



INDUSTRY VISITS

NON IT COMPANY [FINAL REPORT]

TEAM KINGPINS

IS 2000 INDUSTRY VISITS

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INTRODUCTION

Sampath Bank is a well-known banking service provider in Sri Lanka. You might well aware about the banking services they offer but Sampath Bank was never limited to regular bank. It was a unique innovative service provider from the establishment in 1986. Today it operates with 290+ branches, 370+ ATM machines, and 4000+ staff and as well from few web and mobile gateways. Not only as a group has that held subsidiaries in foreign states as well.

It's major services on the banking sectors serves clients for both personal and corporate banking. Business factoring and financing in another major service that Sampath Bank group offers. Sampath Bank also provides treasuries transaction services with help of its subsidiaries. Not limiting to local banking it handles financing services in Bangladesh and trade services in Hong Kong as well. Moreover it is capable of providing information technology services for clients from both local and foreign countries as well.

Sampath Bank always tries to offer much modernized services to their clients. They were the first provider of ATM service, Debit cards, Visa Platinum Credit cards, feature full web gateways in the country and sometimes for first time in the South Asian region.

In behind the giant success of the Sampath Bank there were grate leaders all the time. Since the

Mr. N U Jayawardena, chairman at the beginning, financial giants like Mr. Dhammika Perera leaded the bank to the modern level. Prof. Malik Ranasinghe is the current chairman of the Sampath Bank.

Sampath bank received certain number of awards for their excellence including some global awards. They always tries to serve their customer in a friendly manner with a latest service. This allowed them attract new customers as well. Clients good feedback is a valuable thing to the staff therefore it is obvious to go with their tag line "We Present Your Future".



Sampath Bank

WE PRESENT YOUR FUTURE

VISION AND MISSION

Vision

“The Growing Force in Sri Lankan Financial Services”

Mission

Create a learning culture that promotes individual and organisational development as well as promoting innovation and value for customers. Treat all internal and external customers the way we would like to be treated. Encourage and promote teamwork in all aspects of behaviour.



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சம்பத் வங்கி
SampathBank

A REVIEW ON JOURNEY OF THE SAMPATH BANK

There journey towards the third largest private sector bank in Sri Lanka by assets is the best way that we can introduce them.

Investment & Credit Bank Ltd was the initial business name but it was only for one year of time by 1987 bank changed its name to “Sampath Bank”. It’s ceremonial opening happened on 25th of May 1987 with the leadership of Mr. N U Jayawardena as the chairman. It was the first Sri lankan bank started operations with computerized database. Within a one year of time bank had 94 staff members and a net profit exceeding 4 million rupees. They started to serve customers till 3.00pm for the first time, introduced cheque guarantee cards and a savings account with checking facilities by the end of that year.

Then on following year they pioneered to introduce ATM machines to Sri Lanka and established Sampath Electronic Teller machines network (SET). Soon after they started serving MasterCard services to Sampath clients.

In 1994 Sampath Bank joined the SWIFT network (Society for Worldwide Interbank Financial Telecommunication) and rearranged it’s telecommunication to comply with international standards.

In the year of 1996 Sampath Bank began telebanking services. And one year later they launched south asia’s first debit card service with the help of CIRRUS and MAESTRO. On the same year they started gold pawn brokering service Sampath Randiriya.

In 1998 they re-engineered whole bank system to reach new potential business opportunities with new IT infrastructures.

According to the Forbes Global magazine in 1999 Sampath Bank was among best 300 small companies in the world.

With the beginning of the new millennium Sampath Bank introduced set of new services. Sampathnet the most awaited internet banking service, XSET an account targeting youth, Sampath Thilina gift vouchers and a special fixed deposit account for senior citizens as well. Sampath Bank received The Banker award by the Financial Times Group of London was the first Sri Lankan bank won that award in 2000.

Sampath Bank was the first to introduce Visa Platinum Credit cards to Sri Lanka in 2002. In 2003 they introduced one day clearance for all cheques drawn on any Sampath Bank on the same year they invested on Vanik Bangladesh Limited for expanding operations outside Sri Lanka. Next year Sampath received “A+” Sri Lankan Fitch rating.

In 2005 Sampath Bank started Sampath Leasing & Factoring Limited, a subsidiary to involve in leasing and factoring businesses. Same year they invested on Union Bank of Colombo Limited and improved their shareholding.

In 2006 as further expanding of operations outside the island they established Sampath Trade Services in Hong-Kong. Sampath Information Technology Solutions Ltd was launched on the

same year in order to step into IT services sector. Same year their credit state risen to “AA-” by Fitch rating.

Sampath Mobile Cash was introduced in 2007 allowing to transfer cash using mobile.

2009 is the year that Sampath Bank becomes the third largest private sector bank in Sri Lanka by assets. In the same year Sampath Surekum Ltd was connected with bank in order to handle treasuries. Not only that Business today magazine had chosen Sampath Bank as the one of the top 10 companies in Sri Lanka.

In 2011 Sampath Bank introduced online real time cheque deposit system for the first time in South Asia and started 356 day banking service with super branches.

Sampath bank introduced foreign currency exchange ATM services, and Cardless Cash withdrawing capability from accounts in 2013.

Instant online loan facility for Sampath Vishwa users introduced in 2016. They started offering VISA PayWAVE enabled cards to the clients on the same year.

By the beginning of 2017 they launched 10 digital products including new Sampath Mobile App and PayEasy mobile app. They also introduced a humanoid robot for understanding vocal commands and to perform transactions in the same year.

In 2018 Sampath Bank launched first slip-less banking over the counter with help of the mobile app.



Prof. Malik Ranasinghe Current Chairman of the Sampath Bank

CURRENT LEADERSHIP

Board of Directors

- Malik Ranasinghe-Chairman
- Nanda Fernando -Managing Director
- Dhara Wijayatilake-Deputy Chairperson
- Annika Senanayake-Non Executive Director
- Ranil Pathirana - Non Executive Director
- Rushanka Silva-Non Executive Director
- Dilip de S Wijeyeratne-Non Executive Director
- Aroshi Nanayakkara-Non Executive Director
- Sanjiva Weerawarana-Non Executive Director
- Deshal De Mel -Non Executive Director
- Vajira Kulatilaka-Non Executive Director
- Harsha Amarasekera-Non Executive Director
- Lasantha senarathna-Company secretary
- Muditha walpola-Assisten Company secretary

Corporate Management

- Nanda Fernando- Managing Director
- Tharaka Ranwala- Senior Deputy General Manager Consumer Banking
- Shashi Kandambi Jassim- Senior Deputy General Manager Corporate Banking
- Ajantha De Vas Gunasekara- Group Chief Financial Officer
- Ajith Salgado- Group Chief Information Officer
- Aruna Jayasekera- Group Chief Human Resource Officer
- Manoj Akmeemana- Deputy General Manager Corporate Credit
- Ayodhya Iddawela Perera- Deputy General Manager International Trade & Credit Control
- Thusitha Nakandala- Deputy General Manager Branch Banking
- Sanath Abhayaratne- Deputy General Manager Deposit Mobilization
- Amal Kirihe- Deputy General Manager Credit Administration & Legal
- Charitha Jayawickrama- Chief Internal Auditor
- Rajendra Ranasinghe- Assistant General Manager Inward Remittance / KPO / BNO
- Sanjaya Gunawardena- Assistant General Manager Strategic Planning & Research
- Maheel Kuragama- Assistant General Manager Internal Audit
- Prasantha De Silva- Assistant General Manager Treasury
- Sisira Dabare- Group Chief Compliance Officer
- Achala Wickremaratne- Group Chief Risk Officer
- Deepal De Silva- Assistant General Manager Branch Banking
- Dulsiri Jayasinghe- Assistant General Manager FCBU/ Corporate Finance

- Ananda Wijitha- Assistant General Manager Chief Information Security Officer
- Pasan Manukith- Assistant General Manager Information Technology
- Lasantha Senaratne- Company Secretary
- Senaka Hewavitharana- Chief Legal Officer
- Shiran Kossinna- Assistant General Manager Recoveries
- Pasan Manukith- Assistant General Manager Information Technology
- Lasantha Senaratne- Company Secretary
- Shiran Kossinna- Assistant General Manager Recoveries

Chief Managers

- Dushyantha Dassanayaka- Chief Manager Electronic Delivery Channels
- Priam Kasturiratna- Chief Manager Strategic Planning
- Chatura Rudesh- Chief Manager Corporate Credit
- Nalaka Gunawardena- Chief Manager System Audit
- Prasanna Mullegama- Chief Manager Recoveries
- Janaka Jayasuriya- Chief Manager Recoveries
- Kumari Jayasuriya- Chief Manager Branch Banking
- Halin Hettigoda - Head of Deposit Mobilization
- Aloka Ekanayake- Chief Manager Investor Relations
- Sumie Mithrapala- Chief Manager Branch Banking
- Champika Nanayakkara- Chief Manager FCBU
- Kasun Fernando- Chief Manager Recoveries
- Udara Suraweera- Chief Manager Operations & Business Process Re-engineering
- Lakmal Munasinghe- Chief Manager Credit Administration Branches
- Kasun Ratnayake- Chief Manager Risk Management
- Thushantha Sumiththarachchi- Chief Manager Systems & Procedures
- Janaka Karunaratne- Chief Manager Branch Banking
- Keshan Dabare- Chief Manager Branch Banking
- Manoji Hettigoda- Chief Manager Small & Medium Enterprise Banking
- Manjula Abeysundera- Head of Administration
- Asantha Punchihewa- Chief Manager Branch Banking
- Rohana Aluthgedara- Chief Manager Branch Banking
- Darshin Pathinayake- Head of Card Centre
- Pujitha Rajapaksa- Chief Manager Marketing
- Namal Gunawardena- Chief Manager Corporate Credit
- Thushara Jayathunga- Chief Manager IT Electronic Data Processing
- Chryshanthi Lokuhetty- Chief Manager Human Resources
- Asanka Liyanage- Chief Manager Finance
- Sachithri Fernando- Chief Manager Planning
- Gayani Jinadasa- Chief Manager Finance

Senior Managers

- Bharana Jayawardena- Senior Manager Small & Medium Enterprise Banking
- Sudath Illeperuma- Senior Manager Recoveries
- Amila Thewarapperuma- Head of Sales
- Manjula Seneviratne- Senior Manager Bancassurance
- Priyanka De Silva- Senior Manager Corporate Credit
- Piyami Cooray- Senior Manager Corporate Credit
- Chaminda Jayasinghe- Head of Data Governance Unit
- Muditha Liyanapathirana- Senior Regional Manager
- Anura Jayakody- Senior Manager Small & Medium Enterprise Banking
- Vipula Kuruppuarachchi- Senior Manager Corporate Credit
- Kithsiri Dodamgoda- Senior Regional Manager
- Janaka Mohotty- Senior Regional Manager
- N Jayaseelan- Senior Manager Recoveries
- Subhashini Premachandra- Senior Manager Treasury Investments
- Sudarshana Jayasekera- Senior Manager Compliance
- Janaka Jayawickrema- Senior Manager Network Service Centre
- M H U Dhananjaya- Senior Manager Corporate Credit
- Aruna Jinadasa- Senior Manager Recoveries
- Mahinda Amarasinghe- Senior Manager Credit Administration Branches
- Crishantha Chaminda- Senior Manager Small & Medium Enterprise Banking
- Nalin Tillekeratne- Senior Manager Central Processing Unit
- Sajani Abeysekera- Senior Manager Corporate Finance
- Salinda Jayawardena- Senior Regional Manager
- Anton David- Senior Regional Manager
- Anusha Vidanapathirana- Senior Manager Information Technology
- Sampath Kulatillake- Senior Regional Manager
- Chundika Ariyawansa- Senior Manager Branch Support Unit
- Shamal Seneviratne- Senior Manager Recoveries
- Nuwan Wickramanayake- Senior Manager Digital Banking
- Anjali Goonetilleke- Head of Customer Care Centre
- Suneth Hathurusinghe- Senior Manager Small & Medium Enterprise Banking

PRODUCTS AND SERVICES THEY OFFER

Banking Services

1. Personal banking services

a) Savings accounts

i. Regular savings accounts,

1. Sampath Double S,

The most common savings account provided by the Sampath Bank which offers bonus interest as well.

2. Sampath Hit Server,

An special account which offers higher interest and instant loan facilities.

ii. Children's Saving accounts,

1. Sampath Pubudu

This account offers various gifts based on the saving

2. Sampath Sapiri

This account offers higher interest than a normal children's account

iii. Teenage banking

1. X-SET account

An account suits for teenagers between 13 and 19 allows them to have online payment features and debit cards



iv. Ladies savings

1. Ladies 1st account

Especial account for females with higher interest, investment plans, Insurances and loans.

v. Senior Citizens accounts

1. Sampath Sanhinda Saver

Account targeting senior citizens ages over 55 this account have higher interest than normal saving account and provides medical benefits

vi. Money Market account

An account that calculates daily interest for who are able to save Rs.500,000 initially.

vii. Investment Accounts

1. Sampath Dream planner

In this investment accounts account holder can choose the plan that suits them. Gives higher interest for the investment period and can obtain whole value at the maturity.

b) Term deposit accounts

i. Fixed Deposits

Any one wish to open a fixed deposit with a initial amount 25000 can open a fixed deposit and earn a interest according to the investment time.

ii. Certificates of deposit

You can earn a an interest and a certificate for your investment in this accounts.

iii. Sampath ODFD

A flexible overdraft for 90% of fixed deposit balance. You can do this with the help of a debit card and there will be no loss of interest as well.

c) Current accounts

i. Sampath general current account

This account features all features of a general current account with fast cheque clearance.

ii. Sampath supreme current account

Current account holders who keep doing continues cheque transactions for more than 3 years are eligible to receive a supreme current account.

iii. Sampath Payment Guaranteed Cheques

Exclusive offer for especially selected clients, Sampath Bank issue a special cheque book with payment guaranteed notice.

d) Foreign Currency accounts

There are set of foreign currency accounts like Outwards Investment Accounts, Personal Foreign Currency Accounts, Business Foreign Currency Accounts, Inward investment accounts, Sampath EXPAT accounts and Sampath Special deposit accounts. These type differences are to categorize citizenship of the customer and by the purpose of investment.

e) Loans

i. Housing Loans,

1. Sampath Sevana Housing Loan

This allows clients to obtain housing loans with a payment period up to 25 years with affordable interest rates.

2. Sevana Dayada Housing Loan

This is an especial loan where both parent and child can pay together.



3. Foreign currency housing loan

Housing Loan designed for foreign workers

ii. Business Loans

1. Sampath BIZCASH

Allows business owners to receive instant money on need with help of the gold that businessman have.

2. Sampath Saviliya

Allows female entrepreneurs to uplift their business with help of this loan

iii. Sampath Samachara

Instant loans for government pensioners



f) Sampath Leasing

Sampath leasing covers various sectors like Transportation, Industrial, Construction, Professional services, trade and commerce, health and tourism. They are ready to finance up to 70% of your need.

g) Entrepreneur Development

i. Sampath Saviya

This is for beyond work than a normal bank do Sampath Bank go and improve the financial awareness of small and medium small entrepreneurs in this program.

h) Pawning

i. Sampath Randiriya

Gold pawning service provides by Sampath Bank anyone has gold from 18 to 24 carat can obtain.

2. Corporate Banking

Sampath Bank maintain a three main units for corporate banking, corporate credit division, corporate finance division and foreign currency banking unit are them.

And for the business who interested in international trade, Sampath offer set of trade services and a separate export house to provide export services.

3. Sampath Treasury

Sampath bank provides set of treasury products

- a) Spot contracts
- b) Forward exchange contract
- c) Repo and Reverse Repo
- d) Treasury Bills
- e) Treasury Bonds

They are ready to identify and provide the most suitable service to the customer whoa are interested investing in treasuries.

Sampath IT Solutions

They offer large amount of information technology services including managed services, Enterprise applications and software solutions. Their success in financial technology now can obtained by other clients as well.



TECHNOLOGIES USED

Technologies used

The first ever Banking Robot in Sri Lanka is available at Sampath Headquarters branch.

The Banking Robot is an automated teller which uses artificial intelligence to understand vocal requests and perform the relevant transactions in the form of a humanoid robot. The Robot detects the presence of customers and simply starts a conversation.

Currently the Banking Robot performs only in English. Sinhala and Tamil language capabilities will be implemented in future.



The Robot is capable of performing the following functions:

- Withdrawing Cash
- Account Balance Inquiries
- Providing information on Exchange Rates
- Providing information on Interest Rates
- Providing information on Loans
- Providing information on Credit Cards
- Providing information on how to open an Account

Sampath Vishwa

Sampath Vishwa is the unique internet banking facility from Sampath Bank, which offers you a total online banking experience. Unlike regular internet banking, Sampath Vishwa is a complete online process that fits appropriately into your busy lifestyle.



Sampath PayEasy

Sampath PayEasy is a general payment system which enables payment of utility bills among others. This facility empowers any MasterCard or Visa card holder to make online payments ranging from utility bills, insurance, school fees, hospital bills and many more. Experience the unmatched benefits of Sampath Bank's online payment solutions.

You may log on to www.payeasy.lk - enter details and make payments online.



This service is offered via the Internet and is available at Sampath Bank's easyBanking Centres.

SAMPATH 10 DIGITAL SERVICES

The undisputed pioneer in digital innovation,
brings you another first for the New Year
that will revolutionize your Digital Banking experience.

SCROLL DOWN FOR MORE INFORMATION

For the first time in Sri Lanka's banking history,
10 digital banking services, launched
on a single day, for your optimum convenience.

The graphic features a central orange hexagon with the number "10" and the text "DIGITAL SERVICES". Surrounding this central element are ten smaller hexagons, each containing an icon and a label for a digital service: "Sampath Safety Locker App", "Sampath Paying e-pay", "Sampath Missed Call App", "Sampath e-wallet", "Sampath e-signature", "Sampath e-ID", "Sampath e-Loan Application", "Sampath Loan Card", "Sampath Pay Easy", and "Sampath Mobile App". The background is a vibrant orange with abstract, flowing lines.



1. Sampath Mobile App

Fulfill your banking needs through your mobile phone. Once the app is installed, you can access information and perform the banking transactions on the go. Download it from the Apple App Store or Google Play Store.



2. Sampath Safety Locker App

The only mobile app in the country that allows you to reserve safety lockers through your mobile phone prior to visiting a branch. It also lets you analyse the location and physical measurements before choosing a locker.



3. Sampath Pawning e-pay

Repay your pawning advances through “Sampath Vishwa”, the Online Banking platform. This service will help you to avoid delays in repayments, prevent paying additional fees and the need to physically visit a bank to make your payments.



4. Sampath Missed Call App

You can enjoy our Missed Call Banking facility on your wearable device. With just one touch, you'll be updated on your Sampath Bank account balances and also receive special offers and more.



5. Sampath e-enrol

With Sampath e-enrol, you can simply submit your information. The service will significantly reduce the time taken at the bank filling forms. Once your details are submitted online, you will only have to visit a branch to open the account.



6. Sampath e-signature

Place your signature digitally at our branches which will be automatically inserted and instantly updated into your forms.



7. Sampath e-ID

With e-ID, **priority customers** will be recognized immediately via an RFID tag. This means you will be recognized immediately whenever you visit any of our bank branches.



8. Sampath e-loan Application

To make your life a little easier, sampath online application system now allows you to upload all your supportive loan documents in PDF format or as images, saving time .By visiting the respective branch later on, the bank will process your loan facility.



9. Sampath Loan Card

This one-of-a-kind new service lets you obtain an advance against your Fixed Deposit 24/7 through your loan Card, without the need to submit an application for a loan. This special ATM card will allow you to make withdrawals through all Sampath ATMs island wide.



10. Sampath Pay Easy

Any MasterCard or VISA credit cardholder can pay bills online using Sampath Pay Easy. This easy-to-use payment system facilitate payments ranging from utility bills, insurance, school fees, hospital bills and much more.

WHO ARE THEIR CLIENTS

- Higher Education institutes
- Small scale business
- Large scale business
- Individual customers
- Government sector
- Organizations
- Entrepreneurs

WHAT ARE THE THINGS THEY OFFER FOR THEIR CLIENTS?

Personal Banking

- Credit Cards
- Savings Accounts
- Loans
- Term Deposits
- Remittances

Corporate Banking

- Corporate Credit
- Commercial Credit
- Corporate Finance
- Development Banking
- FCBU

Electronic Banking

- Internet Banking
- Mobile Banking
- ATM Banking

HOW SAMPATH BANK HANDLE IT /OTHER PROJECTS

Sampath Bank PLC project management approaches

A project is a one-time temporary endeavour with a defined start and end that takes place to achieve a set of specific goals and objectives. Therefore, the Project Management Institute defines project management as “the use of knowledge, skills, tools and techniques so that project activities meet the needs of the project”. Sampath bank PLC Project management activities typically involve by

- Start a specific task in line with scope, time, quality and budget
- Plan and organize business resources and workforce
- Execute the project while maintaining first-rate quality
- Successfully close the project meeting the desired criteria within the given time constraints

There for Sampath bank PLC use several Project Management Approaches Like

- Phased Approach
- Traditional Project Management
- Waterfall Project Management
- Adaptive Project Management
- Critical Path Project Management
- PERT Project Management
- Rational Unified Process
- Critical Chain Project Management
- Six Sigma
- Crystal Project Management
- Joint Application Development

WHAT ARE THEIR SOURCING METHODS OF SAMPATH BANK PLC.

IT outsourcing (ITO)

This implies that an external service provider is responsible for managing specific applications for a financial institution. Server administration and infrastructure solutions, network administration, isolated cloud centers, and software development are the most common features outsourced, and ITOs are typically implemented to save banks time and money. Introduces flexibility in terms of data storage, product range and service speed.

Business process outsourcing (BPO)

This is an established method for drastically reducing inefficient internal business processes and instead involving a third party to manage an entire business process such as accounting, finance, customer service or human resources. BPO offers a compelling business value proposition in terms of operational efficiency and cost reduction and is independent of business cycles. That said, because BPO sees organizations that take care of the day-to-day maintenance of critical business processes



HOW SAMPATH BANK DEFINE SUCCESS OR FAILURE OF THEIR BUSINESS

Sampath Bank is a well-known and exciting financial company that has grown since 1986. They receive feedback from every customer to define their business success or failure. It can be good or bad. Finally, they discuss these reviews in their meetings to do the right thing and appreciate what they have given. Personal employee reviews help move up the organizational hierarchy and are of personal benefit to the employee. Customer feedback is the most important component of their success, and to correct their mistakes they also implement CSR projects

Sampath Bank sees CSR as an ingrained aspect of the organizational process and therefore strives to ensure a sustainable existence for all categories of actors in society through CSR initiatives. The bank's CSR initiatives go beyond the natural obligations that govern our activities in the ordinary course of business and aim to achieve the ultimate goal of CSR taking into account the needs of society. With proven experience and professionalism in the banking and financial sector, the bank focuses its CSR efforts mainly on the growth of the economic development of the individual and of society in general.

The Bank's CSR initiative is a tripartite form and is made possible through the contribution of the Bank, the Sampath team and the Community.

Also they got several AWARDS

- Best Commercial Bank and Retail Bank 2019 by World Finance Banking Awards
- Business Today Top 30 Awards 2018 – 2019
- Ten Best Corporate Citizen Award 2019
- National Business Excellence Awards 2019
- SLIM Awards 2019
- Sampath Bank recognized for its outstanding achievements at National ICT Awards
- Sampath Bank clinches 8 Top Awards at LankaPay Technnovation Awards 2019
- Most Admired Companies of Sri Lanka 2019
- Most Respected Entities in Sri Lanka for the year 2019
- Bestweb.lk Awards 2019
- Brands Annual Awards 2019
- Finacle Client Innovation Awards 2019 etc.

AREAS THAT CAN BE IMPROVED IN THE ORGANIZATION?

As Mr. Sohan said customer service should increase more. And new products like apps that help banking stuff. When it comes to bank charges from customer it should be fair for any customer.

Everything should be digitalized and people who are not like these modern services, for them they should provide normal service as it is. When giving student loans interest rate should decrease. At the same time when students should motivates for open accounts and it is nice to have small branch at schools.

Also when children doing savings they get interest and sometimes they get gifts. So apart from giving fancy gifts bank should give some be important thing to a child.

Cost cutting should reduce because it will show profit, but on the other hand customer satisfaction may going down.

WHAT ARE THE JOB POSITIONS THEY HAVE

- Internship training opportunities
- Chief internal auditor
- Manger in engineering
- Assistant general manager in human resource
- Information security assistant
- Trainee staff assistant

RECRUITMENT - RECRUITMENT PROCEDURES

How Sampath Bank recruits new employees

Sampath bank is a place where value for experience is very high therefore they always consider about the individual working experience and they always allow new people gather experience under roof of Sampath Bank as well.

They basically follow few recruitment approaches.

Trainee position recruitment,

They intake very large number of young workforce every year for training of 11 months. These employees should pass O/L examination and sit for the A/L examination. They can work, learn and receive permanent placements to the divisions according to the progress they show during the trainee period.

They receive a small allowance around 24,000 in the training period.

Undergraduate Internship recruitment,

Along with the trainee recruitment Sampath bank recruits undergraduates who are willing to complete their industrial training as well. They will be with same level of trainees at the period and capable to receiving permanent placement after the training.

Sampath Bank considers the level of education in promotion process of each employee therefore undergraduates obtain that advantage at Sampath Bank.

Positional recruitment,

When there is need of recruitment for an administrative level position Sampath Bank is following a long process of recruitment. First of all they call application by placing advertisements of leading newspaper, their website and even in gazette paper as well.

They consider the educational qualifications at first, A recognized degree an equal qualifications and experience with more than 10 years. They consider strategic thinking skills and various other skills as well.

Average starting salary of new recruits and interns/trainees

For their interns they pay Rs 500 per day and plus overtime.

For the Bank Trainee basic salary is Rs. 24,000. After 2 years of training period he will become a permanent staff member and then basic salary will increase to 40,000 and it will keep increasing with position.

LEARNING

- How do they handle “employee learning”?
- Techniques/methods they use for “learning”
- Practices they have on “learning”?

Sampath bank is having unique learning management system for their employees.

There are promotion exam modules for them. Apart from that employees used to qualify according to their department type. As an example people who are working at HR department they doing HR related courses, degrees and exams. Some employees are doing banking exams for get extra qualification for their promotions at the bank.

Also they are conducting industry training sessions for who are beginners for the banking life. Before a person become a permanent staff member that person consider as trainer for 2 years. Sampath bank is best place for employee to start their career life. Because their continuous learning management system is well structured.

TEAM FORMATION

In the bank industry rather than doing team work they focused on individual efficiency. But at sometimes we can see they worked as teams for archive goals. As an example in the card centre marketing department they have a target to achieve some levels of card sales in given time period. So they appoint 5-6 officers to handle area wise. Colombo and Gampaha for one officer. Kandy for one officer like wise. So they need to cover given target area wise with help of trainers and other bank staff.

When the book fair season at BMICH, they doing their duties as teams. Because they install their Card machines in each and every store at their temporary. So they need to monitor these operations and sales. This is how their team formation is structured.

OPERATIONS DURING THE COVID-19 PANDEMIC

When in lockdown times only nearest people came and work at bank and others should work from home. They have divide task among employees.

Sanitize at the entrance and must use mask at work. When at lunch room co-workers cannot eat together. Virtual meetings were conducted in zoom platform.

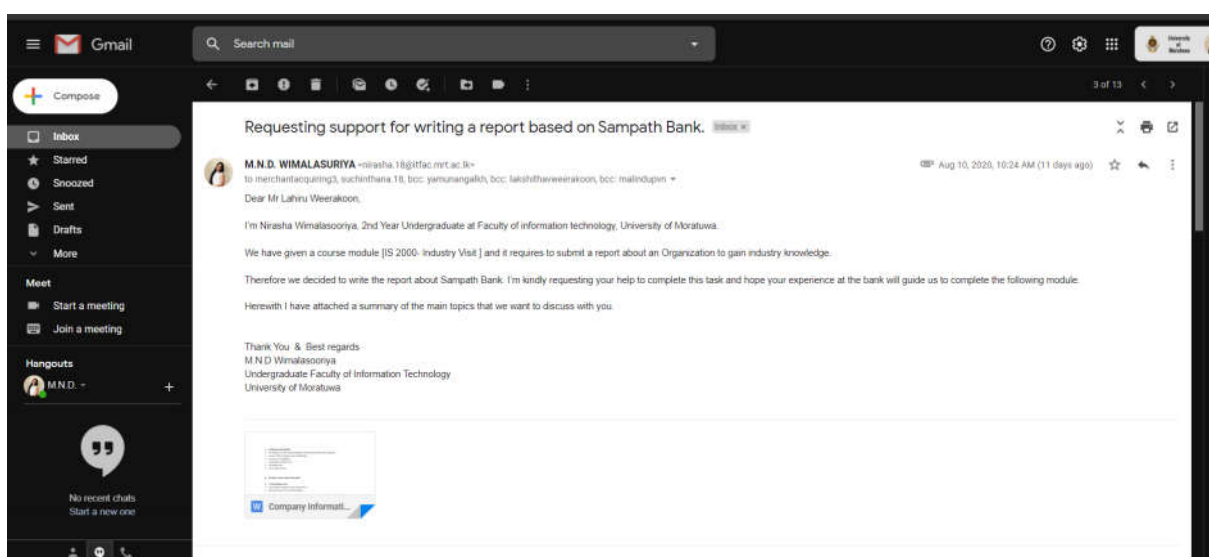
They limited customers who is coming to the branches. People who in branch operations should wear hand glouse and masks both. Near the ATMs they had keep Tap soap and sanitize to clean hands before use the ATM.

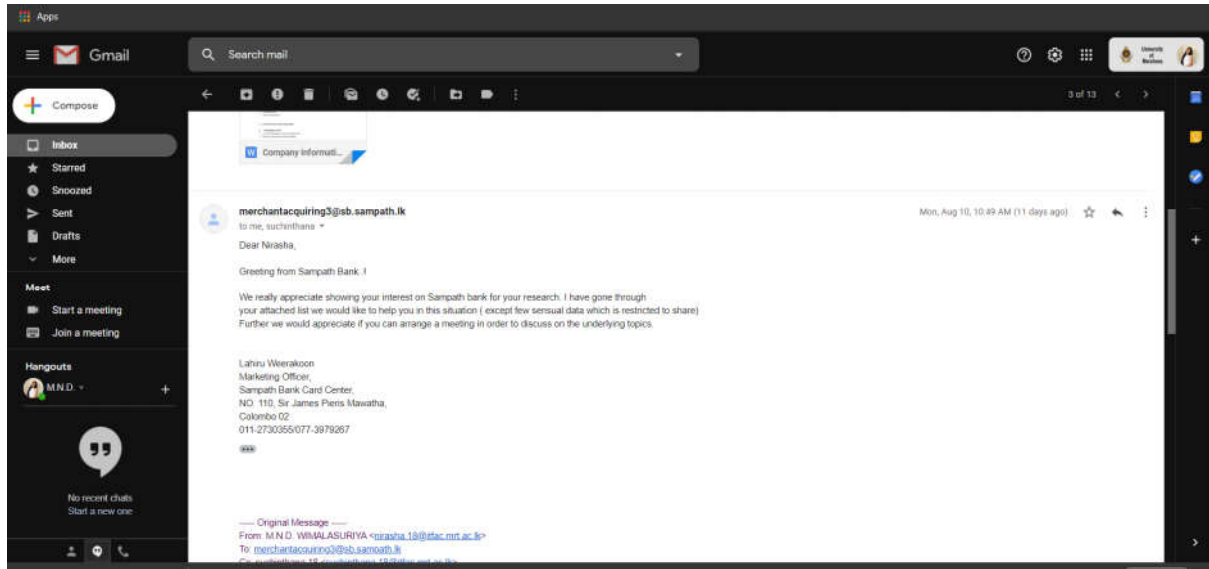
Documentations has done via e-mails with customers.

SCHEDULED MEETINGS AND EMAILS

For write this report we have contact 2 persons who is working at Sampath bank, Two different departments. But we were able to get a meeting with only with Mr. Lahiru. Because of the busy schedule of Mr. Sohan. Therefore we contact him over the phone and get details as he comfortable with that.

Emails Sent and Received





On 17th August 2020 we had a meeting with Mr. Lahiru Weerakoon who is marketing officer at Sampath bank to discuss above topics. He gives his support as much as he can. Because of power outage, our two members were not able to participate for this meeting.

Zoom Meeting 40 Minutes

You are viewing 185085C WEERAKOON W.M.L.V.'s screen

Participants (4)

- 185092U Wimalasuriya M.N.D (Me)
- 185085C WEERAKOON... (Host)
- Lahiru Weerakoon
- 185091P WUESUNDARA K.A.K.S.B.

Invite Mute Me

A source of strength for your Business in these challenging times

Sampath Bank introduces the **Revive Sri Lanka** Loan scheme

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Mute Stop Video Participants Chat Share Screen Record Reactions Leave

Zoom Meeting

Participants (4)

- 185092U Wimalasuriya M.N.D (Me)
- 185085C WEERAKOON... (Host)
- Lahiru Weerakoon
- 185091P WUESUNDARA K.A.K.S.B.

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1. **Company Information**

- ✓ Introduction to the company (Basic information about the company) –
- ✓ name of the company, year established
- ✓ number of employees
- ✓ organizational hierarchy
- ✓ working hours
- ✓ vision and mission

2. **Products and services they offer**

3. **Technologies used**

- ✓ List of technologies with an explanation
- ✓ Why do they use such technologies

4. **Clientele**

- ✓ who are their clients
- ✓ what are the things they offer for their clients

5. **How do they handle IT /Other projects**

- ✓ project management approaches
- ✓ what are their sourcing methods

6. **How do they define success or failure of their business?**

7. **Areas that can be improved in the organization?**

REFERENCES

- <https://www.sampath.lk/en/>
- <https://www.sampath.lk/en/treasury/treasury-content/sampath-treasury>
- <https://www.sampath.lk/en/corporate>
- <https://www.sampathvishwa.com/SVRClientWeb/ActionController>