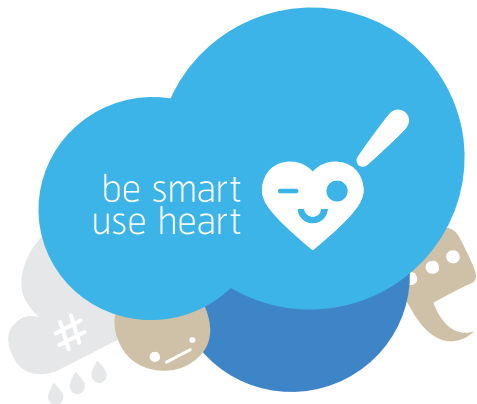


# Sustainability and Partnership to Reduce Inequalities

Empowering societies by connecting them to what matters most remains at the core of what we do. At Grameenphone, we continue to leverage our digital services and connectivity in innovative ways to address social and environmental challenges. We are committed to partnering with responsible and impactful social partners to reduce inequalities and empower society within our field of expertise. We are committed to UN Sustainable Development Goals (SDGs), with specific focus on Goal#10 – Reducing Inequalities.

The sustainability agenda for Grameenphone is clearly defined by global directions, design digital solutions to empower society at large, mitigate business risks and anchor our agenda within the framework of SDG#10. Grameenphone is equally committed to maintaining responsible business practices throughout its entire supply chain, ensuring that its partners maintain the same standards.



## Partnering to Create Safer Digital Experience for All

The Child Online Safety programme - Be Smart Use Heart, aims to create opportunities for meaningful and safe digital participation for everyone, regardless of gender, location and socio-economic background. The programme aims to reduce inequalities by empowering the young generation, especially girls, with safe learning opportunities. Parents and teachers are the gatekeepers who are critical in ensuring child online safety and are key to the success factor of this programme.

The ambition of creating a safer online experience for children steered the Child Online Safety programme 2019 toward a more holistic approach, in partnership with UNICEF. This year, the programme was tailored with added focus on parents, teachers and guardians. The training capacity was increased, and the modules were modified to identify symptoms of being bullied along with tips to deal with common online challenges. Additionally, dialogues were initiated with key stakeholders within the government about the possibility of incorporating online safety in the national curriculum. The Child Helpline 1098 continued to play a vital role in providing counselling support. Creating awareness through campaigns remained a key priority. An additional part of the programme has been the initiation of Safe Clubs in 100 schools to make sure online safety becomes a regular practice in our daily lives.

Our partnership with UNICEF, the globally recognised child rights organisation, allowed us to significantly scale up our school outreach programmes.

- In 2019, the programme educated over 590,000 students in over 375 schools and over 1,600 adolescent clubs.
- More than 200,000 parents, guardians and teachers were sensitised about online safety, including warning signs of their children being bullied and tips to mitigate them.
- The Child Helpline 1098 continued to work in parallel with the programme to provide support on Child Online Safety issues.
- Our social campaign reached more than 60 million, with over 15 million people viewing the campaign and over 2.2 million people actually responding to the campaign (likes, shares, comments, poll participation, etc.).

## Book Reading Programme

In the drive to create enlightened minds, Grameenphone has been supporting Bishwo Shahitto Kendro in different capacities since 2004. In 2019, Grameenphone supported the prize giving ceremonies of the Book Reading Programme in which over 200,000 students from more than 1,400 schools across Bangladesh participated. The prize giving ceremonies took place in Dhaka, Chottogram, Rajshahi, Khulna and Barishal and awarded more than 18,000 students for their healthy reading habit. Grameenphone also supports Alorpathshala (alorpathshala.org), an online library that allows free reading and download of books. Currently, the library hosts about 500 books by different eminent writers. By the end of 2019, there were more than 1.3 million visitors to the library and over 1.5 million downloads.



## Supply Chain Sustainability

### Ambition

Grameenphone strives for high standards on sustainability and continuous improvement in its operations throughout the supply chain. Grameenphone's Supplier Conduct Principles (SCP) are based on nationally and internationally recognised standards, including requirements on human rights, health and safety, labour rights, environment and anti-corruption. It is mandatory for all Grameenphone contracting parties to agree to these principles.

### Supplier Code Endorsement

All suppliers and parties having a direct contractual relationship with Grameenphone must comply with Grameenphone's Supplier Conduct Principles (SCP). An Agreement on Responsible Business Conduct (ABC) legally obliges the supplier to comply with the SCP and certain requirements set out in the ABC Agreement. All suppliers are obliged to extend the supplier requirements further down in their own supply chain.

### Supply Chain Capacity Building

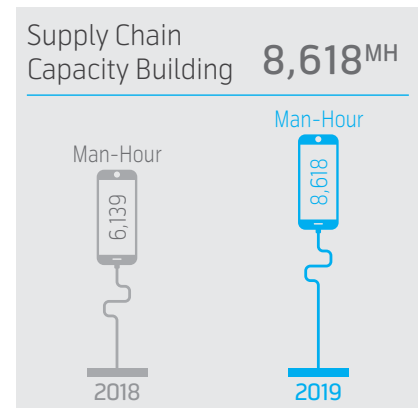
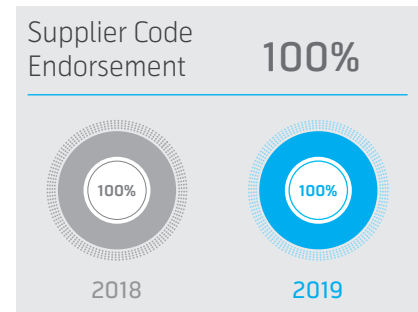
Grameenphone conducted 8,618 man-hours of supply chain capacity building programmes in 2019. The capacity building involved proactive efforts to improve the capacity of the suppliers and sub-suppliers in order to drive continuous improvement in the supply chain. The activities were tailor-made for each supplier, based on the overall risk picture of the operation. Typically, activities included on-site briefings, awareness sessions, workshops, forums, process support, online portals and resource guides, etc. The capacity building is adapted to the practical situation and according to the real need of the supplier, focusing on awareness of Grameenphone Supplier Conduct Principles issues as well as specific activities related to skill development (e.g. tower climbing, road safety). The topics generally focus on Labour & Human Rights, Health and Safety, Anti-corruption, Sustainability requirements as well as Green Telecom, Women Empowerment, Diversity and Road Safety.

### Supply Chain Monitoring

Grameenphone carries out inspections in order to monitor compliance according to responsible business conduct. In 2019, Grameenphone carried out 801 inspections (ranging from simple site visits to more comprehensive assessment or audits) across the supply chain, with more than 80 percent of the inspections being unannounced.

### Going Forward

Strong supply-chain surveillance, capacity building and long-term risk reduction will continue to be a focal point of Grameenphone's commitment to promote responsible business conduct. In 2020, Grameenphone will strive towards long-term risk reduction focusing on continual improvement in the supply chain.



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