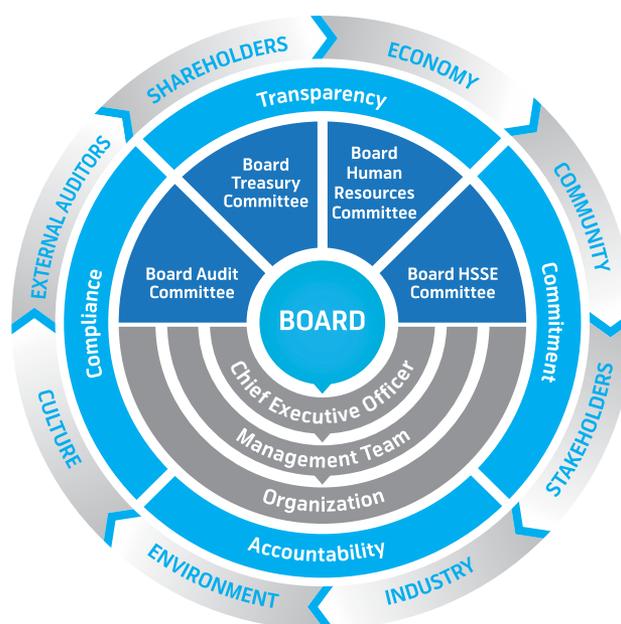


CORPORATE GOVERNANCE IN GP

Being a technology oriented business entity, Grameenphone (GP) emphasises on transparency, accountability and compliance, which are the essence of corporate governance. Grameenphone's high standards of corporate governance play an important part towards the Company's continued growth and success. Grameenphone believes good corporate governance is the backbone of an upright business entity and accordingly emphasises on stronger diligence to business, operational transparency and larger involvement of the stakeholders. The Company has always strived to maintain the highest standards of corporate governance and business conduct so as to create and maintain sustainable shareholder's value, safeguard stakeholders' interest and maintain investors' trust and confidence. With this end in view, GP has been providing and maintaining innovative, user-friendly and best-value telecommunication services to create sustainable stakeholders' value. Being a responsible corporate entity, GP maintains adequate transparency and encourages sound business conduct both in its in-house practices and in its external relationship with the community as well as suppliers, customers and business partners. The Company, at the same time, expects acts of honesty and integrity from its Board of Directors, employees and suppliers.



As part of its governance pursuits, GP is committed to ensuring the highest standards of governance designed to protect the interests of all stakeholders while promoting integrity, transparency and accountability. The Board of Directors and the Management Team are also dedicated to maintaining a well-established culture of accountability, transparency, easy-to-understand policies and procedures to ensure effective Corporate Governance at every level of its operations. The Board and the Management Team also put their best efforts to comply with all the laws of the country and all internal regulations, policies and procedures to make GP a thoroughly transparent Company. Moreover, recognising the fact that compliance has been the corner stone of good governance, the Company meticulously undergoes through the process of statutory audit and compliance certification as required by laws of the land. At GP our actions are always governed by our values and principles, which are reinforced at all levels within the Company to ensure sustainable success.

Board Formation & Structure

a) Role of the Board

The Directors of the Board are appointed by the Shareholders at the Annual General Meeting (AGM) and accountable to the Shareholders. The Board is responsible for ensuring that the business activities are soundly administered and effectively controlled. The Directors keep themselves informed about the Company's financial position and ensure that its activities, accounts and asset management are subject to adequate monitoring and control. The Board also ensures that GP Policies & Procedures and Code of Conduct are understood, implemented and maintained at all levels and the Company adheres to generally accepted principles for good governance and effective control of Company activities.

In addition to other regulatory guidelines, the Board has also adopted the 'Rules of Procedure for the Board of Directors' for ensuring better governance in the work and administration of the Board. The Board is also guided by a Delegation of Authority that spells out the practices and processes in discharging its responsibilities.

b) Board Composition

The GP Board is comprised of ten (10) Directors, including the Chairman who is elected from amongst the Board members. In compliance with the conditions of Corporate Governance Guidelines issued by the Bangladesh Securities and Exchange Commission (BSEC), the Board has appointed two (2) Independent Directors. We believe that our Board has the optimum level of knowledge, composure and technical understanding about the Company's business which, combined with its diversity of culture and background, stands as the perfect platform to perform and deliver.

c) Board Meetings

The Articles of Association (AoA) of the Company requires the Board to meet at least four times or more in a year when duly called in writing by a Board member. Dates for Board Meetings in a year are decided in advance and notice of each Board Meeting is served in writing well ahead of the meeting. The notice contains the detailed statement of business to be transacted at each meeting. The Board meets for both scheduled meetings and on other occasions to deal with urgent and important matters that require attention.

d) Delegation of Authority for the Chairman and Chief Executive Officer (CEO)

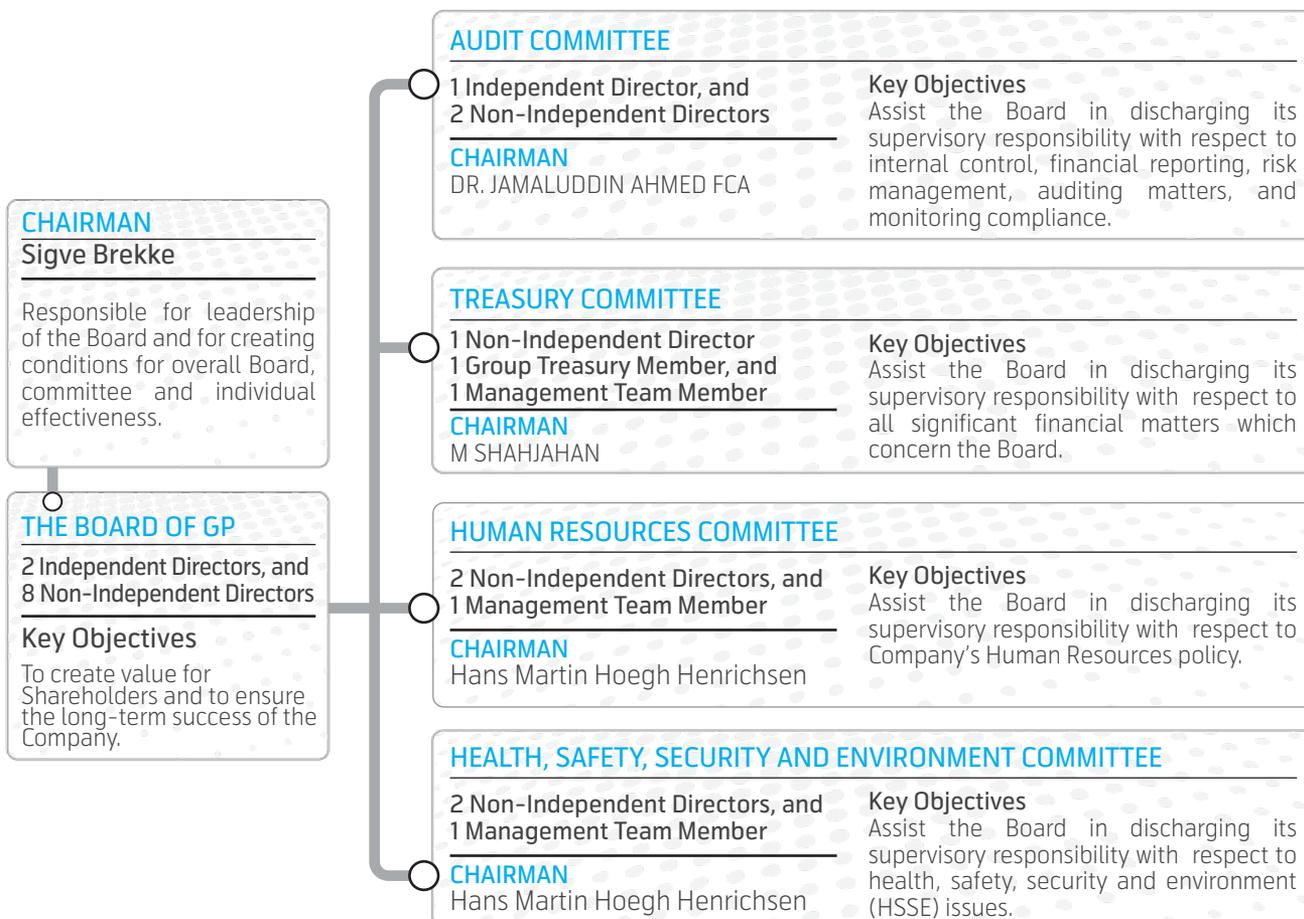
The roles of the Chairman and Chief Executive Officer are separate and delineation of responsibilities is clearly established, set out in writing and agreed by the Board to ensure transparency and better governance. To that end, GP has also adopted 'Rules of Procedure for Chief Executive Officer'. The CEO is the authoritative head for day-to-day management in the Company. He acts to reasonably ensure that GP operates business as per the Articles of Association, decisions made by the Board and Shareholders, as well as according to GP Policies and Procedures and applicable regulatory laws and legislations.

e) Access to Information

The Board recognises that the decision-making process is highly dependent on the quality of information furnished. In furtherance to this, every Director has access to all information within the Company. Throughout their tenure in office, the Directors are continually updated on the Company's business and the regulatory and industry specific environments in which it operates. These updates are given by way of written briefings and meetings with Senior Executives and, where appropriate, external sources.

Board Committees

For better, quicker and furnished flow of information and thereby exercising effective governance, the Board has also constituted a number of Committees and has delegated certain responsibilities to the Committees to assist the Board in the discharge of its responsibilities. The role of Board Committees is to review and appraise in the respective areas and then to advise and make recommendations to the Board. Each Committee operates in accordance with the Charter/Terms of Reference (ToR) approved by the Board. The Board reviews the ToR of the Committees time to time. The Board appoints the members and Chairman of each Committee. A brief description of each Committee is presented below:



a) Audit Committee

The GP Audit Committee was established in late 2008 as a sub-committee of the Board and has jurisdiction all over the Company. The Audit Committee is comprised of three (3) members of the Board. The Chairman of the Committee is an Independent Director. The Chief Executive Officer, the Chief Financial Officer, the Company Secretary and the Head of Internal Audit are permanent invitees to the Audit Committee meetings.

The Audit Committee assists the Board in discharging its supervisory responsibilities with respect to internal control, financial reporting, risk management, auditing matters and GP's processes of monitoring compliance with applicable legal & regulatory requirements and the Code of Conduct. The Audit Committee Charter, as approved by the Board, defines the purpose, authority, composition, meetings, duties and responsibilities of the Audit Committee.

The Audit Committee met seven (7) times during the year 2015 and attendance of the Committee members in the meetings was as follows:

Name	Attendance
Dr. Jamaluddin Ahmed FCA	7/7
Tore Johnsen	7/7
M Shahjahan	6/7

b) Treasury Committee

This Committee consists of three (3) members who are appointed by the GP Board. All significant financial matters which concern the Board are discussed in this committee meeting in detail. Upon endorsement of the Treasury Committee, such issues are forwarded to the Board for their final review and approval.

The Treasury Committee met three (3) times during the year 2015 and attendance of the Committee members in the meetings was as follows:

Name	Attendance
M Shahjahan	2/3
Pal Stette	3/3
Dilip Pal	3/3

c) Human Resources Committee

This Committee consists of three (3) members who are appointed by the GP Board. The Committee supports the Board in discharging its supervisory responsibilities with respect to the Company's Human Resources policy, including employee performance, motivation, retention, succession matters, rewards and Code of Conduct.

The Human Resources Committee met two (2) times during the year 2015 and attendance of the Committee members in the meeting was as follows:

Name	Attendance
Hans Martin Hoegh Henrichsen	2/2
M Shahjahan	2/2
Quazi Mohammad Shahed	2/2

d) Health, Safety, Security and Environment Committee

This Committee consists of three (3) members who are appointed by the GP Board. The Committee meets whenever necessary and supports the Board in fulfilling its legal and other obligations with respect to Health, Safety, Security and Environment (HSSE) issues. The Committee also assists the Board in obtaining assurance that appropriate systems are in place to mitigate HSSE risks in relation to the general environment, Company, employees, vendors, etc.

The HSSE Committee met one (1) time during the year 2015 and attendance of the Committee members in the meeting was as follows:

Name	Attendance
Hans Martin Hoegh Henrichsen	1/1
M Shahjahan	1/1
Quazi Mohammad Shahed	1/1

Company Secretary

To ensure effective assimilation and timely flow of information required by the Board and to maintain necessary liaison with internal organs as well as external agencies, the Board has appointed a Company Secretary. The Corporate Governance Guidelines issued by the Bangladesh Securities and Exchange Commission (BSEC), also require a listed Company to appoint Company Secretary. In pursuance of the same, the Board of Directors has appointed Company Secretary and defined his roles & responsibilities. In GP, among other functions, the Company Secretary:

- Performs as the bridge between the Board, Management and Shareholders on strategic and statutory decisions and directions.
- Acts as a quality assurance agent in all information streams towards the Shareholders/Board.
- Is responsible for ensuring that appropriate Board procedures are followed and advises the Board on Corporate Governance matters.
- Acts as the Disclosure Officer of the Company and monitors the compliance of the acts, rules, regulations, notifications, guidelines, orders/directives, etc. issued by BSEC or Stock Exchange(s) applicable to the conduct of the business activities of the Company so as to protect the interests of the investors and other stakeholders.

Management Team (MT)

The Management Team is the Executive Committee of GP. Headed by the CEO, the Management Team is responsible for managing and running the affairs of the Company. All other key Managers across the Company are members of the Management Team. The Management Team works to achieve the strategic goals & mission of the Company set by the Board of Directors. In discharging its assigned responsibilities, the Management Team meets on a weekly basis to monitor the business performance of the Company.

The Control Environment in Grameenphone

In implementing and ensuring good Governance in GP, the Board and Management Team ensure the following:

a) Beyond Budgeting Management Model

GP employs a Beyond Budgeting strategic management model whereby the Company reviews its strategy for the next five years and sets annual and quarterly targets on key KPIs for the upcoming year. The targets/KPIs are set on relative terms to reflect the changes in business environment. The quarterly targets are subject to rigorous monitoring thereby ensuring a performance culture focused on attaining the targets and steering the Company towards fulfilling its strategic ambitions. In every quarter, the Company also prepares forecast for the next five quarters. These forecasts are realistic projections of future directions.

The model focuses on initiatives to minimise the gap between the targets (KPIs) and forecasts. The corporate level initiatives are cascaded down to divisional as well as individual levels. The forecasts on the key KPIs which serve as radar screen on future directions are reviewed and monitored against targets. This is a forward-looking and action-oriented approach towards managing the business. The resource allocations are dynamic and are based on the intended actions linked with the target and strategy. It aims to build a culture of freedom through responsibility and thereby leading to increased responsiveness to surrounding changes.

b) Financial Reporting

GP has strong financial reporting procedures. Financial statements are prepared in accordance with International/Bangladesh Financial Reporting Standards (IFRS/BFRS), the Companies Act 1994, the Securities and Exchange Rules 1987 and other applicable financial legislations. The financial data are captured from the financial reports generated from Oracle ERP (Enterprise Resource Planning) system. These financial statements, once prepared, are reviewed initially by CFO and CEO and then by the Audit Committee on a regular basis. Upon submission to the Group in the

form of Management Accounts, these financial statements are reviewed by Group Accounting and Group Finance. At every quarter, external auditors review the quarterly financial statements prepared in accordance with local financial reporting policies and Company procedures. The annual audit is conducted by the external auditors, who are appointed by the Board of Directors followed by the Shareholders' approval in the Annual General Meeting. Apart from the statutory reporting of financial statements, GP also maintains regular reporting to its group Company Telenor, which consolidates all its subsidiaries' financial information in its consolidated financial statements.

c) Operational Excellence (OE)

Operational Excellence for GP is a multifaceted function that has the intention to touch each and every sphere of the entire organisation through an innovation mindset to bring tangible results in operations. The Company takes a sustainable and structured approach towards resource efficiency while at the same time increasing productivity and overall return. The function continuously adapts with the ever changing business landscape and improves upon the existing processes and services to provide a better experience to the subscribers. GP aims to engage the entire employee base with the journey to reach an unbeatable position in the industry in terms of effectiveness and efficiency. Grameenphone Operational Excellence operates through proven channels of People, Process and Technology and targets the following:

- Faster time to market
- Enhanced service quality and
- Smart management of spends

Operational Expenditure effectiveness, Cost of Goods Sold, Working Capital Management, Capital Expenditure Efficiency, Business Process Efficiency, Dynamic Spend Management are some of the corner stones of the scope of work. The concerted effort from these streams has enabled GP to meet the business targets. Progress of the milestones and efficiency are subject to assessment by global benchmarking organisations and recommended actions are examined in detail, rigorously analysed and implemented where applicable.

GP is constantly evolving itself to better match the current business environment and retain its market leadership in the face of stiff competition under the banner of Operational Excellence. Embedding the innovation and excellence into the organisational DNA is the prime endeavour to pursue. The overarching ambition of Grameenphone Operational Excellence is to achieve sustainable growth through work-culture simplification and higher resource utilisation. The never ending journey towards excellence is renewed with fresh vigour across the organisation year on year.

d) Business Reviews and Financial Reviews

Business reviews and financial reviews are conducted on a quarterly basis by the Group. The purpose of business review is to ensure strategic control and follow-up of results based on the prevailing strategic objectives and value drivers. Financial reviews provide the internal quarterly results follow-up for the Company. The purpose is to provide an analysis of the economic and financial situations, which will then form the basis for external reporting and presentations, and to provide quality assurance for the financial reporting. In addition to quarterly business and financial review with the Group, the CEO and CFO review financial results on a monthly basis and set action points to achieve the Company's business goals.

e) Management of Assets

GP, in its pursuit of best quality network for its subscribers, has been investing in cutting-edge telecom technology since its inception. Transparency and accountability are ensured at all stages from acquisition to disposal to protect the interest of Shareholders. Internationally accepted safety measures have been implemented and periodic physical verification is undertaken on a test basis to safeguard the assets and to ensure accuracy and authenticity of reported numbers. All the assets are adequately insured against industrial risks with local and international insurance companies.

f) Statutory Audit and Certification

Auditing of the Company is governed by the Companies Act, 1994 and Securities and Exchange Rules 1987. As per these regulations, auditors are appointed by Shareholders at each Annual General Meeting (AGM) and their remuneration is also fixed by the Shareholders at the AGM. Appropriate structure is in place as per corporate governance best practices to ensure independence of auditors. Statutory auditors are rotated every three years in compliance with the order of Bangladesh Securities and Exchange Commission (BSEC). Non-audit services that may create threats to independence are not obtained from statutory auditors unless otherwise required by the regulators. Audit Committee reviews the Financial Statements before submission to the Board for approval. Auditors also have access to the Audit Committee and the Board



for communication of any issues. In addition to the audit of annual financial statements, the auditors also carry out audit of half-yearly financial statements of the Company.

Further, to ensure adequate regulatory discharge, a Compliance Certificate is obtained from licensed practicing professional who certify that the Company has duly complied with all the regulatory requirements as stipulated by the Bangladesh Securities and Exchange Commission (BSEC).

g) Internal Audit

Internal Audit supports the Company in achieving its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of its risk management, control and governance processes. In order to ensure organisational independence of Internal Audit, the Head of Internal Audit reports functionally to the Audit Committee and administratively to the Chief Executive Officer. GP Internal Audit is empowered to carry out its assigned activities in all respects of the Company. Internal Audit activity is governed by the Internal Audit Charter, which is approved by the Board. GP Internal Audit department discharges its assurance and consulting activities through management of three distinct audit streams: Finance, Technology and General Business processes. Additionally, a separate team is responsible for quality assurance of internal audit activity. A risk-based annual audit plan is in place, which takes into consideration the strategic imperatives and major risks surrounding GP, while considering pervasive audit needs. GP Internal Audit also works closely with Telenor Group Internal Audit in sharing knowledge and resources to ensure achievement of internal audit deliverables.

h) Internal Control Over Financial Reporting (ICFR)

Internal Control over Financial Reporting (ICFR) in GP is, as such, a process, affected by its Board of Directors, Management and other relevant officials, designed to provide reasonable assurance regarding achievement of objectives in the following categories:

- Effectiveness and efficiency in operations
- Reliability of financial reporting
- Compliance with applicable laws and legislations

GP is committed to high standards of internal control as this process has proven to provide significant merits in relation to the quality of GP's Financial Statements. The works to operate and document good Internal Control Over Financial Reporting is continued over the years and the objective today is still to ensure that ICFR related activities are integrated into GP's business operations.

A standard accountability structure is implemented with defined roles and responsibilities within ICFR in-scope areas to create the basic building blocks to ensure effective ICFR ownership. The overall responsibility for ensuring ICFR, including monitoring and performance of internal controls and maintaining documentation lies with the CEO/CFO, and the process level responsibility lies with the process owners and control owners.

The scope of ICFR includes Company Level Control (CLC–Policies & Manuals) along with General Computer Control (GCC) and Transactional Controls to ascertain operational efficacy, consistent and dependable financial reporting, information security and legal compliance. This reasonable assurance has become even more crucial after being a listed Company in the country's Stock Exchanges.

i) Related Party Transactions

The Board through its Audit Committee reviews all the major related party transactions from time to time. Abiding by the laws, a Director, who has an interest in a transaction, discloses his interest as such and abstains from deliberations and voting on the relevant resolution in respect of the transactions at the Board meetings. Details of significant related party transactions are disclosed in notes in the Financial Statements.

j) Dividend Policy

The Board of Directors has established a dividend policy which forms the basis for the proposals on dividend payments that it makes to the Shareholders taking into consideration the business performance of the Company and its strategic initiatives. The Board believes that it is in the best interest of GP to draw up a long-term and predictable dividend policy. The objective of the policy is to allow the Shareholders to make informed investment decisions.

k) Enterprise Risk Management & Risk Mitigation

Risk Management at GP is concerned with earning competitive returns from the Company's various business activities at acceptable risk level. It supports the Company's competitiveness by developing a culture, practice and structure that systematically recognises and addresses future opportunities whilst managing adverse effects (i.e. threats) through recognising risk and responding appropriately upon it. The Company has well defined risk management manual and processes to mitigate enterprise level risks. This aspect is discussed more elaborately at the 'Enterprise Risk Management' section of the Annual Report.

l) Revenue Assurance and Fraud Management

Revenue Assurance function secures the revenue generated by any business activity and its realisation through preventing or fixing any possible revenue leakages. In extension, it has considerable presence over cost assurance which involves partner payments and revenue sharing. This function also supports to give assurance on accurate revenue recognition and reporting. The Fraud Management systems and processes in place ensure innovative & effective defense mechanisms to prevent losses from internal/external Telecom frauds.

m) Compliance with Rules & Regulations of the Country

Compliance helps build trust among the Board Members, Shareholders, Customers and other stakeholders including the regulators. As leaders of a compliant Company, the Management Team of GP adopted strategies that assure compliance with all relevant legal and regulatory requirements. This ensures that good governance cascades right throughout the Company. GP is subject to close monitoring process of regulatory bodies that focus on transparency and require that GP provides accurate and periodic reporting of issues/events and certification where necessary. In this context, GP regularly provides a complete set of financial statements and relevant documents to the Bangladesh Securities and Exchange Commission (BSEC), Stock Exchanges, National Board of Revenue (NBR), Registrar of Joint Stock Companies & Firms (RJSC), Bangladesh Telecommunication Regulatory Commission (BTRC), the Board of Investment (BOI) and all other relevant bodies and authorities. Further, in order to conduct day-to-day business in a compliant way, GP renders its best efforts to comply with the laws of the land. GP also takes various initiatives to conduct awareness sessions on existing and proposed laws to ensure compliance throughout the Company. Overall, GP has always strived to remain a fully compliant Company accommodating every possible way and strategy to ensure the same.

n) Business Continuity and Crisis Management (BCCM)

To secure the business operation and continued telecommunication services for the people of Bangladesh, and being the largest mobile phone operator of the country, Grameenphone has structured Business Continuity Management (BCM) process and plan for Crisis Management. This proactive readiness, both in terms of process and infrastructure, is very important to minimise the network and service impact especially for a country like Bangladesh which is prone to many natural disasters like cyclone, flood, earthquake etc.

As a part of disaster management readiness, GP has built a robust and protected network infrastructure. For example, one of the important requirements for telecom operation is transmission network where GP has diversified optical fiber transmission both through highways and railways. We have modernised this fiber optic backbone with all-IP migration in 2015, the journey is continuously progressing and we have set aggressive plans to expand the fiber network for avoiding network disruption.

Having proper BCM processes in place, capable organisation in regions and proper infrastructure dimensioning, GP got the advantage of quick recovery when the massive Nor'wester cyclones hit consecutively last summer. At one point of time, 62% of GP sites were running without commercial power, 24% were for more than 5 days, even though GP ensured its basic services in the affected areas where the competitors struggled! GP has continuous focus on developing organisational resilience through Disaster Recovery (DR) infrastructure in Network and IT domain. Not only the deployment but also these DR platforms are drilled for ensuring its functionality in a disaster situation. This preparedness will help the Company and the country to ensure uninterrupted telecommunication services, under any unforeseen circumstances, which is a very important tool for managing any scale of disaster.

o) Supply Chain Sustainability

Supply Chain Sustainability is a key focus area for Grameenphone. GP aims to raise the standards of social compliance and make a social impact in the local market. Grameenphone work for continuous improvement in its own operations and towards our suppliers. Our routine supply chain sustainability operation includes – (a) Endorsement of Supplier Conduct

Principle (b) Risk assessments (c) Supplier capacity building (d) Audits and inspections (e) Control mechanism.

All suppliers and parties who have a direct contractual relationship with GP and offer products or services to Grameenphone must comply with our Supplier Conduct Principles (SCP). Monitoring compliance to the SCP requirements is done in all markets by systematic audits-inspections and risk management. Any gaps identified are pointed out for the supplier for the purpose of improvement. GP believes that decent working conditions, respect for human rights and the environment as well as willingness to improve standards amongst our suppliers is the only viable route forward. By working together with our suppliers, we can raise the bar and build a competitive edge.

p) Ethics and Behavior

i) Code of Conduct

GP has adopted a Code of Conduct ('Code') approved by the Board of Directors, which reflects GP's core values, integrity, respect, trust and openness. It provides clear direction on conducting business, interacting with the community, government, business partners and general workplace behaviour. It also includes guidance on disclosure of conflict of interest situations, maintaining confidentiality and disclosure of information, good international practices and internal control and the duty to report where there is a breach against the Code. The Code is properly communicated to all the employees including its Board members and others acting on behalf, who are strictly required to abide by it. All of them have certified in writing that they have read and understood the Code.

ii) Restrictions on dealings in GP Shares by Insiders

The Company has established a detailed policy relating to trading in GP shares by Directors, Employees and other Insiders. The securities laws also impose restrictions on similar transactions. All the Insiders are prohibited from trading in the GP shares, while in possession of unpublished price sensitive information in relation to the Company during prescribed restricted trading periods.

iii) Supplier Conduct Principles

The Supplier Conduct Principles ('SCP') outline the standards for ethical and business conduct expected from suppliers and contractors in their relationship with the Company. The SCP are binding on the Company's suppliers through the confirmation and signing of the Agreement on Responsible Business Conduct to ensure high standards of business ethics amongst all suppliers of the Company.

iv) Anti Corruption Policy

GP firmly opposes all forms of corruption with an approach of 'zero' tolerance. The Company is making active efforts to ensure that corruption does not occur in its business activities. The policy on anti-corruption applies to the Board members, employees and others with the authority to act on behalf of GP. The policy clearly states that bribes are strictly prohibited and the employees shall never offer, give, ask for, accept or receive any form of bribe. Awareness sessions are arranged for internal and external stakeholders on a regular basis for better understanding of the policy requirements especially with regard to gifts and arrangements of various events.

q) Investor Relations (IR)

As the largest public listed corporate house in Bangladesh, GP has always placed high importance to the investor community and caters to their various information requirements. With a vision of establishing the most effective two-way communication between the investors and the Company, a dedicated Investor Relations functionality is in practice. IR as a specialised function has maintained close contact with both local and international investors, analysts, market experts and financial community on a proactive basis. Through this, the relevant stakeholders were kept informed about the Company's financial results, regulatory landscape, growth opportunities and strategic ambitions while objectively sharing the associated risk and reward profile. This also reflects GP's commitment towards developing the Capital Market of the country by introducing global best practices and ensuring transparency and accountability. Notable events that IR conducted during the year were financial publication, press conferences, analyst call conferences and enriching the IR portal with relevant communication materials.

r) Shareholders

i) Communications with Shareholders

We believe good Corporate Governance involves openness and trustful cooperation between all stakeholders involved in the Company, including the owners of the Company—the Shareholders. Information is communicated to the Shareholders regularly through a number of forums and publications. The Company has adopted a detailed policy on information disclosure and communication. In compliance with continuous disclosure requirements, the Company’s policy is that Shareholders will be informed in a routine manner of all major developments that impact the business of the Company and also be able to make informed decisions.

ii) Information Disclosure

In accordance with the disclosure requirements, the Company follows these three main forms of information disclosure:

- Continuous disclosure – which is its core disclosure and primary method of informing the market and Shareholders;
- Periodic disclosure – in the form of quarterly and yearly reporting of financial results and other issues; and
- Event based disclosure – as and when required, of administrative and corporate developments, usually through stock exchanges & press releases.

All information provided to BSEC and stock exchanges are immediately made available to Shareholders and the market on the Company’s Investor Relations section of the website: www.grameenphone.com

iii) General Meeting

The General Meeting of the Shareholders is the supreme governing body in Grameenphone. The Company recognises the rights of Shareholders and the Shareholders’ interests are primarily ensured through Grameenphone’s Annual General Meeting (AGM). The Board Members and Statutory Auditors attend AGM to respond to the Shareholders’ queries on the result or any other aspect of the Company, if any.

iv) Website

All financial results and key performance indicators as well as other relevant financial and non-financial data are posted on the Investor Relations section of the Company’s website: www.grameenphone.com

v) Shareholders’ Queries

Whilst the Company aims to provide sufficient information to Shareholders and Investors about the Company and its activities, it also recognises that Shareholders may have specific queries relating to their shareholding. These queries may be directed at 01711555888 or mailed to Grameenphone Share Office at shareoffice@grameenphone.com.

Grameenphone believes in transparency and accountability to the society as a whole through establishment of an efficient and effective Corporate Governance regime. The Company also believes that Corporate Governance is a journey and not a destination and it needs to be continuously developed, nurtured and adapted to meet the varying needs of a modern business house as well as the justified aspirations of our valued investors, other stakeholders and the society at large.