

2023 ANNUAL REPORT

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MESSAGE FROM CHAIRMAN



It gives me great pleasure and honour to present the Annual Report of the Industrial Services Bureau (ISB) for the year 2023.

The year 2023 marked a period of transition and resilience for ISB as the organization continued to adapt to the post-pandemic operating environment while responding to the country's economic challenges. Despite these circumstances, ISB remained committed to delivering high-quality technical, environmental, consultancy, and enterprise development services, demonstrating its ability to adapt and serve its stakeholders effectively.

I am particularly pleased that ISB continued to strengthen its reputation as a trusted institution by contributing to national and provincial development initiatives. The Bureau's involvement in industrial development planning, enterprise support, capacity-building programmes, and consultancy services reflects its continued commitment to promoting sustainable industrial growth and economic development.

Despite operating in a challenging economic environment, ISB maintained its financial stability through prudent management, the dedication of its staff, and the continued confidence placed in the organization by its clients and development partners.

I extend my sincere appreciation to the Chief Executive Officer, management team, staff members, clients, development partners, and all stakeholders for their dedication, professionalism, and unwavering support. Their collective efforts have enabled ISB to continue achieving its objectives while strengthening its position as a leading industrial development organization.

I am confident that the Bureau will continue to build on its achievements and contribute meaningfully to the sustainable industrial and enterprise development of Sri Lanka.

I wish ISB every success in its future endeavours.

Mr. Ranjith Ariyaratne
Chairman
Industrial Services Bureau

MESSAGE FROM CEO



I am honoured to present the Annual Report of the Industrial Services Bureau (ISB) for 2023.

The year under review was a significant period marked by resilience and growth despite the challenging economic environment in the country.

As a self-sustaining statutory organization, ISB continued to deliver professional services in technical consultancy, environmental management, project management consultancy, training, and enterprise development while contributing towards industrial growth and sustainable economic development in the North Western Province and across the country.

The year 2023 recorded a significant improvement in ISB's financial performance. Through effective financial management, improved service delivery, and the commitment of our teams, ISB achieved a total revenue of LKR 192.5 million compared to LKR 113.6 million in the previous year and recorded a net income of LKR 11.5 million, demonstrating the organization's operational strength and financial sustainability.

A significant achievement during the year was ISB's continued contribution to sustainable industrial development through the PLASTICS project, implemented under the EU-funded SWITCH-Asia programme. As a project partner, ISB supported initiatives aimed at promoting sustainable plastic management and circular economy practices in Sri Lanka by strengthening SMEs involved in plastic value chains, enhancing resource efficiency, and improving awareness on innovative recycling and waste management solutions. This initiative further strengthened ISB's role in providing environmental solutions aligned with national sustainability priorities.

Another landmark achievement during the year was the successful organization of the "Wayamba Wijayabhimani – Enterprise Excellence Awards 2022", conducted for the fifth consecutive year in the North Western Province. This flagship initiative recognized and celebrated outstanding entrepreneurs contributing to the socio-economic development of the region. Covering key sectors including industry and manufacturing, agriculture, livestock and fisheries, and services, tourism and hospitality, the programme provided a credible platform to promote enterprise excellence, competitiveness, and innovation.

ISB also successfully conducted the "Made in Sri Lanka" Business Trade Fair in collaboration with the National Enterprise Development Authority (NEDA) and Wayamba Janakala Kendraya, providing a valuable platform for small and micro entrepreneurs to showcase products, establish market linkages, and enhance business opportunities, with special attention given to women-led enterprises.

These achievements reflect the dedication and professionalism of the ISB team. I extend my sincere appreciation to all employees, management members, consultants, clients, partners, and stakeholders for their continued commitment, trust, and support.

Looking ahead, ISB remains committed to strengthening its service portfolio, supporting enterprise development, promoting sustainable industrial growth, and delivering greater value to industries and communities across Sri Lanka.

Chief Executive Officer
Neelakanth Wanninayake
Executive Director/CEO
Industrial Services Bureau

VISION

To be the nation's leader in total solutions for industry and enterprise excellence

OUR PRINCIPLES

- Enabling the success of our clients through the delivery of professional, efficient, and effective services
- To encourage learning, growth, leadership and wellbeing of our people
- To strive to be the best in all areas of our business
- Future focused through to be outward looking

MISSION

Offering valued innovative and customized solutions in Investment Promotion, Industrial and Enterprise Development, Training and Tours, Project Management and Consultancy Technical and Environmental Consultancy to a wide range of regional, national and international clients for their sustainability in a flexible and highly professional manner

PURPOSE

Creating and delivering valued services to our clients, sustainability

OUR CORE VALUES

ENTERPRISING

- We are brave and entrepreneurial in business
- We embrace new opportunities
- We are not scared to take a leap of faith
- We go beyond best practice
- We promote personal development and wellbeing
- We celebrate successes and learn from our mistakes

PROFESSIONAL

- We believe good governance
- We accept personal accountability to meet our clients needs
- We act with integrity through ethics and principles
- We deeply value trust
- We have confidence in each others skills, capability and commitment
- Open communication
- We believe give and take policy

ENABLING

- We focus on solutions not problems
- We don't believe in barriers
- We build our people and our clients
- We ensure we have the right people for the right job

APPROACHABLE

- We are honest and transparent
- We value all our relationships
- We proactively seek new clients
- We think outside the square
- We consult openly and listen effectively

CORPORATE GOALS

1. To work as the leading organization for regional industrialization and investment promotion drive while providing full service package to the investors/entrepreneurs.
2. To expand the market share and increase the client base in all services provided by us while achieving the financial sustainability of the organization.
3. To further expand & diversify the service portfolio aiming to introduce customized and innovative services.
4. Continuous improvement of service quality leading to delight our clientele.
5. To become the leading and country's most recognized organization for supporting the implementation of sustainable consumption and production practice at the regional and national level for sustainable development.



PROJECTS/ASSIGNMENTS/PROGRAMS

**CARRIED OUT
IN THE YEAR 2023**



ENTERPRISE DEVELOPMENT, INVESTMENT PROMOTION & TRAINING DIVISION

SHORT INTERNSHIP PROGRAMME FOR THE EXECUTIVE MBA STUDENTS FROM SCHOOL OF BUSINESS ADMINISTRATION, KEIO UNIVERSITY, JAPAN

As per the successful completion of two consecutive online internship programs conducted in 2021 and 2022, Graduate School of Business Administration, Keio University, Japan, has requested ISB to support them to organize internship program for the students who followed the Executive MBA program. The objective of the above program was to understand the market dynamics, business opportunities and social issues in Sri Lanka. Similarly, they also interacted with key stakeholders in Sri Lankan economy and have contacted with business stakeholders for possible future business relationships. The Executive MBA students were all professional managers of major companies in Japan. They were conducting preliminary research in Sri Lanka and preparing business plans and verifying the plan through the visit was another objective of this short internship program. During one-week field visit programme, the delegation were focused on collecting information for the following business plans to further enhance their research work.

- Blockchain based traceability to Sri Lankan spices
- Smart farming/smart agriculture
- Resell health related products through wholesalers
- Increase stable profit and earn foreign exchange through synergetic effect of “Solar” and “Eco-Hotel” at Tea plantation to help working women, win their rights & for their children in Sri Lanka

ISB organized meetings, discussions and visits to the Additional Secretary Ministry of Health, Regional Director of Health Kurunegala, UN Food & Agriculture Organization (FAO), Provincial Dept of Agriculture in Wayamba, Eco-Spindles, Marslyka (Pvt) Ltd, Penguin Polymers further to the one day business plan evaluation. During their short stay in Sri Lanka ISB facilitated to a very successful discussion with the BCI Campus, Negombo to explore the potential opportunities for both parties to working together leading to group study exchange programme. Further to the above, ISB facilitated a very successful meeting with the Hon. Lakshman Yapa Abeywardane, Governor, NWP together with Mr. Ranjith Ariyaratne, Chief Secretary/Chairman-ISB, Mrs. Geetha Dharmasiri, Secretary to the Chief Minsitry to establish relationship with both parties for mutual benefits.



Delegation consisted with two eminent personalities Prof. Masahiro Okada, Head of the Business School & Professor of Strategic Management and Prof Rie Gotto, Health Economist including thirty five members who were following the Executive MBA programme at the School of Business Administration, Keio University Japan. The entire delegation was highly satisfied with the arrangements made by ISB for successfully completion of their mission and research work in Sri Lanka.



AGRO-INVESTMENT PROMOTION PROGRAM WITH SRI LANKA AGRIPRENEURS FORUM

ISB in collaboration with the Sri Lanka Agripreneurs Forum (SLAF), organized an informative program with the objective of promoting agricultural investment opportunities in the Wayamba province. The event had significant attention and participation, with esteemed government officials including the Hon Lakshman Yapa Abeywardane, Governor – North Western Province, Chief Secretary, and other top-ranking government officials.

Further to the public sector participation, the program also had the active participation of industry leaders and renowned organizations such as Kurunegala Plantations Pvt Ltd, National Livestock Development Board, DIMO Agriculture, Unipower Pvt Ltd, CIC Agribusiness (Pvt) Ltd, Bio Foods (Pvt) Ltd, Farmchemie (Pvt) Ltd and NexGen Agri Products etc. This collaborative effort between the public and private sectors created a conducive environment for meaningful discussions and exchanges of ideas.

ISB made a presentation on an overview of Wayamba province and potential investment opportunities in commercial agriculture. During

the presentation, detailed information dispatched about the climate conditions, rainfall data, soil types etc of the identified lands in the DS divisions of the North Western Province. By making a comprehensive presentation about these lands, the ISB aimed to equip participants with valuable insights into the potential investment opportunities available in the province. The entire program was focused on promoting agri-investment into the Wayamba, establishing a platform for the private sector to identify investment opportunities, discuss impediments, challenges and collectively work towards to overcome the issues for them. Finally, it was also decided to replicate the same concept as a model to apply in other parts of the country as well.



“WAYAMBA WIJAYABHIMANI” - VIYAWASAYA VISHISHTATHA SAMMANA PRADANAYA – 2022

ISB has successfully organized an Entrepreneur Award Ceremony, “Wayamba Wijayabhimani Viyawasaya Vishishtatha Sammana – 2022” for the fifth consecutive occasion in North Western Province. The ultimate objective of this event was to recognize the Business Community/Entrepreneurs in North Western Province for the contribution made by them for the socio-economic development of the province. The above award ceremony would not un-parallel to any other award schemes at the national level.

This event is a pioneering initiative in this nature at regional level. Our main intention was not only for recognizing and rewarding them, but also to serve them in technological advancements, improve management skills, market promotion and development, energy conservation, organizing foreign visits to obtain foreign exposure and finally to develop their competitiveness through improving quality and standards via our diversified service portfolio.

community and Provincial Ministry Secretaries & heads of the institutions.

Similar to the previous occasions, the award scheme was focused on 03 key economic sectors namely Industry/Manufacturing, Agriculture, Livestock & Fisheries, and Service, Tourism and Hospitality and evaluated under five different categories; such as Micro, Small, Medium, Large and Extra-large.



A large number of entrepreneurs operating businesses in various fields in the North West Province had applied for this award scheme, and all applicants were evaluated by an independent judging panel based on clearly defined & transparent criteria. The panel of judges headed by senior Prof. Anura Kumara, Faculty of Management and Commerce, University of Sri Jayawardenepura, as the Chairman together with 08 other panel members in various disciplines.



The award ceremony was conducted on Tuesday, 19th December 2023 at 1630 hrs onwards at the Hotel Epitome, Kurunegala, under the patronage of Hon. Lakshman Yapa Abeywardena, Governor, NWP and His Excellency Eric Walsh, High Commissioner for Canada and Maldives. Mrs. Thilaka Jayasundara, Secretary to the Ministry of Industries and Mr. Ranjith Ariyaratne, Chief Secretary NWP/Chairman-ISB and Mr. R M Rathnayake District Secretary, Kurunegala attended as special guests along with the participation of leading business



The uniqueness of this award ceremony was to recognize entrepreneurs who have not been recognized at national level award ceremonies but to contribute socio-economic development of the province.

“Wayamba Wijayabhimani” Enterprise Excellence Awards was the most prestigious award of this event & it recognized the most outstanding enterprise in Wayamba Province. At their first appearance as the competitor for the “Wayamba Wijayabhimani” award scheme, M/s Kandetiya Agro Products (Pvt) Ltd. won the most prestigious enterprise excellence award for year 2022.

This prestigious award was granted by Hon. Lakshman Yapa Abeywardane, Governor of North Western Province, together with His Excellency Eric Walsh, High Commissioner to Sri Lanka and Maldives, Mrs. Thilaka Jayasundara, Secretary, Ministry of Industries, Mr. Ranjith Ariyaratne, Chief Secretary of NWP/ Chairman of ISB, Prof. U. Anura Kumara, Chairman of Panel of Judges and Mr. Neelakanth Wanninayake, Executive Director of ISB and received by Mr. Upali Liyanage, Chairman of Kandetiya Agro Products (Pvt) Ltd., along with Mr. Shimshar, CEO of Kandetiya Agro Products Pvt. Ltd.

Apart from the Enterprise Excellence Award, there were number of other awards on various sectors, categories and special awards presented to the outstanding enterprises in Wayamba.



DATA COLLECTION SURVEY ON PROMOTION OF AGRICULTURE AND ENHANCEMENT OF LIVELIHOOD FOR BETTER NUTRITION IN SRI LANKA

As the Sri Lankan government endeavours to recover from the economic crisis, there is an urgent need to address the declining agricultural output, enhance productivity, linking with the national and international markets in lagging regions of the country as one of the pre requisites. These regions are facing increasingly challenging economic conditions due to rising energy and commodity prices, as well as the country's economic and debt crisis. Previous efforts have primarily concentrated on the producer/supplier side. However, it is crucial to identify both domestic and overseas market demand and analyse the value chain from the consumer perspective.

To reach the aforementioned, the technical assistance provided by Japan International Cooperation Agency (JICA), Sanyu Consultants Incorporation & Deloitte Consultants, Japan hired ISB to conduct data collection survey on food value chains in Northern and North Central Province. Data Collection Survey was encompassing not only producers but also collectors, wholesalers, transporters, related manufacturers, retailers, and consumers. By examining the entire value chain,

potential obstacles to improving agricultural production value can be identified, and the key factors necessary for enhancing the amount of the value of agricultural production can be determined. The main objective of JICA Survey was to identify agricultural and livestock products in the Northern Province (5 districts) and the North Central Province (2 districts) of Sri Lanka that can be expected to contribute to the improvement of agricultural activities and livelihoods of the people in these areas through promotion, and to examine medium to long-term support measures by JICA. The assignment was focused on two main components.

Demand survey for potential products was conducted to identify demand of potential products in the domestic and international markets in Sri Lanka. The number of 20 potential products were identified initially for macro screening. Demand survey was conducted with the pre-determined questionnaire which was provided by the JICA survey team. ISB was able to reached 50 leading export-oriented companies for demand in international market and around 100 companies for demand in domestic market.

Component 1 (Demand survey):

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Component 2 (Detailed FVC Survey):

Component 2 (Detailed FVC Survey): Based on the above demand survey for agricultural and livestock products, 07 FVC were selected for detailed study such as Chilli, Cinnamon, Dairy, Mango, Moringa, Sesame and Turmeric. Detailed value chain study focused on the challenges and constraints faced by the value chain actors in achieving higher agricultural output, market potential value addition potential etc. The target interviewees were the producers of the recommended crops and animal products and distributors who connect them to the potential markets. For the detailed FVC study ISB was able to reach 20 producers (individual farmers, cooperatives, etc.) per each value chain in each province. Finally it was able to approach about 240 responses for producers in the two provinces; and approximately 40 distributors per products for each value chain per province and altogether 480 responses for distributors.

ISB supported the Sanyu Incrn. and Delloite Consultants Japan to map the value chains and analyse the data and findings collected from above two surveys, make recommendations and to compile the report with the entire satisfaction of the client. This study will be utilized by the JICA in the future projects plan to be implemented in above two provinces.

MADE IN SRI LANKA EXHIBITION

With the objective of supporting small and micro scale entrepreneurs in Wayamba, ISB organized a business trade fair in collaboration with National Enterprise Development Authority (NEDA) and Wayamba Janakala Kendraya on 31st March, 1st & 2nd April 2023 at Kurunegala Sathyawadi Ground premises. This event was focused to create benefits for about 125 small and micro entrepreneurs to sell their products, to establish relationship with business development service providers and linkages with buyers. The trade fair was branded as “Made in Sri Lanka”. Specially, this event was a great opportunity for the micro and scale women entrepreneurs who are engaged with the association named “Women Enterprise Network (WEN)” established by ISB in 2020. A separate area was allocated for more than 40-50 women-led MSMEs in the trade fair under the theme of “Trade by Her” in order to brand and encourage women-led enterprises.

Further to the exhibition, ISB organized technology transfer workshops parallel to this trade fair in order to support their technical capacity development. The event was ended up with a huge success establishing market linkages and earned a decent income during the new year season. ISB and NEDA was further decided to continue the same with more addition at the national level in year 2024 onward.



MANAGEMENT DEVELOPMENT AND TRAINING PROGRAMMES

Similar to the previous years, capacity development and training programmes were conducted in year 2023 under the Enterprise Development and Training division of ISB. The programmes were mainly focused on the officials of Bank of Ceylon, DFCC Bank clients, ASLIYA group of Company and Cooperative officials in NWP. Total number of beneficiaries and stakeholders participated for these programme were around 300. The primary objective of the workshops were to provide valuable insights and knowledge to these participants enabling them to develop their soft skills and positive attitudes to make use of them for their day today activities. Similarly, these programmes were focused to develop capacities and skills for the participants on communication, leadership, team building, customer handling, customer satisfaction and how to achieving targets.

Further to the above programmes few workshops were conducted on various topics related to entrepreneurship development. These programmes included subjects such as business planning, financial management, marketing strategies, customer acquisition and retention, identifying growth opportunities, and effective use of technology.



Activities performed

1. Conduct one-day training program for BOC Senior managers and the managers in NCP province,
2. Conduct two training programs for Kurunegala and Rathnapura district best bank customers on how to develop SMEs in challenging environment
3. Conduct a training program for officials of ASLIYA group of company on communication, leadership, team building, customer handling, customer satisfaction
4. Conduct training program for chairmen of cooperative societies in NWP on how to identify new business avenue and diversify business activities



MANAGEMENT DEVELOPMENT AND TRAINING PROGRAMMES

Training programs conducted physically and Online

No	Program	Subject Area	Target Group	Number of Participants
1.	Store Management Course	Store Management	Store Managers and school leavers	25
2.	Quality Management Skill Development Program	Introduction to quality control, basic statistics, quality control applications	All employees working in industries related to quality control	20
3.	Workshop On HACCP Based Food Safety Management System	ISO 22000 : 2018 Introduction to HACCP, Quality Management Systems and Food Quality Management Systems	Managers, Quality Management Officers, Supervisors of food manufacturing organizations, hotels and restaurants, and students of higher education institutions	10
4.	Training Program on Boiler Operation	Explaining the operation of a boiler, introducing boiler types	Boiler operators, technical officers and individuals interested in the subject	30
5.	Vidatha Training Program	Enterprise development training programs	Vidatha Officers and Technical Officers	240
6.	Training Program for Kurnool and Kothapeta Branches of DPOB Bank	Trade and Enterprise Development	Prime Clients	500
7.	Training Program for Bank of Ceylon - Amudhapura	Staff Capacity Development	Managers and Credit Managers	40
8.	Training Program for Aditya Institute	Outward Training (OBT)	Staff	50
9.	Multi Purpose Cooperative Societies (MPCS)	Planning future business activities	Chairmen	30
10.	Training Program implemented by the Provincial Council for Women Development Officers	Capacity Development	Women Development Officers	10
11.	Training Programs implemented in the North Western Province under the PRS program operating under the Ministry of Agriculture	Marketing, Business Development and Financing	Farmers	25
12.	Women's Chamber of Commerce	Women's entrepreneurship and capacity/skill development of	Women entrepreneurs and caregivers	50

CONSULTANCY SERVICES FOR THE DEVELOPMENT OF THE BUSINESS TOOLKIT

The Micro, Small, and Medium Enterprises (MSMEs) Business Toolkit addresses the crucial skills and knowledge gaps faced by owners of MSMEs in effectively launching and managing their businesses. The OAV has entrusted ISB with the development of this toolkit specifically tailored to the local context of Sri Lanka.

The program involved several key activities: conducting in-depth desk research on entrepreneurship in Sri Lanka and relevant topics, crafting modules and topics within the MSME Business Toolkits to suit the Sri Lankan environment, and finalizing critical sections such as the introduction to entrepreneurship (Section 1) and sales and marketing strategies (Section 4) within the toolkits.

As a result of these efforts, the assignment successfully delivered two comprehensive MSME Business Toolkits. These toolkits are meticulously designed to provide practical insights and guidance pertinent to the Sri Lankan business landscape, thereby empowering MSME owners with the necessary tools to enhance their operational effectiveness and growth prospects.

Beneficiaries and stakeholders of this project was micro, small and medium enterprise owners. General objective of the program was to offer consultancy service by developing business tool kit modules. For the development of the MSME by developing the MSME Business toolkit section 1: Introduction to Entrepreneurship for the Chamber of Commerce and Industries (CCIIY), which is part of a wider understanding on Entrepreneurship with the subsequent completion of a business tool kit for section.

MSME Business toolkit section 1. It includes Defining of MSME, advantages and disadvantages of being an entrepreneur, characteristics of a successful entrepreneur, SMART' goals for personal growth in relation to the business, business risks and problems.

MSME Business toolkit section 4: Identify and describe what marketing is, in relation to new venture opportunities, conduct basic market research and incorporate this into a marketing plan, market segments in relation to new venture, ways of implementing your marketing plan, exploring your product's or service's life cycle and applying basic negotiation and quoting techniques when dealing with suppliers and customers.

CONSULTANCY ON CONDUCTING A FEASIBILITY STUDY FOR THE PROPOSED ESTABLISHMENT OF A FRUIT PROCESSING CENTRE AT HAMBANTOTA DISTRICT TO EMPOWER THE STAKEHOLDERS OF FRUIT VALUE CHAIN

As the National Institute of Post Harvest Management (NIPHM) has introduced many technologies for minimizing post-harvest loss of fruits through establishing fruit processing zones throughout the country to improve the freshness of fruits. But still there is around 35 – 40% high post-harvest loss due to their seasonal bearing nature which results in seasonal gluts in production and scarcity during the off-seasons in the market and finally not capitalizing on the potential expansion of non-traditional agricultural exports from Sri Lanka. Lack of investment capacity for value-added fruit production is one of the main barriers in resolving this situation. At this juncture, the Ministry of Agriculture (MOA) has approved state funding for its project proposal for “Establishment of Fruit Processing Centers”

NIPHM entrusted ISB to conduct the above market feasibility Study in order to make sure its technical, sociological and economic viability. Feasibility study assessed the risks and uncertainties with respect to some of the technological issues, sociological aspects and the economy of the proposed production venture and will provide practical solutions for issues having relatively high risk factors and also will highlight the merits of the venture with respect to its economic viability. This will be done by gathering primary and secondary data on demand; supply, other input needs, infrastructure and service provisions and finally the marketability. It has also assessed the socio-economic impact of the project by analyzing the views of the stakeholders.



This feasibility assessment was proposed to undertake the following specific objectives

- I. To study the feasibility of year round supply of fresh fruits (papaya, mango, turmeric, wood apple and other fruits that match the process) at required quality and reasonable cost within the target area.
- II. To study the other aspects of production feasibility, including labour, road access, water, electricity, technical expertise, installation and maintenance of machinery and finally short and long-term storage needs etc.
- III. To study the socio-economic feasibility which includes labour availability, marketability, social stability, protection and environmental resilience

In order to achieve above objectives ISB conduct the feasibility report covering following areas.

- a. Specifying the details of the methods followed for fact finding under the feasibility study
- b. Forecasting year-round supply of fruits (at acceptable quality) to run the fruit processing center at full capacity
- c. Availability of personal resources, environmental favorability, infrastructure and institutional support to operate the processing unit effectively and efficiently
- d. Assessing the processing unit
- e. Studying the market access for fruit pulp in local or export markets, with necessary assumptions
- f. Attending to fact finding on the commercial viability of an effective business model



CAPACITY DEVELOPMENT TRAINING WORKSHOP SERIES OF VIDATHA OFFICIALS

The VIDATHA Division of the Ministry of State Ministry of Rattan, Brass, Pottery, Furniture and Rural Industry Promotion is responsible for formulating policies, programmes and projects related to the enterprise development and technology transfers to strengthen the micro, small & medium industrialists to produce local & foreign market oriented innovative products through Technology transferring, Quality upgradation and Standardization while promoting effective utilization of available resources and value addition.

According to the current global context related to the MSME development, the VIDATHA unit needs to Creating Micro, Small & Medium industrialists empowered with Technology, Quality and Standards. Therefore, the priority has been identified to enhance the knowledge of the VIDATHA officials and identify measures to be taken to implement tasks assigned to the VIDATHA as appropriate to the current priorities.

With the request form the State Ministry of Rattan, Brass, Pottery, Furniture and Rural Industry Promotion, ISB planned to support VIDATHA with a comprehensive workshop covering various areas, including project proposal writing and engaging with partners, resource mobilization, effective communication, entrepreneurship, and improved writing skills. This workshop aims to equip science and technology officials with essential skills for program development.

ISB has organized a total of nine four-day residential programs, each conducted across all provinces. These programs have successfully trained 280 science and technology officials. As a result of this training series, participants have completed 280 project reports, which represent the main output of the program.





PROJECT MANAGEMENT & CONSULTANCY SERVICES **DIVISION**

BENEFICIARY SELECTION AND SOCIO-ECONOMIC BASELINE SURVEY IN THE GEF 6 PROJECT AREA

Integrating Community-centered, Ecosystem-based Approaches into Forestry, Agriculture and Tourism Sectors”, in short identified as “Managing Together” uses a community-centered and ecosystem-based approach to mainstream biodiversity conservation and benefit sharing through the development sectors of forestry, agriculture and tourism. The Project, which will be mainly based in the Malwathu Oya Basin, is led by the Biodiversity Secretariat of the Ministry of Environment with funding from the Global Environment Facility’s 6th programme cycle through UNDP, and IUCN as the responsible partner. The area includes major protected areas and significant populations of elephants and other globally significant species whose viability can only be ensured through such a coordinated approach.

The Project will work with multiple stakeholders extending from national level government agencies to provincial and district administration to community level. Private sector engagement is a key aspect to enhance income levels and quality of life of communities who are safeguarding ecosystem services while using the same environment for tourism, agriculture, forestry, and other socio-economic activities. This four year project, commenced in 2021, aims to develop

a number of up-scalable models for integrating conservation in development using three trial landscapes within the Malwathu Oya Basin—two terrestrial (Ritigala to Mihintale and Giant’s Tank/Madhu Road-Wilpattu) areas and one marine (Gulf of Mannar/Vankalai-Arippu-Silavaturai) area.

ISB has been selected by IUCN to rank the households in terms of the main thrust areas identified under the project to facilitate shortlisting beneficiaries/households and to conduct an in-depth socioeconomic household survey of the selected households to establish the socioeconomic baseline of the project. Under that, ISB conducted beneficiary household survey, Key informant interviews, focus group discussions, field observations as well as secondary data review in order to establish socio-economic baseline indicators and indicator values. Total number of 1189 beneficiaries were identified as potential beneficiaries and out of them, 975 beneficiaries were selected using comprehensive selection criteria. Finally, 90% of the total selected beneficiaries were surveyed in order to outline the baseline indicators.

PROMOTING LONG-TERM APPROACHES FOR A SUSTAINABLE, TRANSFORMATIVE AND INCLUSIVE CIRCULAR ECONOMY IN SRI LANKA (PLASTICS) PROJECT

This is a four-year project implemented by a project consortium led by ACTED as the prime consultant together with ISB, Biodiversity Sri Lanka, STENUM Asia and TERI India.

The prime objective of the project is to emphasis on integrating Micro, Small and Medium Enterprises (MSMEs) into environmentally conscious value and supply chains within the Western Province. The project stands as a pivotal force driving both economic prosperity and environmental sustainability. The project is funded by the EU-SWITCH Asia grant program. This strategic alliance with the National Action Plan on Plastic Waste Management 2021–2030 underscores the project's commitment to national goals, including the reduction of plastics in packaging, promotion of circular economy practices, and a substantial increase in plastic waste recycling rates.

The overall objective of this project is to facilitate sustainable and innovative plastic minimization and management in Sri Lanka by integrating SMEs in greener value and supply chains, thereby contributing to economic prosperity and environmental sustainability. Specifically, it is implemented to improve economic development within the plastic V/SC through SME resource efficiency, circular innovation, green finance,

and sustainable waste management (SWM) frameworks in Western Province of Sri Lanka.

ISB role of this project is mainly concentrated on enterprise capacity assessment, plastic value chain assessment, business planning and management trainings, introducing resource efficiency and cleaner production practices, promoting green finance and connecting with markets etc. Most of the activities are implemented in collaboration with consortium partners. At the end of 2023, ISB was able to lead and complete the plastic value chain assessment, enterprise capacity assessment for more than 120 MSMEs, detailed business plan preparations for about 75 MSMEs, in-depth RECP assessments for more than 30 SMEs and a national level green finance awareness program. Moreover, ISB assisted several other activities implemented by the other consortium partners during the year 2023. The project will continue until January 2026 with an unwavering commitment to sustainable plastic waste management in Sri Lanka.

BUSINESS PLAN DEVELOPMENT AND PROVIDE COACHING AND MENTORING SUPPORT FOR MSMEs IN PUTTALAM DISTRICT

With the aim of enhancing the overall sustainability and resilience of selected 60 livelihood level businesses and MSMEs in the Puttalam District, ISB joined with Chrysalis as the service provider to foster a culture of effective business planning and management, in late October 2023. The selected beneficiaries were consisted with diverse businesses like garment manufacturing, food processing, agriculture, livestock rearing, etc. ISB was able to conduct two successful orientation programs separately for Sinhala and Tamil speaking beneficiaries to educate them about the business planning and its usage deploying experienced resource persons. As the post business planning intervention, ISB was able to conducted individual field visits for the data collection and also for field

verification about their business operation. With that data, ISB prepared 60 comprehensive business plans for the entire team of beneficiaries and also conducted individual validations before finalizing. The business plan was the base document for the in-kind grant program of Chrysalis. Moreover, ISB conducted two follow-up visits to each beneficiary for supporting them to make their business plan realistic.



NATIONAL LEVEL AWARENESS WORKSHOP ON GREEN FINANCE – PLASTICS PROJECT

ISB has successfully organized and conducted the first ever joint workshop on green finance with ACTED and BSL under the EU SWITCH ASIA funded PLASTICS project for the MSMEs engaged in the plastic value chain in Western Province on 23rd November 2023 at Mihilaka Medura (Eco Auditorium), BMICH. Dr. Anil Jasinghe, Secretary to the Ministry of Environment participated as the Chief Guest of the program and Mrs. Harshini Halangode-program manager, European Union, Sri Lanka office attended as the special invitee for the program. Senior Professor an Economist Sirimal Abeyratne delivered the key note speech for the program and Mr. Errol Abeyratne – green finance expert-BSL explained the role of the project to promote green finance for the benefit of the project beneficiaries. A plenary session was conducted with the participation of leading banking representatives of DFCC bank, Commercial Bank of Ceylon PLC, Hatton National

Bank PLC, Sanasa Development Bank PLC and Bank of Ceylon. The session was moderated by Mr. Neelakanth Wanninayake, Executive Director/CEO of ISB. 70 SMEs who were successfully completed the business plan training invited for the event and out of which, 52 of them were actively participated and received their certifications. At the end, there was an interactive session organized to have one-to-one discussions with banks and MSMEs to discuss about existing financing requirement for their business expansion of MSMEs engaged with plastic value chain in Western Province of Sri Lanka.



STRENGTHENING DISTRICT LEVEL SME CONSORTIUM: A SYSTEMS CHANGE APPROACH-UVA AND CENTRAL PROVINCES FOR CHRYSALIS

ISB, as the service provider, has played a pivotal role in strengthening MSME consortiums established by the Chrysalis collecting their beneficiary MSMEs of the ENTERPRISE project in Badulla, Moneragala, Nuwara Eliya, and Matale districts. This initiative was aimed to support more than 100 MSME members across these four consortiums. The program commenced with initial awareness sessions designed to educate the MSMEs about the consortium formation process. These sessions covered essential aspects such as legal structures, the necessity of forming consortiums, and the benefits for consortium members. The awareness programs laid a solid foundation, ensuring that all participants had a clear understanding of the consortium's objectives and their role within it.

Following the awareness programs, ISB conducted four strategic planning workshops, one for each consortium. These workshops were integral in helping the consortiums develop comprehensive strategic plans, constitutions, and action plans for the next five years. The collaborative effort during these workshops ensured that each consortium had a clear and actionable roadmap for future growth and development.

To reinforce the newly developed plans and structures, ISB organized additional workshops focused on familiarizing consortium members with their constitution terms, strategic plans, and action plans. These sessions ensured that all members were on the same page, fully understanding the governance and operational strategies of their consortiums. The final phase of the program involved assisting the consortiums in obtaining their official registrations. ISB's support in this process was crucial in providing these MSME consortiums with the legal recognition needed to operate effectively and pursue their goals. The program, which started in late November 2023, continued through the first quarter of 2024. Through these efforts, ISB has significantly contributed to the sustainable development and empowerment of MSMEs in the Badulla, Moneragala, Nuwara Eliya, and Matale districts, setting a robust foundation for future initiatives under the ENTERPRISE project.



TECHNICAL & ENVIRONMENTAL SERVICES DIVISION

ENVIRONMENTAL MEASUREMENTS

Environmental Measurement (EM) is one of the main services provided by the Chemical Microbiological and Environmental Laboratory (CMEL) under Technical and Environmental Services Division (TESD) of ISB. CMEL is one of the countries most recognized laboratory registered under Central Environmental Authority (CEA) and Provincial Environmental Authority (PEA) of NWP to conduct Environmental Measurements. We provide this particular service to various type of industries in all over the country for over 15 years. Since then, we have been able to provide most reliable and trust worthy services in a wide range of testing facilities including Ambient Air Quality, Dust Level, Noise Level and Stack Emission Level. We are providing these services to Rice Mills, DC mills, Garment and Textile Industries, Metal Crushers, Saw Mills, Paint industries etc. for the requirements of Environmental Protection

License and various compliance requirement such as Environmental Management Systems. In the year 2023, ISB has provided this service to over 70 clients/industries in the North Western Province and throughout the country. Some of the major clients were CBL-Alawwa, Litro gas-Kerawalapitiya, Eco latex-Katunayake, Strechline-Biyagama, Unilak Fashions-Warakapola, Tropicoir-Wariyapola, Marsylka Manufacturing-Polgahawela, Orit Apparels factories at Dummalasooriya, Marawila, Embilipitiya and Seethawaka, Trishel Fabrics-Thulhiriya, Consolidated Business Systems-Kithalawa, Sanken-Pothuhera etc.



BOILER WATER TREATMENT

Proper treatment of boiler feed water/boiler water is an important part of operating and maintaining of a boiler system. As steam is produced, dissolved solids become concentrated and form deposits inside the boiler. This leads to poor heat transfer and reduces the efficiency of the boiler. Dissolved gasses such as oxygen and carbon dioxide will react with the metals in the boiler system and lead to boiler corrosion. In order to protect the boiler from these contaminants, they should be controlled or removed, through external or internal treatment. Recommended values have been established for boiler water to ensure scale free and corrosion free boiler. If these values can be maintained, lifetime of the boiler will be high and maintenance cost will be at minimum level.

The Boiler Water Treatment can be done in two stages; Pre Treatment and Chemical Treatment.

Under the Boiler Water Treatment service we visit the boilers of the industries monthly and test boiler water and make-up water on-site and based on the results the recommendations on chemical dosages and maintenance requirements are given.

ISB is one of the pioneers in the country for providing consultancy, treatment chemicals and testing facilities to industrial boilers in all over the country. In the year 2023, TESD has provided this service to about 15 industries including, Hotel Club Plam Bay-Marawila, Prasara Wahing Plant-Nathtandiya, JK Garment-Ibbagamuwa, Wichy Plantation-Wariyapola, Rathkarawwa DC Mill-Kurunegala, Sun mach-Digana, etc.



WORLD ENVIRONMENTAL DAY #BEATPLASTICPOLLUTION EMPOWERING COMMUNITIES AND TRANSFORMING LANDSCAPES ON WORLD ENVIRONMENT DAY

In a resolute effort to combat the escalating issue of plastic pollution, Industrial Services Bureau (ISB) spearheaded an inspiring awareness program titled “#BeatPlasticPollution” on June 5th 2023, in connection with the World Environment Day, under the distinguished patronage of Hon. Lakshman Yapa Abeywardane, Governor of North Western Province (NWP) and Mr. Ranjith Ariyaratne, Chief Secretary of NWP/Chairman – ISB.

As a prominent organization committed to inclusive and sustainable development, ISB has consistently embraced innovative approaches to address environmental challenges. With its unwavering dedication to “#BeatPlasticPollution” ISB implemented a transformative project titled “PLASTICS: Promoting Long-term Approaches for a Sustainable, Transformative and Inclusive Circular Economy in Sri Lanka.” This project, financed under the European Union’s SWITCH ASIA program, has introduced circular economy principles to revolutionize the plastic value chain in the country.

With this background, ISB orchestrated an inspiring awareness program focusing on the responsible usage, disposal and management of plastics and PET on the momentous occasion of World Environment Day - 2023. The program witnessed the enthusiastic participation of local authority officers from the North Western Province, highlighting their shared dedication to preserving the environment.

The primary objective of this far-reaching awareness program was to empower communities and transform landscapes by disseminating vital knowledge about the 3R Concept (Reduce, Reuse, Recycle) and the entire plastic value chain.





The program was not confined only at raising awareness but also continued by the panel discussion with Dr. Asanka Pallegedara, Lecturer, Faculty of Applied Science, Wayamba University of Sri Lanka, Dr. Priyantha Muthunayaka, Chief Medical Officer of Health, Kurunegala Municipal Council, R. D. D. Rajapaksha Senior Public Health Inspector, Kurunegala Municipal Council, Mr. Supun Udawatta, Senior Executive, Project Management, Eco Spindles Pvt Ltd, Mr. Saman Lenaduwa, Director, Provincial Environment Authority Wayamba and Mr. Anura Wijethunga, President, Polythene Manufacturers & Recyclers Association. Their practical knowledge and experience supported to enhance public awareness regarding plastic waste management practices within the city.

Following an insightful panel discussion, the program's focus shifted towards implementing a comprehensive Plastic and PET Waste Management Model in the North Western Province. The expected outcome of this ambitious endeavor is establishment of a long-term, proper waste management model, not only to tackle plastic pollution but also provides income opportunities for waste collectors, low-income women, and youth in the region. Thus, in the coming year – 2024 ISB is planning to implement the so called Plastic and PET Waste Management Model in the North Western Province. Therefore, currently ISB is engaging with analyzing the feasibility and the opportunity towards this model.

By setting a sterling example for other communities facing similar challenges, ISB strives to inspire and guide them on their own transformative journey towards a plastic-free and sustainable future.



HFC SURVEY

In 2018, the Government of Sri Lanka ratified the Kigali Amendment to the Montreal Protocol on Substances that Deplete the Ozone Layer and now is required to develop a Hydrofluorocarbons (HFCs) phase-down management plan (Kigali Implementation Plan-KIP). As a party to the Montreal Protocol on Ozone Depleting Substances (ODSs), Sri Lanka has successfully phased out Chlorofluorocarbons (CFCs) mainly in the Refrigeration and Air Conditioning (RAC) sector and is currently implementing the second stage of the Hydro-chlorofluorocarbon Phase-out Management Plan (HPMP) aiming at complete phase out of Hydro-chlorofluorocarbons (HCFCs) which have been used as an alternative to CFCs.

There are well established alternative substances to CFC and HCFC applications in the refrigeration and air conditioning sector. The prominent group of alternative substances are HFCs which are synthetic refrigerants with similar characteristics to HCFCs but with no Ozone Depleting Potential (ODP). As HFCs have a high global warming potential (GWP) there is a strong interest to minimize the production, consumption and emissions of HFCs. Other alternatives with lower or near zero ODP are available but are all associated with challenges that must be overcome in order to play a major role in the market. Alternatives with negligible or zero GWP such as ammonia, carbon dioxide and hydrocarbons are 12 often called “natural refrigerants”. Among them, only hydrocarbons have similar technical characteristics to HFCs that could allow them to be used without major technological changes.

With this background, the Kigali Amendment was added to the Montreal Protocol to phase-down the production and consumption of HFCs to achieve climate benefits by curtailing the global warming potential that is created by using HFCs. Sri Lanka ratified this Amendment on 28th of September 2018 and commenced the HFC phase down activities since 2020. It is expected that there will be synergies between HPMP and KIP and processes. However, the HFC phase-down is a complex process as it involves the introduction of flammable and/or toxic refrigerants. Thus, there is a requirement of safe handling of these substances is of paramount importance and therefore, related capacity enhancement will be an integral component of the project, together with the introduction and updating of standards, safety guidelines and regulations.



As such, the proposed survey is to be conducted to get a broad picture of the use of HFCs as well as other non-ODS refrigerants within the country and to document their imports, sector-wise consumption and predict the potential future uses with the objective of preparing the strategies and introduce policies for successful implementation of HFC phasedown programme.



The main objective of this assignment is to conduct baseline survey on HFC usage in Sri Lanka, predict consumption trends and assess the use of other non-ODS alternatives (natural refrigerants) in Sri Lanka. This survey has been conducted in all nine provinces of Sri Lanka.

in the sectors/subsectors for the purpose of better understanding of the HFC usage in the respective years, Analyzing and predicting consumption trends in each of those sector/sub-sectors, Assessing the HFC management in each of those sector/sub-sectors, Collecting data on use of other non-ODS alternatives such as ammonia, hydrocarbon based refrigerants, carbon dioxide, etc in RAC sectors, Developing a suitable format to record the data collected from the survey, Collecting data on related to HFC policies, regulations, control measures by the government institutions and by the other stakeholders



This assignment has included, identification of the sectors/subsectors which consume HFCs; Mobile Air-conditioning servicing sector; Domestic and commercial Air-conditioning sector (Room ACs, Package ACs, VRF, etc.), Commercial refrigeration (Supermarkets, small and medium size cold rooms, etc.), Industrial refrigeration (Fisheries, poultry & meat, dairy, pharmaceutical), Transport refrigeration, Non-refrigeration sectors, Obtaining the annual import/export and manufacturing data of HFCs to identify the annual HFCs consumption levels/trends over last 5 years, Establishing the HFC consumption levels



BOILER OPERATOR TRAINING PROGRAMME

The Boiler Operator Training Programme is an annual training programme of ISB since year 2008. This programme was developed specifically for Boiler Operators and Technicians in Industries. The objectives of this programme was to assist enterprises to improve the overall productivity and efficiency of the boilers and to improve skills required to run the boiler plant in the most effective and efficient manner.

Under this programme several subjects were covered; Steam Generation & Fundamentals, Boiler Types and Operation, Boiler Accessories, Fuel Combustion, Steam Distribution, Boiler Controlling Systems, Boiler Water Treatment, Boiler Maintenance, Boiler Inspection, Energy Conservation and Safety Regulations. All the subjects were taught in Sinhalese by national level experts in the relevant subject areas.

In year 2023, the programme was succeeded with 25 participants from various industries such as; Rice mills, DC Mills, Garments & Textile industries, Spices and food industries, Coir industries and etc. At the end of the programme the participants were awarded with a valid certificate and those who have relevant experience were able to grant the boiler license.



RESOURCE EFFICIENCY AND CLEANER PRODUCTION (RECP) ASSESSMENTS

With the aim of increasing the well-being of the human being, Sustainable Consumption and Production (SCP) patterns which is addressed under the 12th Sustainable Development Goal (SDG) has been promoted worldwide. As a part of that concept the Resource Efficiency and Cleaner Production (RECP) has been introduced. The Development Agencies including United Nations, European Union, World Bank, etc. and many other agencies are supported to promote and improve this concept worldwide.

Resource efficiency involves using natural resources more efficiently and with less waste. The goal is to maximize the value and utility derived from these resources while minimizing their consumption. Similarly, Cleaner production refers to the integration of pollution prevention and environmental sustainability principles into the design, development, and day-to-day operations of industrial processes and products.

PLASTICS project aims to strengthening of business capacities, environmental sustainability and networking of SMEs engage in plastic recycling and manufacturing industry located in Western province. One of the main interventions of the project includes conducting RECP assessments for these SMEs to reduce production-related costs and the adverse environmental impacts.

The aim was to support the selected SMEs to develop RECP plan including circular economy strategies. The selected SMEs will be those with high energy, water, material and plastics usage as well as the potential to reduce those resources use. The plastic producers, importers and recyclers/up-cyclers will be included in this process to minimize energy, water, material and plastic usage associated with their production process and further to reduce the production cost associated.

The RECP consultants of ISB has trained through the TOT program conducted by STENUM Asia and TERI in June 2023. Further, with parallel to TOT on-site visits were conducted to determine the baseline resource consumption and waste generation. In August 2023 local consultants commenced RECP initial assessment under the guidance of International experts. By now the consultant team has completed about 16 initial RECP assessment. During the initial assessments, the potential options for RECP applications have been identified, the potential resource and monetary savings, investment cost have been quantified.

When an initial assessment is done SMEs are asked to implement the best solutions and the required consultancy and guidance will be provided by the consultant team. The good performers will be awarded certificates at an appropriate national level. The Project target to complete 100 RECP assessments at the end of year 2024.

By this engagement the project is plan to improve economic development within the plastic value and supply chains through SME resource efficiency, circular innovation, green finance, and sustainable waste management (SWM) frameworks.

FOOD SAFETY MANAGEMENT RELATED TRAINING PROGRAMS

600 million of peoples globally get sick from contaminated foods every year and approximately 420,000 peoples die as a result as per the World Health Organization. To lower this risk, food companies should invest on Food safety Trainings and Food Safety Management Practices. As per the guidelines of international standards and national regulations all businesses are required to put in place, implement and maintain the basic requirements of Food Safety Management Systems (ISO 22000, HACCP, FSSC 22000, BRC, etc..) approach to controlling food safety hazards within a food business in order to ensure that food is safe to eat.

To achieve above objectives ISB provides services related to Food Safety Management and under this several industrial trainings on different areas of

food Safety Management was conducted by ISB during the year of 2023. These technical training programs have recognized by getting registration of Tertiary and Vocational Educational Commission of Sri Lanka.



WORKSHOP ON HACCP BASED FOOD SAFETY MANAGEMENT SYSTEM

This program was conducted for quality assurance managers, supervisors, quality assurance executives, chefs of food manufacturing organizations/hotels/restaurants, Public Health Inspectors and students of higher educational institutes. Following areas was the content of the program

- Introduction to HACCP and ISO 22000:2018
- Quality Management System (QMS) vs. Food Safety Management System (FSMS)
- Requirement of Prerequisite Programs (PRPs)
- Implementation of HACCP Preliminary tasks and seven principles
- Hazard Analysis and Risk Assessment
- Critical Control Points (CCPs) and Operational Prerequisite Programs (OPRPs)
- Monitoring, verification and document control
- ISO 22000:2018, implementation and maintenance



WORKSHOP ON BASIC TECHNIQUES ON MICROBIOLOGY TESTING

These training were conducted specially for those who need basic knowledge on microbiological analysis in food quality control laboratory. Under this program following areas were discussed based on international standards of microbiological analysis.

- Premises for Microbiological Laboratory
- Equipment for Microbiology Laboratory
- Preparation of Glassware and other Laboratory Equipment
- Handling of Laboratory Samples
- Preparation of Initial Suspension & Dilution Series
- Preparation and Examination of Samples
- Enumeration & Identification of Microorganisms
- Aseptic Techniques in Microbiology Testing
- Preparation of Culture Media & Culture Media Quality Control
- Common test methods for Enumeration of Microorganisms in Food Samples

talented and experienced resource panel including ISB consultants, University Professors, senior lectures, Industrial sector experts in the each field. So ISB completed those with achieving its goals successfully and they may contribute to maintain the food safety along the food as per the international standards and therefore it may contribute to the enhancement of food safety Sri Lanka.



RAW WATER AND WASTEWATER TREATMENT PLANT DESIGN AND CONSULTANCY

ISB is authorized by the Central Environment Authority (CEA) to offer consultancy and design services for wastewater systems in Sri Lanka. Among our offerings are:

- Raw water treatment plants
- Wastewater treatment plants
- Sewerage treatment plant

☐ Raw Water Treatment - Improving the water quality in feed for organizational needs, such as drinking water requirements and other feed water requirements, is a component of raw water treatment. Our treatment plants employ a variety of techniques, such as membrane separation, softening, filtration techniques, and aeration.

☐ The technologies we used for wastewater treatment plant designing are physical treatments, aerobic treatment, anaerobic treatments, chemical

treatment, and combines thereof. According to the specific discharge regulations, these techniques can effectively remove Fat & Oil, BOD, COD, TSS, Color, and other characteristics that are specifically required by CEA standards. Service stations, dairy industrial effluents, food and beverage effluents, coir industrial effluents, and dying and washing effluents in the textile industry are just a few of the industrial effluents for which we have rendered our services.

☐ Treatment of sewerage effluents include aerobic, anaerobic, filtration and etc. for hotels, factories and any other establishments.

We provide any type of above treatment plant operation services as the request of client.

CHILLER SURVEY

In Sri Lanka, central air-conditioning in commercial buildings consumes 40%-80% of electricity. Chillers, crucial in cool rooms, fisheries, and food manufacturing, also consume significant energy. Sector experts and SLSEA audits reveal around 2,000 outdated and inefficient chillers are in use, lacking proper technological standards.

In the past year, we have taken part in a chiller survey. A survey will document the capacities, age, and efficiency of chillers in Sri Lanka to estimate total energy use and predict savings from upgrading to modern, efficient units.



WASTEWATER TREATMENT PLANT OPERATOR TRAINING PROGRAM

This training program conducted by ISB for the people who interested to the waste water treatment.

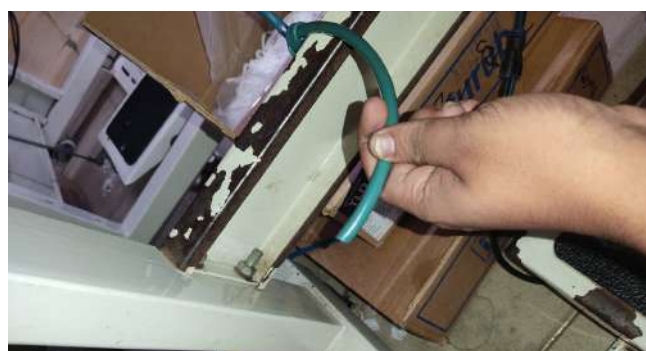
This Program has covered requirement of wastewater treatment, water quality parameters and regulations, WWTP discharge Standards, Laboratory analysis of WWTP process, Wastewater treatment methodologies, WWTP problems and troubleshooting, Electrical and mechanical systems of WWTP, Biological WWTP and their problems, Safety related to operation of WWTPs.



ENERGY AUDITS

We are a registered Energy Services Company (ESCO) with in house accredited Energy Auditor under Sri Lanka Sustainable Energy Authority (SLSEA). ISB emerged as one of the best Energy Services Company (ESCO) in Sri Lanka by winning an award in 'Sri Lanka National Energy Efficiency Awards'.

Through our technical services during the last year, Industrial Services Bureau (ISB) continued its amazing efforts and contribution to promoting energy conservation activities & energy efficiency improvements for the nation. The categories of tea, hotels, hospitals, laboratories, office buildings, and others are covered by the contribution for energy conservation and efficiency enhancements. As well as we are resisted company for Renewable Energy consultancy & Photovoltaic (PV) Service Provider.



MACHINERY VALUATION

For instance, if a bank asks for machinery valuation reports from clients applying for bank credit facilities so they may get the equipment they need for mortgage arrangements. As a result, ISB currently acts as a premier machinery valuation organization for all government organizations in the NWP as well as Sampath Bank, NDB, Commercial Bank of Ceylon PLC, SDB, and Peoples Leasing and Finance PLC.



LABORATORY ANALYSIS

The cleanliness and hygiene of potable water consumed by people is a major concern. The access to clear and hygienic water by the people is becoming less day by day. The export-oriented industries required frequent analysis of potable water for their compliance audits done by the buying office.

The analysis of wastewater for obtaining Environmental Protection License for service stations, wastewater generating industries, hotels etc. is a mandatory requirement as per the Sri Lankan Environmental Law.

The Chemical, Microbiological and Environmental Laboratory (CMEL) of ISB has been providing potable water and wastewater analysis for

the industries for a long time. CMEL has been accredited by the Sri Lanka Accreditation Board for Conformity Assessment (SLAB) as per the ISO/IEC 17025: 2015 standard. The laboratory accreditation builds trust and confidence on CMEL generated reports among its customers and regulatory authorities.

In 2023, CMEL has delivered 188 portable water and wastewater analysis reports to the industries and individuals. CMEL seeks to expand its testing scope year by year in the means of purchasing new equipment, subcontracting some of its tests to other laboratories etc. Also CMEL wishes to promote its services through various means in order to attract more and more customers.



KURUNEGALA PLANTATIONS LIMITED (KPL) BOTTLED WATER PROJECT

In 2023, KPL expressed their interest to start a bottled water factory at their Ranawana Estate in Kurunegala. They have requested ISB to provide consultancy for this project and several pre-bid meetings and site inspections have been done. ISB submitted a quotation for the total consultancy for the project including Hydro-geological report and selection of the land, Guidance to obtain the Water Resource Board approval prior to dig the tube well, Pump test, Analysis of tube well water sample and the total consultancy fee for Pre-Tender Stage including the services of Architectural, Structural, MEP Engineering and Quantity Surveying.

This project is currently on hold due to the recent Government policy changes and a 50 acres portion from their Ranawana Estate has been reserved for a branch of the Kotalawala Defense University (KDU).

HAZARDOUS MATERIAL HANDLING AND STORAGE TRAINING PROGRAM

In 2023, Benji Limited, the largest garment manufacturer in the North Western Province requested ISB to train their 19 staff members on handling and storage of hazardous materials. Some employees of this industry handle hazardous material so the risks associated to such materials should be known by such employees. Topics covered during this one-day session were; Introduction to hazardous materials, What is MSDS The importance of MSDS, Composition/ingredients of hazardous materials How to store, handle and dispose of hazardous material safely, First aid measures, Firefighting measures and accidental release measures to be taken in case of an emergency related to hazardous materials. Certificates have been issued to the participants following the session. ISB wishes to conduct training on same nature on the demand of the industries.



QUALITY MANAGEMENT SKILLS DEVELOPMENT TRAINING PROGRAM

The knowledge on quality management is a key requirement for any manufacturing environment. There are many quality management tools in the world developed by scientists since 1940s. Countries like the USA, Japan and all developed countries have been using these tools since then and those countries have achieved their development goals withing a short time span. Sri Lanka as a county needs more focus and attention on this aspect and without a considering the quality, we won't be able to become a developed country by 2048 as planned.

ISB, as industries' partner in their growth, has identified this need of the hour and developed a 5-day training program named "Quality Management Skills Development Program" in 2023 for the first time in the history of ISB. In 2023, this program was conducted online. There

were around 75 participants from the industries including around 60 participants from the Quality Assurance Department of Sri Lanka Air Force itself. Topics covered during this training program were; Introduction to quality, Basic statistics, Check sheets, Flow charts, Fishbone diagrams, Pareto charts, Scatter diagrams, Control charts, Histograms, Process capability, Finished product index, Retail quality index and Calculation of uncertainty of measurements.

At the end of the training program, an online exam was conducted and for those who have successfully completed the final exam, certificates have been issued. This training program was certified by Tertiary and Vocational Educational Au



ADMINISTRATION &

FINANCE DIVISION

TRAINING AND HUMAN RESOURCE PLAN

The Industrial Services Bureau (ISB) is committed to ensuring business continuity by recruiting, developing, and retaining competent employees capable of assuming key organizational roles. Succession planning is implemented as a strategic human resource initiative to ensure the uninterrupted operation of the organization when employees occupying critical positions retire, resign, or are otherwise unavailable. The succession planning process focuses not only on managerial positions but also on technical and specialist positions that require unique knowledge, competencies, and experience that are difficult to replace. The process systematically identifies internal talent, assesses organizational competency gaps, evaluates workforce vulnerabilities, and develops strategies to meet future human resource requirements.

Staff Learning and Development

Throughout the year, ISB primarily focused on enhancing the technical competencies of its professional staff to support the organization's consultancy, laboratory, environmental, quality assurance, and project implementation services. Major learning and development programmes conducted during the year included:

- Green Public Procurement and Eco-Labeling (Knowledge Sharing Session)
- Awareness of Gender Concepts
- Gender Policy Development
- Good Governance and Integrity Awareness Programme
- Personal Development and Leadership Skills
- SMART Professional – Walk with Confidence
- Fire Safety Training
- Climate Response
- National Environmental Procedures and Regulations
- Public Procurement in Agriculture
- Awareness on Taxation and Payee Tax
- Develop Business Plan Workshop

Climate Finance and Green Growth

- GCF Finance Structuring Workshop
- Training on GCF Project Financial Structuring
- Third Readiness Project for the Green Climate Fund (GCF)
- Integrated Mission on Domestic Resource Mobilization for Energy and Climate Action under the SDG Taxation Framework
- Second Round Sector Workshop for Updating Technology Needs Assessment (TNA) and Technology Action Plan (TAP) – Energy Sector

Key Focus for the Year

The primary emphasis of the 2023 Human Resource Development Plan was the continuous technical development of employees. Training interventions were strategically selected to strengthen professional competencies in new initiatives of the projects and assignment ensuring that employees continued to enhance their knowledge and skills while supporting the organization's long-term strategic objectives and succession planning initiatives.

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 31 DECEMBER 2021

For the year ended 31 December 2023

Statement of Financial Position

For the year ended 31 December 2023

Assets	Note	Year 2023	Year 2022
		(Rs.)	(Rs.)
Non current assets			
Property Plant & Equipment	1	55,447,835.31	58,120,253.18
Investment	2	115,305,259.02	109,722,103.22
		170,753,094.33	167,842,356.40
Current Assets			
Inventory	3	24,171.50	24,171.50
Accounts receivable	4	55,427,164.15	42,421,004.35
Staff Loan	5	1,632,044.18	1,139,322.80
Staff official advances	6	50,000.00	24,705.33
Other current assets	7	8,142,965.08	7,311,362.01
Bank & Cash	8	6,405,097.45	2,455,505.62
		71,681,442.36	53,376,071.61
Total Assets		242,434,536.69	221,218,428.01
Equity & Liabilities			
Accumulated fund	9	126,317,635.66	133,652,699.45
ISB medical Insurance fund		3,853,532.37	3,853,532.37
Industrial promotion fund		2,135,983.00	2,135,983.00
PC - NWP		10,040,365.43	10,040,365.43
		142,347,516.46	149,682,580.25
Non Current Liabilities			
Retirement benefit obligation		6,683,917.09	8,173,898.58
Current Liabilities			
Accounts payable	10	13,369,638.97	13,421,648.53
Other current liabilities	11	80,033,464.17	49,940,300.65
		93,403,103.14	63,361,949.18
Total Liabilities & Capital		242,434,536.69	221,218,428.01

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 DECEMBER 2021

Industrial Services Bureau				
Cash Flow Statement				
For the year ended 31 December 2023				
		2023		2022
		Rs.		Rs.
Cash Flows from operating activities				
Net Income		11,512,185.45		2,252,672.91
Adjustments to reconcile net				
Income to net cash provided				
by operating activities				
		5,440,300.11		5,566,109.42
		(14,405,438.50)		13,205,279.38
		33,551,329.18		2,989,762.78
Total Adjustments		24,586,190.79		21,399,401.58
Net Cash provided by Operations		36,098,376.24		23,652,074.49
Cash Flows from investing activities				
Used For				
		(90,445,607.94)		(137,252,362.41)
Net cash used in investing		(90,445,607.94)		(137,252,362.41)
Cash Flows from financing activities				
Proceeds From				
		5,404,694.25		28,560,115.42

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 DECEMBER 2021

Cash Flows from financing activities			
Proceeds From			
		5,404,694.25	28,560,115.42
Used For			
Provision for Gratuity		(2,604,131.04)	
Loan Central Bank 4%			(2,039,839.13)
Loan A/c 85793497 BOC		(757,816.43)	(2,143,968.60)
Development fund			(210,395.36)
CS NWP loan for salary		(3,050,000.00)	(4,750,000.00)
Security deposit - HIP			(18,000.00)
CS NWP loan for salary			(700,000.00)
Refundable Deposit HIP		(45,204.00)	
Chief Secretary IPF NWP		(800,000.00)	
Accumulated fund		(18,022,909.98)	(1,656,059.59)
Prior year adjustment		(1,151,690.03)	
Net cash used in financing		(21,027,057.23)	17,041,852.74
Net increase <decrease> in cash		(75,374,288.93)	(96,558,435.18)
Summary			
Cash Balance at End of Period		6,405,097.45	2,455,505.62
Cash Balance at Beg of Period		2,455,505.62	6,595,658.45
Net Increase <Decrease> in Cash		(3,949,591.83)	4,140,152.83



CSR PROJECTS

INTERNATIONAL WOMEN'S DAY CELEBRATION

In celebration of International Women's Day 2023, the Industrial Services Bureau (ISB) organized a special commemorative programme on 08 March 2023 at the ISB Auditorium under the global theme, "Innovation and Technology for Gender Equality." The event was conducted in collaboration with the Wayamba Women's Chamber of Commerce (WWCC), the Wayamba Entrepreneurship Network (WEN), and Hatton National Bank PLC (HNB).



The programme was designed to empower women entrepreneurs by enhancing their knowledge, expanding their professional networks, and promoting greater access to business support services. The key objectives of the programme were to:

- Conduct the Annual General Meeting of the Wayamba Entrepreneurship Network (WEN) and formulate its Annual Action Plan.
- Enhance awareness among women entrepreneurs on digital banking services and financial technologies.
- Facilitate networking opportunities by connecting women entrepreneurs with relevant service providers and business support institutions.
- Promote personal development through awareness sessions on personality development and the appropriate use of women's fashion in professional and business settings.



The programme featured comprehensive discussions and interactive sessions addressing the above objectives, providing participants with valuable knowledge and practical insights to support their entrepreneurial development.

A highlight of the event was the inspirational sessions conducted by Mrs. Nishadi Rathnayake and Mrs. Kalapali Hettiarachchi of the Wayamba Women's Chamber of Commerce, who shared their experiences and motivated participants to pursue sustainable entrepreneurial growth with confidence and innovation.



To further enhance participant engagement, a raffle draw was organized for all female attendees. The event was also enriched by a vibrant cultural performance presented by the girls of the Wayamba Folk Art Centre, adding colour and entertainment to the celebration.

The Organizing Committee extended its appreciation to Mr. Gemunu Weerawardena and Mr. Gamini Weerasinghe of Euro Cosmetics, and Mrs. S.B.M.H. Kumari of Super White, whose generous sponsorship enabled the presentation of valuable gifts to all participants.

The programme demonstrated the Industrial Services Bureau's continued commitment to empowering women entrepreneurs through capacity building, networking opportunities, and increased access to technology and business support services, thereby contributing to inclusive and sustainable economic development.



CORPORATE SOCIAL RESPONSIBILITY (CSR) PROJECT

As part of its ongoing commitment to corporate social responsibility and community development, the Industrial Services Bureau (ISB), together with its Welfare Society, implemented a special welfare programme for schoolchildren to commemorate the 33rd Anniversary of the North Western Province Industrial Services Bureau, celebrated on 15 May 2023.

The programme was held on 26 May 2023 at Kanduruwewa Primary School in the Maho Educational Zone, with the objective of supporting the educational needs and overall well-being of the school's students.

During the programme, essential educational resources, including books, stationery, furniture, and other school equipment, were donated to the school to create a more conducive learning environment and to support the academic development of the children.

Recognizing the importance of providing a safe and secure learning environment, the Industrial Services Bureau also facilitated the supply and installation of the electrical circuitry required to activate the previously constructed elephant fence surrounding the school premises. This initiative significantly enhanced the safety of the school community by helping to minimize the risk of wild elephant intrusions.

Through this CSR initiative, the Industrial Services Bureau reaffirmed its commitment to supporting rural communities, promoting education, and contributing to the social well-being of future generations. The programme also reflected the Bureau's continued dedication to creating a positive and sustainable impact beyond its core institutional responsibilities.





BOARD OF DIRECTORS

BOARD OF MANAGEMENT



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Member



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Member



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Member



Dr. P.H.R. Suraweera
Member



Mr. D.K.R. Delgoda
Member



Mr. I.R.U.M. Wijerathna
Member



Prof. U. Anura Kumara
Member



Mrs. Sandra Wanduragala
Member



OUR FAMILY



Neelakanth Wanninayake
Executive Director/ CEO



Anusha Bandara
Director (PM & C)



Jayantha Weerakoon
Deputy Director (Finance)



Shantha Jayasundara
Asst. Director (ED)



Ashoka Hewarathne
Senior Consultant (ED)



Chaminda Rohan
Senior Consultant



Yasantha Karannagoda
Senior Consultant / Chemist



Balaraman Mathavan
Senior Consultant



Thilanka Alwis
Senior Consultant



Madusha Jayakody
Consultant



Danushka Bandara
Consultant



Iresha Jayaweera
Admin. Executive



Pradeepika Jayasinghe
Training Assistant



Milinda Herath
Officer In-Charge (HIP)



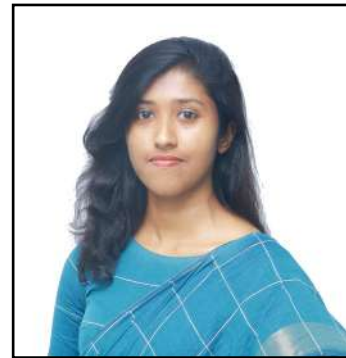
Deepthi Wijewardane
Confidential Secretary



Jagath Bandara
Consultant



Dilini Jayathilake
Consultant



Vimalka Ranathunga
Trainee Consultant



Jagath Samarasinghe
Technical Assistant



Nirosan Abeysinghe
Technical Officer



Rasika Kumari
Accounts Assistant



Nilusha Weerathunga
Marketing Assistant



Shanika Somarathna
Accounts Assistant



Pamitha Karunadhipathi
Consultant



Danushka Rathnayake
System Administrator



Supun Nanayakkara
Project Officer



Narthana Kumari
Trainee Receptionist cum
Secretary



C.SGamage
Trainee Consultant



Thivanka Somathilaka
Project Officer



Danushka Banadara Herath
District Project Coordinator



Kalpani Wijayasinghe
Project Coordinator



Udani Jayasinghe
Management Trainee



Ireksha Rajapaksha
Management Trainee



Dilshan Abeysinghe
Driver/Messenger



B.M.S. Basnayake
Pump Operator (HIP)



Indika Gunasekara
Office Assistant



Ravinda Pushpakumara
Driver/Messenger



Manjula Jayawickrama
Driver/Messenger



Buddhika Pieris
Driver/Messenger

INDUSTRIES OPERATING IN INDUSTRIAL PARKS

HERALIYAWALA INDUSTRIAL PARK – PHASE I & II

No	Name	Date of commencement	Employment	Product	Million (Rs.)
01	Mr.Ajith Karunaratne, Managing Director Sumith Tyre Centre (Pvt) Ltd	1997	100	Tyre Rebuilding	45
02	Mr. Chaminda Samarakoon Factory Manager Richard Pieris Tyre Co. Ltd.	1992	150	Tyre Rebuilding	100
03	Mr. Nilantha Weerasinghe Sanola Plastic	2022	10	Plastic	15
04	Mr. Rohana Dharmasiri, Director Nimro Paint Industries (Pvt) Ltd.	2008	25	Paint Industry	35
05	Mr.Palitha Seevali Weerakoon, Managing Director Tradex Products	1995	30	Care Products / Washing Chemicals	30
06	Mr. Ariyananda Dobagahawatta Wayamba Bio Fertilizer	2003	15	Coir Products	04
07	Mr. Mahesh Thawalampola Managing Director Sriposha Lanka Foods (Pvt) Ltd	2022	32	Food Processing	81
08	Mr.D.A.N.Ranjith, Managing Director Capro Tyre Co. Ltd.	1996	05	Tyre Rebuilding	10
09	Mr.Gamini Samarasinghe, Managing Director Hilltop (Pvt) Ltd.	2003	25	Coir Products	25
10	Mr. Nihal Jayalath Factory Manager Tropical Health Food (Pvt) Ltd.	1994	150	Food Processing	100
11	Mr. Indrasena Gamage Proprietor Linta Plastic	2012	04	Plastic	03

12	Mr. Jayampathi Wijesooriya, Managing Director Daj Engineering Services	1996	04	Panel Board	02
13	Mr. Ruwan Perera Director Marsylka Manufacturing Lanka (Pvt) Ltd	2001	475	Garments Products	500
14	Mr. Chaminda Herath, Managing Director Eco Green International (Pvt) Ltd.	2000	15	Coir Products	15
15	Mr. Sampath Proprietor British Fire Protection	2020	02	Fire Protection	03
16	Mr. S. M. A. G. Perera, Managing Director Polypackaging Industries (Pvt) Ltd.	2001	40	Polyting Products	50
17	Mr. H. Waduragala, Managing Director Seylin Export (Pvt) Ltd.	2003	20	Garments	30
18	Mr. M. P. Nalaka Hewapathirana Proprietor Ranmini Industries	2001	03	Iron Works	10
19	Mrs. Perera Managing Director Frends Iron Works	1993	15	Iron Works	15
20	Miss. Nirmali Hettige Proprietor H K D Plastic	2016	15	Plastic	15
21	Mr. T. M. Rashik, Managing Director Asian Plastic (Pvt) Ltd.	1994	25	Plastic Products	25
22	Mr. Kulasinghe Proprietor Ranpihatu Apparel	2013	10	Garment	03
23	Mr. Aroshan Wickramanayake, Managing Director Hydroponia Del Coco Lanka	2009	20	Coir Products	50
24	Mr. Aroshan Wickramanayake, Managing Director Roots Breath Lanka i & ii	2009	60	Coir Products	50

25	Mr.Buddhika Dasanayake Proprietor Sanoga Foot Ware	2009	25	Foot Wear	30
26	Mr.Rathnayake, Proprietor Jayana Enterprise	2010	06	Photo Frame	07
27	Mr. Jaward Proprietor Ruby Plastic (Pvt) Ltd.	2014	25	Water Tank	100
28	Mr. D N Ranjith Managing Director Rico Trading (Pvt) Ltd	2019	30	Helmet	100
29	Mr. Sumanadasa Proprietor Lion Best Plastic	2014	40	Plastic	100
30	Mr. Mohamed Managing Director City Picture Pales	2021	30	Tempered Glaze	100
31	Mr. Haleel Proprietor Odisia Manufactories (Pvt) Ltd	2015	30	Poly Pack	100
32	Mr. Anurudda Director Opelco Interfurn (Pvt) ltd,	2010	25	MDF Board	100
33	Mr. Gamini De Silva Proprietor D P Products	2015	10	Plastic	75
34	Mr.Thushara Kudakumbura Director Trump coir products (Pvt) ltd.	2011	25	Coir Products	250
35	Mr. Ganga Ekanayake Partner S.G.R. Procured (Pvt) Ltd.	2011	25	Tyre Rebuilding	300
36	Mr. Gamunu Mangala Weerawardena Managing Director Euro Cosmetics (Pvt) Ltd.	2011	25	Cosmetics	150
37	Mr. K K P De Silva Managing Director Samudhra Printing Press	2012	25	Printing	150
38	Mr. Cyril Halloluwa Managing Director Halchem Lanka (Pvt) Ltd	2012	17	Fire Protection	75

40	Mr. H.R.S.Silva Proprietor Plastic Re-Cycle	2012	04	Plastic ware	10
41	Mr. Jagath Dharshana Managing Director Dharshana Engineering (Pvt) Ltd.	2014	25	Roller Door	150
42	Mr. Anura Herath Managing Director Penguin Polymers (pvt) Ltd.	2014	35	Polything Recycle	150
43	Mr. Namal Wanninayake Proprietor N & W Retread	2014	05	Three weel Tyre Re- build	40
44	Mr. Deshapriya Director Supelco Lanka Industries	2014	8	Car Wash	30
45	Mr. R M U B Rathnayake Managing Director Vin Agri Business	2015	46	Fertilizer	150
46	Mr. Indika Balasooriya Managing Director Win Win Roofing Lanka	October	25	Roofing Sheets	50
47	Mr. Deepthi Gallage HR & Admin Supermet Building Solution Lanka (Pvt) Ltd	2016	27	Zink Aluminum Sheets	200
48	Mr. Visula Abeypala Director Eco Poly Packaging	2016	20	Plaything Products	150
49	Mr. Rajapaksha Director Navigate Food (Pvt) Ltd	2016	30	Food Processing	150
50	Mr. Nareen Director Natural Carbon Lanka	016	70	BBQ Briquette	250
51	Mrs, M M U Zahira Proprietor Gold Pack Industries	2016	20	Plaything	75

52	Mr.Thushara Kudakumbura Director Trump coir products (Pvt) ltd.	2022	25	Coir Products	250
53	Mr. W D Chandrasena Director C & D International	2017	12	Corticated Box	50
55	Mr. P K Senevirathna Director Bio Cell (Pvt) Ltd)	2021	30	Coir Products	100
56	Mr. Jayasundara Proprietor Cold Pet	2019	15	Pet Bottles	75
57	Mrs. W W D T Rasangi Jayathilake Director Kangara Holdings (Private) Limited	2023	25	Fertilizer	1000
Total			2035		5,808

DANGASPITIYA INDUSTRIAL PARK

No	Name	Date of commencement	Employment	Project	Million (Rs.)
1.	Mr. Jayaruwan Samarathunga, Managing Director Coco Green (Pvt) Ltd.	1992	100	Coir Products	600
2.	Mr.D Vithana Managing Director Boumy Lanka (Pvt) Ltd.	2008	45	Coir Products	250
3.	Manager Samtasi Brash Manufactures (Pvt)	1992	150	Coir Products	600
4.	Manager Coba Peate Lanka (Pvt) Ltd.	1992	75	Coir Products	175
5.	Mr. Indika Samaraweera Manager J Lanka Quarts (Pvt) Ltd	2011	40	Quarts	500
6.	Mr. Mithriwardena Manager Acwila Coco Products	2019	30	Coir	60
7.	Mr. D Rathnayake Manager Dasun Consumer Products (Pvt) Ltd	2019	30	Soap & Datagrams	40
Total			470		2,225



INDUSTRIAL SERVICES BUREAU