

## → Creating Value for Stakeholders

Commercial Bank has a proud history of creating value for our stakeholders over 90 years as evinced by our market capitalisation, our deposit and loan portfolio growth, employee retention rates and growth of our footprint. Over time, we have developed our strategy, 'Commercial Bank Way', which encapsulates our commitment to sound principles, values and objective decision-making process supported by expert analytics. We are a prudent Bank committed to long term relationships with a deep understanding of our role as custodians of wealth, impacting many lives directly and indirectly by facilitating trade and providing access to finance. As key partner in growth to over 3 million customers, we play a key role in the socio-economic progress of Sri Lanka and Bangladesh and our strategy reflects this role that entrusted with great responsibility. Our Business Model provides an overview of how we transform our capitals in to value for our key stakeholders.

### Business Model

