

## Chair's Message



Dear Shareholders,

We entered 2021 with the hope of overcoming the grave consequences of the pandemic. However, new waves of Covid-19 variant surges posed a speedbump to business recovery and further disruption to our socio-economic lives.

I am pleased to report that throughout the year our team has been agile and resilient to tackle all new challenges and has been able to deliver on the increased demand for connectivity solutions from our customers. As a technology service provider and digital connectivity partner to Bangladesh, we have remained true to our purpose during this challenging time and stood by the country with our increased investment, innovations in products / services and with our support to communities in need.

Our learnings have been immense in 2021. We have witnessed radically changing customer behaviour during this time, more digital centric interaction and usage patterns. In order to sustain ourselves, and keep pace with our customers' changing demands, we have acquired advanced capabilities, pivoted on our operating model, and built a partnership based eco-system to understand our customers' needs and serve them better.

I am happy to see the leadership team minutely review its strategy and action plans to deliver on keeping promises to customers and maintaining shareholder value. We look forward to the expected growth momentum as we have significantly invested in network, spectrum and onboarded network operating partners with advanced and future-fit capabilities. In the meantime, we have also focused on upskilling our workforce to stay relevant. It is also an honour for us that Grameenphone has been able to consistently partner with the Government and significant Non-Governmental Organisations on multiple projects to assist the community at large, to considerable effect.

Responsible business conduct is deeply encoded into each individual serving at Grameenphone. In turn, the Board places due importance on health and safety, social impact, strategy, environment, governance, and human capital to ensure and encourage a healthy corporate culture.

Telecommunication has a bigger role to play in Bangladesh for it to become a digitally connected society. We look forward to continuing collaborative and consultative work with the regulators to address prevailing industry challenges. Through such consultations, we hope to ensure that our customers get the optimal benefit of 4G, innovative products & services and advanced technologies like 5G.

To conclude, I would like to thank our customers for making us the preferred mobile brand in the country and for inspiring us to innovate solutions for them. My gratitude also goes to our partners for enabling us every day; and our employees for their demonstrated commitment to the Company and to the communities we serve in the market.

Together we make things possible.

**Jørgen C. Arentz Rostrup**  
Chair