

Sustainability and Partnership to Reduce Inequalities

Grameenphone is committed to reducing inequalities and empowering societies through ensuring access to connectivity, digital & technological inclusion, as well as timely social responses and environmental challenges over time. The ambition is to contribute to UN SDG #10 – Reduced Inequalities, and responsible business practices. Grameenphone is committed to maintaining responsible business practices throughout its entire supply chain, ensuring that its partners maintain the same standards.

Combating Covid-19

The Covid-19 situation has presented both the world and Bangladesh with critical new challenges. It became more important now than ever that government, businesses and development agencies work together. Grameenphone collaborated with authorities, NGOs and other partners supporting the nation and citizens during these trying times through the co-creation of some key initiatives. This aspect is discussed more elaborately in the “Our Response to Covid-19” section of the Annual Report 2020 on page 9.

Standing by the Community

Grameenphone contributed to reduce the hardships faced by many communities that had to deal with pandemic as well as flood impact. 100,000 families were provided emergency relief support across 16 districts in partnership with Bangladesh Red Crescent Society.

Continue Journey Towards Creating a Safer Digital Experience for Children

Amidst the Covid-19 pandemic, internet connectivity has proven to be an important reliable solution to connect children to the education system. As digital participation of children significantly increased the need to equip them to safely use the internet also increased. Grameenphone continued to work with Telenor and UNICEF on the Child Online Safety Programme – “Be Smart, Use Heart” to create a meaningful and safer digital participation especially in the context of Covid-19. The programme aims to create a safer learning space for everyone, regardless of gender, location and socio-economic background. 2020 saw a pivot to the Child Online Safety programme to make it more relevant and meaningful during Covid-19, as all initiatives and contents were made digitally accessible. The programme realised the following milestones in 2020:

- Educated over 650,000 children through online education, educational broadcast and training.
- Engaged policy makers through dialogues
- Launched Bangla version of global child online safety resource Digiworld (<https://gpsocial.co/digiworld>)
- Continued the social Advocacy campaign with Sabina continued. Also added a new dimension by including the popular UNICEF mascot Meena to promote a safer online space. The campaign generated awareness of more than 10 million people in 2020.

Drive for Creating Enlightened Minds

Grameenphone continued its support to Bishwo Shahitto Kendro to continue the drive of creating enlightened minds. In 2020, we supported the prize giving ceremonies of the Book Reading Programme in Khulna and Chattogram where a total of 8,266 young avid readers were awarded for their healthy reading habits. Unfortunately, the prize giving ceremonies in Barishal, Rajshahi and Dhaka was suspended due to Covid-19 pandemic where another 11,208 students were supposed to receive awards for their reading habits.



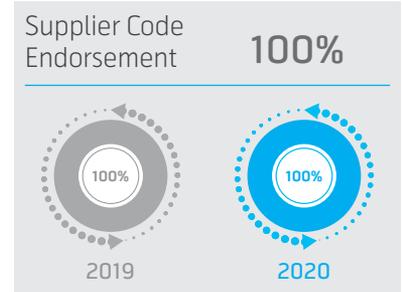
Supply Chain Sustainability

Commitment and Policy

Supply Chain Sustainability continues to be one of Grameenphone’s strategic priorities and a key for long-term business success. Through the Agreement on responsible Business Conduct (ABC), Grameenphone’s Supplier Conduct Principles (SCP) are applicable for most supplier categories and contracts (based on risk assessments). The Supplier Conduct Principles are based on internationally recognised standards, including requirements on the respect for human rights, health and safety, labour rights, working conditions, conflict and other unsustainably mined minerals, environment, privacy and freedom of expression and prohibited business practices.

Supplier Code Endorsement

Grameenphone’s approach to supply chain sustainability starts with a contractual obligation for the supplier to uphold responsible business practices, monitor compliance with Grameenphone’s requirements, and build capacity on these topics within the supply chain. All suppliers are obliged to extend the supplier requirements to their own supplier base to ensure that the conditions are implemented throughout the supply chain. Grameenphone believes that partnership and cooperation with suppliers and industry peers are vital to achieving a responsible supply chain.

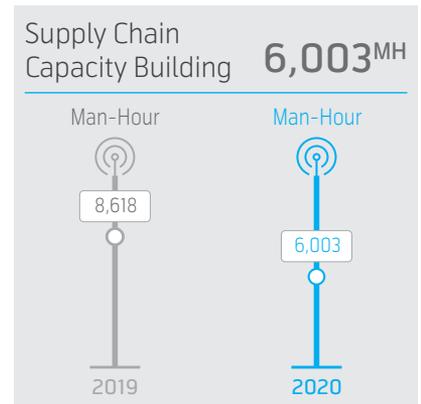


Key Supply Chain Risks

Grameenphone’s key risks in the supply chain continue to be health and safety issues such as road accidents, safety at work, risks related to working at heights; other working condition deficits associated with working hours and payment of wages; risks related to labour standards such as the existence of underage labour, different forms of forced or bonded labour and risks to business ethics.

Supply Chain Capacity Building

Grameenphone conducted 6,003 man-hours of supply chain capacity building in 2020. The capacity building involved various efforts to build the suppliers and sub-suppliers’ competence and know-how to drive continuous improvement in the supply chain. The activities vary from supplier to supplier depending on the overall risk picture of the operation. In this Covid-19 context, the typical activities include on-site briefings, electronic awareness sessions, virtual workshops, video learning sessions, process supports, online portals and resource guides, etc. The capacity building was adapted to the practical situation and in accordance with the real need of the supplier, focusing on the awareness of Supplier Conduct Principles (SCP) issues and specific activities related to skill development (e.g., working at height, road safety). In general, the usual topics are health and safety (especially on the preventive awareness on Covid-19), labour standards & human rights, 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 with the requirements of responsible business conduct. In 2020, Grameenphone carried out 755 inspections (ranging from simple site visits to more comprehensive assessments or audits) across the supply chain. Due to the impact of Covid-19, most of the supply chain audit and inspections were held electronically in 2020. More than 90 percent of the audit findings are resolved within the year.



Looking Ahead

Effective risk management in Grameenphone’s supply chain will remain a priority in 2021. Grameenphone will continue to strive for its supply chain sustainability efforts to have a positive impact on the business as a whole, and in the societies in which it operates.