

CASE STUDY



BoardPAC enables John Keells Holdings to digitise their board and committee meetings.

John Keells Holdings PLC (JKH) is Sri Lanka's largest listed conglomerate in the Colombo Stock Exchange. From managing the largest number of hotel rooms in Sri Lanka to owning the largest private-sector-owned transportation business in the country, providing port and marine fuel services to IT solutions, manufacturing of food and beverages to running a chain of supermarkets, tea broking to stock broking, banking to real estate, JKH has made its presence felt in virtually every major sphere of the economy. JKH is a full member of the World Economic Forum, and having issued Global Depository Receipts on the Luxemburg Stock Exchange, was the first Sri Lankan company to be listed overseas.

We had a chat with Dilani Alagaratnam, President Group HR, Legal, CSR and Sustainability for John Keells Holdings on her experience with BoardPAC for the past five years as a board secretary and a board member.



DILANI ALAGARATNAM

President Group HR, Legal, CSR and Sustainability for John Keells Holdings

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WHAT WAS THE CHALLENGE?

“ Before BoardPAC, meetings were setup by email or by telephone and BoardPAC enabled us to setup meetings on that platform. Prior to that, all board papers had to be emailed or sent as a hard copy by courier to the respective addresses of directors. This whole process was taken off by BoardPAC. ”



WHY BOARDPAC?



01 **ONE SECURE LOCATION FOR ALL BOARD AND COMMITTEE DOCUMENTS.**

When speaking on the value addition and impact BoardPAC has made on JKH, Dilani stresses that, one of the key reasons to choose BoardPAC was to ensure that there was a repository of documents that were sent to the board was from one place and was securely backed up and saved.

02 **PROFITABILITY IN TERMS OF TIME SAVED AT MEETINGS.**

Dilani's experience in boards as a board member and for JKH as a board secretary, says that BoardPAC has helped be better prepared for meetings by enabling directors to direct questions or clarifications beforehand. That way, one could only take their device to board meetings. One is better prepared, as you know what questions to put forward and what queries to address; some of which can be done before the meeting too. Thus, using the time spent at board meetings more profitably.

03 **EASY ARCHIVING OF DOCUMENTS POST MEETING.**

As a board secretary for JKH, Dilani knows the pains and hassles of post board meetings. BoardPAC has eased this area for Dilani with an easy archiving feature. She says that it is now not necessary to stack or lock papers in a secure environment as BoardPAC is secure itself.

04 **SPEEDY APPROVALS FOR RESOLUTIONS.**

Between board meetings, Dilani says, there are so many other communications that takes place from time-to-time with directors. When it comes to circular resolutions, it's now very easy to get the approvals in quick time from directors, as their devices are with them all the time. Therefore, decisions are taken much faster.

05 **CLUTTER OUT OF BOARD AND COMMITTEE MEETINGS AND ANNOTATIONS.**

One of Dilani's favourite feature is the availability of various annotations. Additionally, not needing to engage with every member during a meeting, as it could be done in groups and question directed to the relevant people while having a discussion. These features, Dilani believes works well for her and ultimately takes the clutter away from a board meeting.

06 **CONFIDENTIALITY AND SECURITY.**

"Our information is secure, that assurance is there with BoardPAC" says Dilani. In addition, devices are password controlled and is accessible to only one person. She says that when you send documents, it could be lying anywhere and no assurance who sees it. With BoardPAC this is now controlled.

WHY BOARDPAC?



07 EXPANSION WITHIN ORGANIZATION TO OTHER SUBSIDIARIES AND COMMITTEES.

Dilani states that BoardPAC has now extended within the Group and to its Audit Committee too. Few listed companies within the JKH Group that rely heavily on documentation, now uses BoardPAC.

08 USER-FRIENDLINESS AND GETTING THINGS DONE IN FEW CLICKS.

Both as a director and as a board secretary, Dilani says that BoardPAC has helped her and is very easy to use with all documentation in one place. If not, going through emails to put together documentation would be time consuming and tiresome. With BoardPAC, everything is there, and she says she knows what is going to be discussed and what needs to be read.

09 BETTER PREPAREDNESS AT MEETINGS, EVEN IF ON A FLIGHT.

With BoardPAC, Dilani says members are better prepared with the opportunity to interact with each other due to the portability of the documentation. Additionally, members are better prepared at meetings as it can be studied on the go.

10 ENABLES GOOD GOVERNANCE.

Dilani says that BoardPAC enables maintaining good governance by enabling people to discuss and prepare for matters that have been set out on the agenda in advance. Physical meet ups and call discussions are even not required. This can be even done in discussion groups on BoardPAC. Alerts make it easy to know when new papers are uploaded or updated. At a governance level, what is expected from directors and being clear on what's going on, along with confidentiality and document security are brought out with BoardPAC.

11 SUPPORTS GREEN SUSTAINABILITY.

Dilani says that some of the green initiatives they have across the Group involves reduction of the use of paper. BoardPAC enables for this. In addition, BoardPAC supports for energy consumption as well, not only for the organization, but for directors too. As many things can now be done with the use of BoardPAC. Dilani says that they want to reduce their carbon footprint substantially in the next couple of years. And BoardPAC will definitely contribute to this cause.