

DFCC Bank's Green Commitment Earns Triple Recognition

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DFCC Bank team with the award.

DFCC Bank emerged triumphant as the Overall Winner – Gold at the CPM Best Management Practices Company Awards 2024, presented by the Institute of Chartered Professional Managers of Sri Lanka (CPM). In addition to the top spot, DFCC Bank was also adjudged the Winner of the Banking Sector – Private Category and received the Excellence Award for Best Management Practice in recognition of the Bank's networkwide paperless drive, implemented in line with its Strategic Sustainability Framework. The awards were received on DFCC Bank's behalf by a team comprising Asanga Uduwela, Chief Operating Officer; Nilmini Gunaratne, Vice President, Head of Marketing and Sustainability; and Nalin Karunatileke, Vice President of Sustainability.

Nilmini Gunaratne, Vice President and head of Marketing and Sustainability at DFCC Bank, said, "We were the first Bank in Sri Lanka to establish a formal sustainability strategy and framework across the organization, which included a ten-year plan. We are also the first and only Sri Lankan entity to receive accreditation from the Green Climate Fund (GCF). We remain unwavering in our conviction that maintaining a triple-bottom-line focus on people, the planet, and profits ensures our long-term sustainability growth and profitability. Hence, we accept these accolades with pride, which underscore our efforts to continue to make "Sustainability a way of life" at DFCC. We take this opportunity to thank the CPM for this recognition and reaffirm

our commitment towards furthering sustainable banking and development in the future.”

The Bank’s initiatives regarding paper reduction, spearheaded by its Task Force on Paper Reduction, were the highlight of the presentation. These included business process improvements, internal paperless certifications, use of Google Drive cloud solutions and workflows, e-Statements and green channels, e-versions of marketing materials, and e-pay slips, highlighted across three categories for the awards.

The presentation at the 11th CPM conference highlighted DFCC Bank’s reengineering processes and encouragement of paperless business operations. Under this program, it has introduced a comprehensive internal paperless certification program, aiming for an 85 percent reduction in paper usage across departments. Additionally, the Bank has implemented a digital onboarding system for account opening, enabling customers to complete the process without physical paperwork while also accepting digital signatures for transactions internally and in most external communications, further decreasing paper usage.

DFCC Bank’s active promotion of green products and channels to reduce paper usage and enhance the banking experience was also highlighted.

DFCC Bank is ranked among Business Today’s Top 40 Corporates in Sri Lanka.