

SUPPLY CHAIN SUSTAINABILITY

Grameenphone strives for high standards of sustainability and continuous improvement in its operations throughout the supply chain. Grameenphone's Supplier Conduct Principles (SCP) are based on internationally recognised standards, including requirements on human rights, health and safety, labour rights, environment and anti-corruption. Endorsement of Supplier Conduct Principles (SCP) is mandatory for all the suppliers and partners of Grameenphone entering in contractual relationship.

Grameenphone's approach to supply chain sustainability is to legally oblige the supplier to ensure responsible business practices, monitor compliance to Grameenphone's requirements and build capacity among suppliers. In addition, supply chain sustainability also upholds Grameenphone's Zero Tolerance Approach on corruption with an aim to establish ethical and responsible business conduct in supply chain. Partnership and mutual cooperation with suppliers is the key to achieve and establish social compliance and ethical business practice in the supply chain.

Telenor, the mother company of Grameenphone, is an active member of the Joint Audit Cooperation (JAC), Child Labour Platform and the Supply Chain Advisory Group of the UN Global Compact, as well as the Global e-Sustainability Initiative (GeSI). All of the Business Units of Telenor across the world along with Grameenphone are also committed to contribute in this field to create an impact globally as well as on their respective local societies.

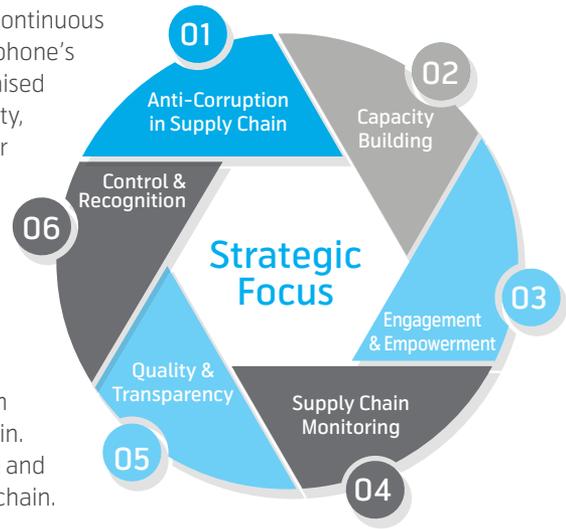
Supply Chain Monitoring

Grameenphone carries out inspections in order to monitor compliance to the requirements on responsible business conduct. In 2016, Grameenphone carried out 934 supplier inspections (ranging from simple site visits to more comprehensive inspections or audits) across the value chain. 70 percent of the inspections were carried out unannounced. 896 major non-conformities were identified during the inspections. All major non-conformities are followed up with mitigation plans and processes on closing of the non-conformities. Risk re-assessment and plans for preventing similar incidents are already underway.

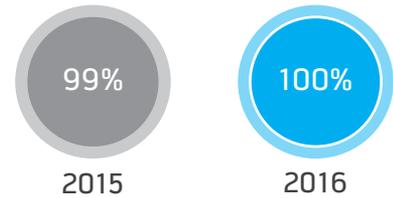
Supply Chain Capacity Building

Building the capacity of the suppliers in terms of sustainability is one of the priorities of Grameenphone. In 2016, Grameenphone conducted a total 3,284 man-hours of training and awareness for building the capacity of its suppliers and partners including coaching, on-job hands-on training, video learning and one-to-one consultation.

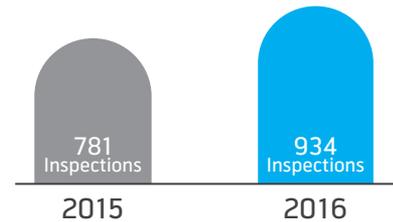
Grameenphone also organised a program called, 'Annual Supplier Development Program 2016' where around 300 suppliers and partners of Grameenphone participated for a half day-long audio-visual sustainability awareness program focusing on practical instances of health & safety, anti-corruption, sustainability requirements as well as green telecom, women empowerment and diversity, etc. Grameenphone is now emphasising on industry and cross-industry collaborations to synergise efforts in capacity building.



Supplier Code Endorsement **100%**



Supply Chain Inspections **↑ 20%**



Supply Chain Capacity Building **↑ 174%**

