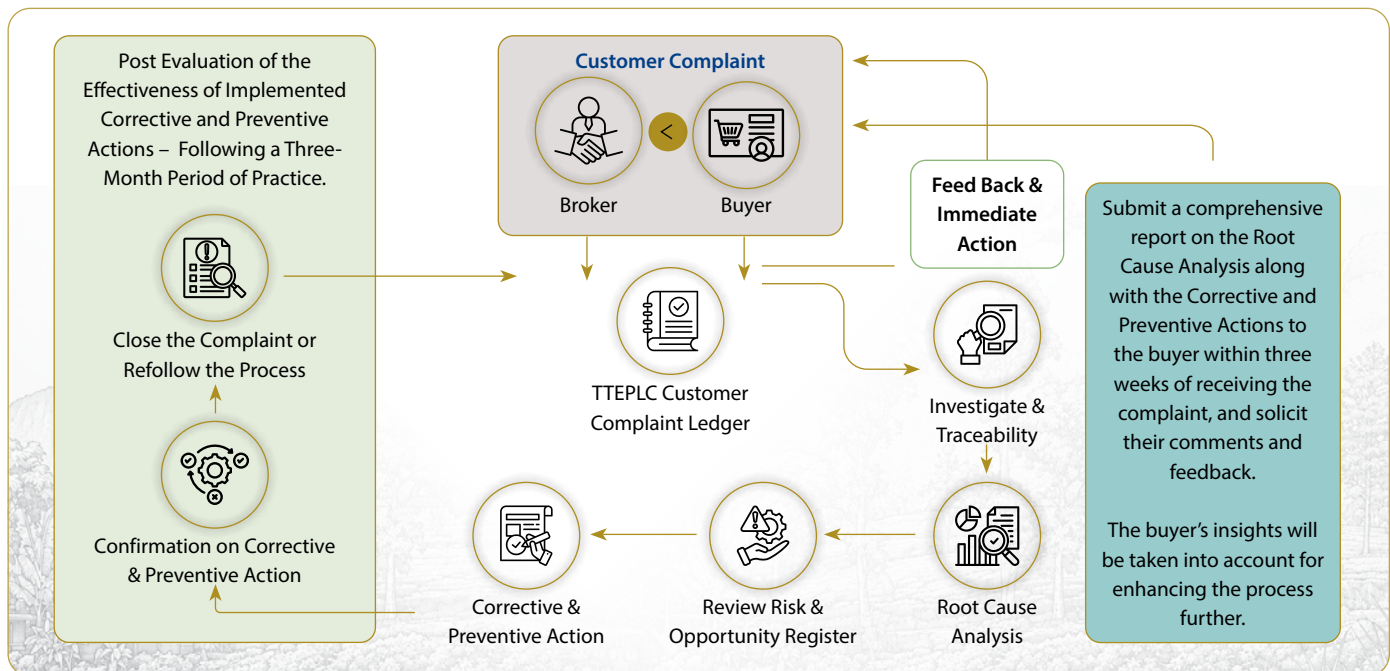
Zero incidents reported during the year

3

Privacy Focus Areas

Portal access, CRM hygiene and secure handling

In an industry where purchasing decisions are often based on subtle variations in liquor, leaf, and grade, even the smallest deviation can influence buyer confidence and pricing outcomes at auction, effective complaint management is critical for TTE. As such, the ability to promptly capture, assess, and resolve customer concerns is essential to safeguarding both immediate sales performance and long-term brand credibility. TTE's digital complaint management system prioritises the timely resolution of customer complaints. The closed loop system which tracks the entire complaint lifecycle from intake to investigation including root cause analysis and corrective action to closure.



Customer Privacy and Data Security

Stronger Portal Controls

Role-based access, audit logs, stronger authentication and data retention practices.

CRM Data Hygiene

Buyer contact information and communication preferences maintained more accurately.

Secure Team Behaviour

Training for commercial and estate teams on buyer documentation and responsible data sharing.

As the Company that engages with brokers, buyers, and other stakeholders across multiple platforms, the responsible handling of commercially sensitive information and customer data is critical to maintaining the integrity of business relationships. A robust framework of data protection safeguards, including controlled system access, secure storage and transmission practices, and clearly defined approval hierarchies for information sharing are in place supported by regular system monitoring and periodic reviews to further strengthen oversight. Existing systems were further strengthened in the year under review, with the implementation of the following initiatives:

- Controls within the online complaint management portal were further strengthened by incorporating role-based access, comprehensive audit logs, and stronger authentication protocols, alongside standardised data retention practices aligned with enterprise governance requirements.
- Improved CRM data hygiene and consent management to ensure that buyer contact information and communication preferences are accurately maintained and managed in line with transparency and data protection commitments embedded within key account management (KAM) practices.
- Targeted awareness and training programmes for commercial and estate teams on the secure handling of buyer-related documentation, responsible data sharing, traceability, and adherence to approval protocols.

Social and Relationship Capital

Suppliers

GRI 3-3 | 2 - 6 | 204 - 1

TTE Supply Chain



Management Approach

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

TTE's approach to supply chain management focuses on building a resilient and reliable network of suppliers aligned with the Company's stringent operational standards and strategic sourcing priorities. A structured framework is in place to support supplier selection based on quality, compliance, and sustainability criteria, with preference given to women-led enterprises, youth entrepreneurs, and local community-based micro entrepreneurs.

Supplier Payments

GRI 204-1

Supplier Category	FY 2025/26 Rs. Mn	% of Total	FY 2024/25 Rs. Mn	% of Total	FY 2023/24 Rs. Mn	% of Total
Bought Leaf	602.30	39.43%	944.96	47.70%	721.17	37.44%
Agro Chemical and Fertiliser	431.40	28.24%	453.02	22.87%	523.14	27.16%
Fuel	99.20	6.49%	100.13	5.05%	90.48	4.70%
Firewood	129.10	8.45%	119.52	6.03%	143.50	7.45%
Machinery and Equipment	156.00	10.21%	253.77	12.81%	334.91	17.39%
Packing Materials	32.20	2.11%	38.23	1.93%	38.33	1.99%
Logistics and Transport Services	77.40	5.07%	71.53	3.61%	74.55	3.87%
Total	1,527.60	100.00%	1,981.17	100.00%	1,926.08	100.00%

Note: % of Total is calculated automatically against each year's total supplier As all supplier payments for the years presented were made to local suppliers, the percentage of total supplier payments is 100% for local suppliers in each year.

SUSTAINABLE DEVELOPMENT GOALS		
	1 NO POVERTY	Investment and beneficiaries for community
	2 ZERO HUNGER	Improve the living environment investment and beneficiaries by 50% by 2030
	10 REDUCED INEQUALITIES	By improving living conditions, building skills, and promoting inclusive growth, the company helps reduce poverty and boost estate residents' economic well-being.
	TTE PLC Metric	
	Our 2030 Target	
	Contribution	
Related Targets	1.4	

Procurement Best Practices

GRI 407-1 | 13.18.2

TTE's responsible sourcing process screens suppliers against ethical, labour, environmental and regulatory requirements, including ILO principles, absence of child or forced labour, valid licences, permits and traceability controls. Suppliers are required to comply with TTE's Code of Business Conduct & Ethics, including anti-bribery and anti-corruption clauses. Compliance is monitored through pre-qualification, spot checks, unannounced visits, periodic audits and corrective actions. During FY 2025/26, no TTE operation or selected supplier was identified as having significant risk of restricting freedom of association or collective bargaining rights.

Supply Chain Traceability

GRI 13.9.1, 13.9.2, 13.23.1, 13.23.2, 13.23.3, 13.23.4

TTE manages traceability through its “Leaf to Cup – Tea Traceability Flow,” a six-point model providing real-time visibility from cultivation and plucking to processing, packaging and dispatch. During 2025/26, 5528 MT of production was covered by traceability-linked certifications, including, 14 RA certified 100 % ISO 22000 certifications, where applicable. These standards include traceability requirements such as segregation, batch records and chain-of-custody documentation.

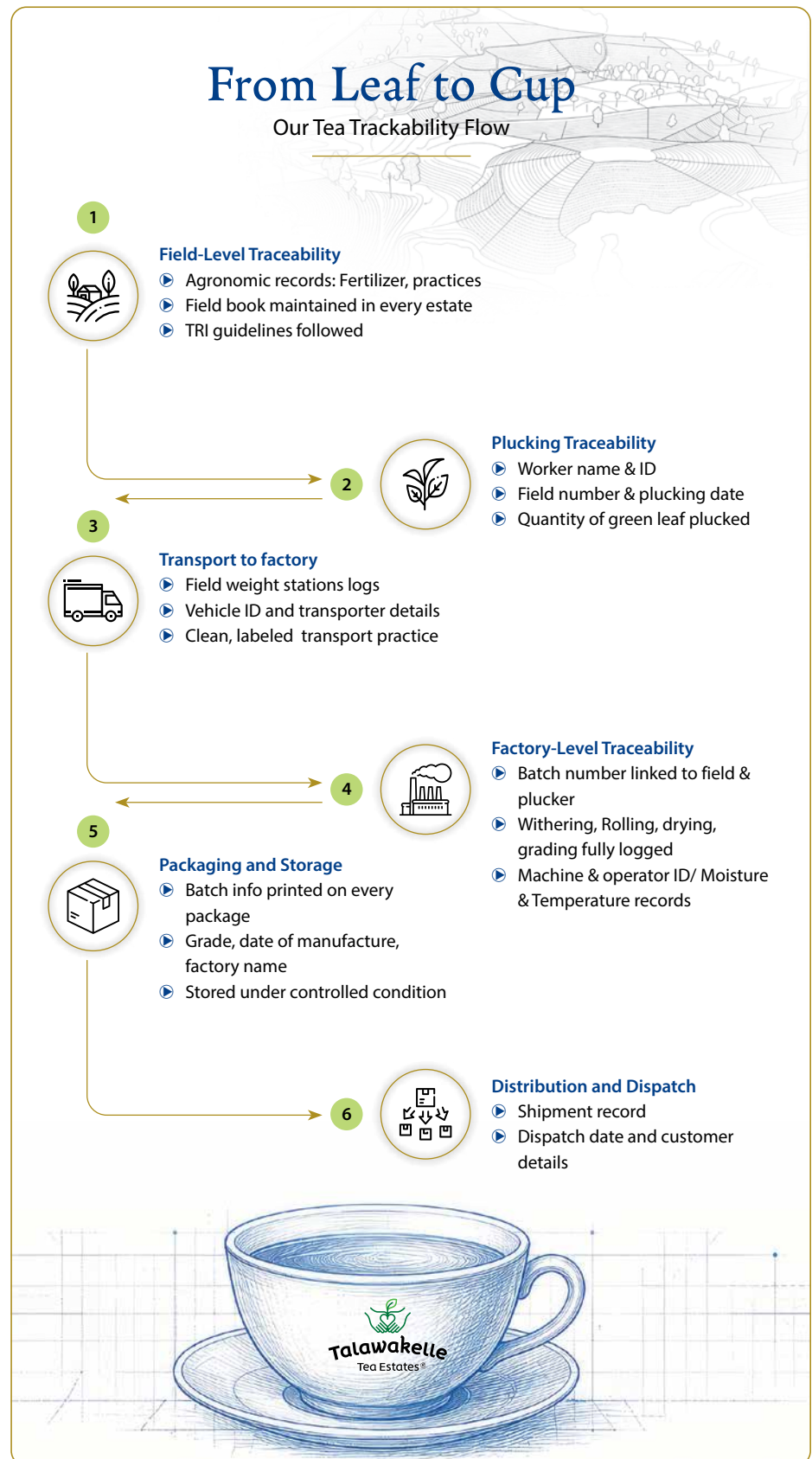
Food loss remains minimal at approximately 0.1%, supported by responsible sourcing, proper green leaf handling, timely transport, calibrated processing, real-time monitoring and staff training. Refuse tea generated after the primary black tea manufacturing process is further processed for reuse, ensuring usable material is not discarded while improving resource efficiency across the value chain.

Supplier Development

Supplier development focuses mainly on supporting bought-leaf and fuelwood suppliers, many of whom are micro-entrepreneurs operating within rural communities. In particular, with approximately 321 of bought-leaf suppliers operating as individual block managers operating within TTE estates under the Revenue Share Model, the Company provides targeted technical advisory support to enhance productivity, improve leaf quality, and minimise environmental impact. Technical advice is also provided to help suppliers optimise harvesting, processing, and storage practices in order to reduce waste thereby minimising food loss.

In this regard, the Company continues to work towards aligning all suppliers with internationally recognised environmental management standards such as ISO 14000, while more emphasis is placed on developing key suppliers to adopt best practices set out under recognised sustainability standards, including the Rainforest Alliance Certification and Ethical Tea Partnership. In this regard, TTE delivered over 1,200 supplier training hours in FY 2025/26, focusing on occupational health and safety, sustainable agricultural practices,

and quality and compliance standards. Another key initiative that commenced in the current year was to align suppliers with TTE's Nature Positive 2030 and Net Zero 2050 goals.



Social and Relationship Capital

TTEL Grievance Handling Mechanism – WeCare 360°

GRI 2-25

Our Commitments

- ▶ Rainforest Alliance Standards
- ▶ ILO Conventions & OECD Guidelines
- ▶ Gender Equality & Inclusion
- ▶ Child & Forced Labor Prevention
- ▶ Anti-Harassment & Violence
- ▶ Occupational Health & Safety

Submission Channels

- ▶ Boxes
- ▶ Hotline
- ▶ Letter

- ▶ Email
- ▶ Person
- ▶ Passbook

Stakeholder Engagement

- ▶ Democratically elected reps
- ▶ Gender focal persons
- ▶ Quarterly committee reviews
- ▶ Annual awareness sessions

Grievance Resolution Journey

48 Hours

Acknowledgement
Confirmation via same channel

5 Days

Risk Assessment
Severity & admissibility check

2 Days

Safeguarding
Immediate protection measures

4 Weeks

Investigation
Evidence gathering & interviews

6 Weeks

Decision & Communication
Findings shared with parties

12 Weeks

Short-term Remediation
Immediate corrective actions

50 Weeks

Long-term Solutions
Systemic improvements & policy

WeCare 360° Committee

Estate
Manager + HR
Workers + Gender
Union Reps

Company
Sr. Management
Sustainability
External Advisors

Beyond Grievances

- ▶ Triennial risk assessments
- ▶ Annual gender evaluations
- ▶ Proactive impact monitoring
- ▶ Corrective action plans

Effectiveness Metrics

100%
Acknowledged

98%
Resolved

UN Guiding Principle 31

- ▶ Legitimate
- ▶ Accessible
- ▶ Predictable

- ▶ Equitable
- ▶ Transparent
- ▶ Rights-Based
- ▶ Learning
- ▶ Dialogue

"The hotline allowed me to raise concerns anonymously and resolved within weeks."
Plantation Worker

SUSTAINABLE DEVELOPMENT GOALS		
8 DECENT WORK AND ECONOMIC GROWTH 3 GOOD HEALTH AND WELL-BEING 10 REDUCED INEQUALITIES		
 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.	
Related Targets	8.8	

COMMUNITY

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

Management Approach

TTE's community investment approach focuses on strengthening estate communities through living environment improvements, health and nutrition, capacity building and youth empowerment. Under the "A Home for Every Plantation Worker" programme, TTE invested Rs. 120.8 Mn during FY 2025/26, benefiting 294,809 people through initiatives that improved household wellbeing, nutrition awareness, home gardening, health access and community resilience. Programmes are implemented with partners such as to further strengthen these efforts, TTE regularly collaborates with the Ministry of Plantations, Plantation Human Development Trust, and other reputed government and non-government organisations to deliver targeted and impactful interventions.

Community Engagement

GRI 203-2, 413-2 | 13.9.1, 13.12.3, 13.22.2

Community engagement is critically important for TTE, given that a significant proportion of its workforce and their families reside within estate premises, forming a larger plantation community whose wellbeing the Company remains directly responsible for. As such, the independent Community Advisory Panel (CAP), comprising representatives from TTE's senior management, HRD, community leaders, and occasionally external advisors or NGO partners, functions as a consultative body to identify key community issues and prioritise development initiatives. As the main steward entrusted with community activities, the CAP is also tasked with monitoring ongoing social development programmes and CSR activities to ensure they remain relevant and impactful.

CAP meetings are held on a quarterly basis, or more frequently as required, to review ongoing initiatives, assess community feedback, and plan upcoming interventions. Recommendations arising from these discussions are escalated to Company management for review and approval, ensuring that community voices

are systematically integrated into decision-making and implementation processes. To further streamline these processes, quarterly community forums were introduced in the current year between TTE's senior management, CAP representatives and community leaders to discuss development initiatives and resolve issues collaboratively.

In addition, dedicated community relations teams have been appointed at each estate to interact directly with local communities to identify needs. In FY 2025/26 several new channels were introduced, among them.

- ▶ Installation of community suggestion boxes at selected locations across the estate to enable anonymous submission of feedback and concerns.
- ▶ Launch of a dedicated WhatsApp managed by the Employees & Community Relations team to receive queries, concerns, and suggestions.
- ▶ Digital Feedback Platform (Pilot) accessible via smartphone to capture suggestions and complaints, particularly from younger community members and workers, with tracked follow-up mechanisms to ensure closure.

Impacts to the Community owing to TTE's activities		
Positive Impacts	Negative Impacts	Action to Mitigate Negative Impacts
Creation of employment opportunities for local and estate communities, including initiatives that promote women's participation and inclusion.	More workforce may increase demand on estate facilities	Upgrade estate housing, sanitation, water, and transport facilities through planned development and regular assessments.
Contribution towards the development of local infrastructure including roads, electricity, and water supply facilities.	Possible disruption to local communities during construction of roads, electricity, and water infrastructure projects.	Coordinate with authorities, plan works carefully, and communicate schedules to minimize community disruption.
Implementation of social development initiatives under Women in Leadership (WIL), Gender Equality, and Child Protection programmes to enhance community wellbeing.	Resistance or misunderstanding of social programmes among certain community groups.	Conduct awareness campaigns and continuous stakeholder engagement to build acceptance and participation.
Support for community wellbeing through awareness programmes, welfare initiatives, and stakeholder engagement.	Limited community participation or uneven access to welfare programmes and awareness initiatives.	Improve outreach, inclusive communication, and targeted engagement for remote and vulnerable groups.

Social and Relationship Capital

Community Resilience in Action

Cyclone Ditwah Response Framework

1. Immediate Safety

Emergency coordination, employee and resident safety, and rapid assessment of damage and urgent needs.

Emergency
Coordination

Employee/
Resident Safety

Rapid
Assessment



2. Relief and Basic Services

Delivery of essential supplies, support to affected families, and restoration of basic services to stabilise estate communities.

Essential
Supplies

Support to
Affected Families

Restoration of
Basic Services



3. Recovery and Preparedness

Coordination with government authorities, NGOs, Ethical Tea Partnership and Centre for Child Rights alongside estate-level learning to strengthen future disaster readiness.

Essential
Supplies

Support to
Affected Families

Restoration of
Basic Services



Cyclone Ditwah had a significant impact on plantation estates, affecting both operational activities and employee well-being. Heavy rainfall and strong winds resulted in damage to tea fields, estate infrastructure, access roads, and worker housing, leading to disruptions in field operations and daily activities.

In addition to operational challenges, many employees were directly affected through property damage and displacement, resulting in social and economic hardships within estate communities. The Company's Disaster Management Team responded promptly, implementing emergency response measures to ensure the safety and protection of employees and residents.

The Government Disaster Management authorities provided technical guidance, while external stakeholders extended valuable support during the response and recovery phase. Immediate relief measures were undertaken, including the distribution of essential supplies, restoration of basic services, and continuous coordination with relevant authorities.

Key Response Metrics

12

No. of estates affected

534

No. of families affected

980

No. of relief packs distributed

464

Houses/Line rooms impacted
(Damaged or Fully destroyed)

Rs.5.59 Mn

Value of assistance mobilised & distributed

Key Partners Involved: Government authorities | NGOs | Ethical Tea Partnership | Centre for Child Rights



Community Empowerment Projects

A Home for Every Plantation Worker

Building dignified living conditions, stronger families and resilient estate communities

Living Environment

Rs. 37 Mn

Investment

6,724

Beneficiaries

Health & Nutrition

Rs. 52.9 Mn

Investment

212,644

Beneficiaries

Capacity Building

Rs. 23.2 Mn

Investment

29,182

Beneficiaries

Youth Empowerment

Rs. 7.7 Mn

Investment

46,259

Beneficiaries

Stronger
Communities

Better Health
& Nutrition

Empowered
Families

Future-Ready
Youth

Living Environment

Focus Area

Enhancing physical infrastructure and communal spaces to uplift living conditions in estate communities.

On-Ground Actions

Housing upgrades and renovations; access roads; water and sanitation facilities; child development spaces.

Community Value

Safer, healthier and more dignified communities with a better quality of life.

Health & Nutrition

Focus Area

Promoting wellness and resilience through preventive healthcare and nutrition support.

On-Ground Actions

Immunisation drives; nutrition education; antenatal and postnatal care; child wellbeing services; auxiliary healthcare support.

Community Value

Healthier families and more productive, resilient estate communities.

Capacity Building

Focus Area

Strengthening household resilience and alternative livelihood opportunities.

On-Ground Actions

Housing loans and microfinance; savings schemes; community-based training initiatives.

Community Value

Improved financial independence, stronger livelihoods and better living standards.

Youth Empowerment

Focus Area

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

On-Ground Actions

Vocational and technical training; soft skills and leadership development; social awareness education.

Community Value

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



294,809

Total Beneficiaries

Rs. 120.8 Mn

Total Investment

Together, these pillars create a holistic and sustainable impact across estate communities.

TTE's flagship community investment programme, "A Home for Every Plantation Worker," continued to strengthen estate communities through four integrated pillars: living environment, health and nutrition, capacity building and youth empowerment. During FY 2025/26, the programme mobilised Rs. 120.8 Mn and reached 294,809 beneficiary instances, reflecting the scale of recurring estate-level interventions delivered across the year. The largest reach was recorded under Health and Nutrition, driven by preventive healthcare, nutrition awareness, immunisation support, maternal and child wellbeing services and other community health initiatives.

Together, these interventions supported safer living conditions, improved household resilience, stronger family wellbeing and greater opportunities for youth and vulnerable groups across TTE's estate communities.

Social and Relationship Capital

Community Impact Stories

From Support to Self-Reliance



Livelihood Resilience

Story Intro

A gender-inclusive pilot that introduces mechanical tea harvesting to improve productivity while creating sustainable livelihood opportunities for women-led families through training in equipment operation and maintenance.

Challenge

Very few women are involved in mechanical tea harvesting due to lack of training, confidence and social perceptions.

Intervention

Trained women workers on machine operation and safety, provided harvesting machines and encouraged women's participation through awareness and supervision support.

Evidence KPIs

- ▶ 15 harvesting units provided to deserving women
- ▶ Improved productivity and increased family income.

Future Scale

Expand the programme to more estates, provide advanced skills training and increase women's leadership in mechanized field operations.



Family Care Resilience

Story Intro

Through collaboration with the Centre for Child Rights and Business and Save the Children, this initiative strengthens childcare, maternal wellbeing and child protection for working mothers and their children across estate communities.

Challenge

Awareness levels among workers regarding maternal health, nutrition and child care practices remain uneven, which affects effective participation in the initiative.

Intervention

Introduced the Mother & Child Friendly Seal by strengthening policies, awareness, healthcare support, childcare facilities, nutrition and safety measures for mothers and children.

Evidence KPIs

- ▶ All 16 Estates Covered
- ▶ Mother & Child Friendly Seal certification from the Centre for Child Rights.

Future Scale

- ▶ Increase awareness programmes, strengthen monitoring and maintain certification standards continuously.



Health Resilience

Story Intro

In partnership with the Department of Ayurveda and the Central Province Ayurvedic Medical Centre, clinics across High Grown Estates provide accessible, affordable and culturally accepted preventive healthcare for estate communities.

Challenge

Employees have limited access to traditional Ayurvedic healthcare, especially in estate areas.

Intervention

Introduced Ayurvedic clinics for employees and communities to provide treatment, health advice and preventive care

Evidence KPIs

- ▶ 12 clinics conducted (High grown Region 100% covered)
- ▶ Established a Model Ayurvedic Garden at Mattakelle Estate

Future Scale

- ▶ Expand clinics to Low Grown Estates. Increase awareness programmes.
- ▶ Strengthen partnerships with Ayurvedic doctors and hospitals



Engagement of International Fundraising Advisor to Strengthen Social Development Initiatives

During the year, TTE further strengthened its social development and community empowerment efforts through the engagement of an international volunteer Fundraising Advisor from WUSC. Building on the previous year's support from an international gender equality expert, this advisory support focused on enhancing the Company's capacity to identify funding opportunities, develop stronger project proposals, and mobilise partnerships for estate-level welfare and development initiatives.

This engagement supports TTE's broader human capital and community development agenda by improving access to external expertise, global best practices and potential funding channels. Through this collaboration, the Company aims to scale impactful initiatives in areas such as women's empowerment, child development, youth engagement, health, education and community wellbeing, while strengthening the long-term sustainability of its social investment programmes.



Organized a workshop on Building Inclusive Futures & Empowering Youth with Essential Skills - funded by WUSC



SUSTAINABLE DEVELOPMENT GOALS		2 ZERO HUNGER	1 NO POVERTY	3 GOOD HEALTH AND WELL-BEING
TTE PLC Metric	Investment in Health and Nutrition investment			
	Our 2030 Target			Improve the Health and Nutrition investment and beneficiaries by 50% by 2030
	Contribution			By promoting food security through home gardening, nutrition awareness, and sustainable cooking initiatives that enhance community resilience and reduce food dependency.
Related Targets		2.2	2.3	



Trade-offs

01 With Financial Capital



Substantial community investment in housing, health, nutrition and youth empowerment programmes reduces short-term returns but strengthens workforce stability and social license to operate.

02 With Natural Capital



Expanding estate infrastructure and community facilities to improve living conditions requires responsible land use to minimize ecological disruption across estate environments.



Future Outlook



Short Term

Strengthen engagement with communities, suppliers, and customers, improving responsiveness to social and operational needs.



Medium Term

Expand community programs, customer outreach, and supplier initiatives to support livelihoods, inclusion, and social development across estates.



Long Term

Build resilient, trusted relationships with customers, suppliers, and communities, fostering long-term social value, trust, and sustainable organizational growth.