

# How We Create Value

2020 will go down in history as the year Covid-19 put a halt to daily life as we know it. It will also be the year remembered for profound changes in communication behaviour. As a connectivity partner, we will play our part to unleash future Bangladesh by modernising ourselves and attaining new-normal customer needs. Grameenphone believes that connected societies are empowered societies. We've built a culture at Grameenphone that values a commitment to our customers, diversity and inclusion, and a responsibility to our community and environment. At Grameenphone we believe in creating value for all stakeholders such as our shareholders, customers, employees, the public sphere, communities, suppliers, and people driving innovation.

## For Our Society



We have contributed **BDT 853.7b** to the National Exchequer since our inception

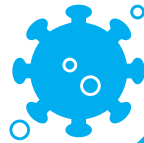
Launched **Bangla Version** global child online safety resource- **Digiworld**

Nationwide Enrichment Programme **8,200+**

avid readers were awarded in recognition of their reading habit



Supporting communities around our network



Provided **50,000** units of personal protective equipment (PPE) to hospitals during **Covid-19**



Safeguarding the future



Educated over **650,000** Children in online safety

Supported **200,000** families through emergency relief



Empowering the start-up community through GP Accelerator Programme

We supported **44** start-ups throughout the programme

**BDT 45m+** non-financial support

**BDT 4.59m** in cash grants

## For Our Customers

We have invested



**BDT 379.6b** since our inception

**BDT 13.8b**

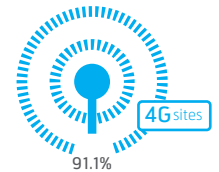
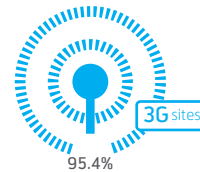
in 2020 to rollout 4G LTE sites, expanding network coverage, capacity enhancement, as well as building higher IT readiness



We cover **99.6%** of the Bangladeshi population

Expanding our Network coverage and breadth

population coverage in Bangladesh



In our operations we have:

**16,547** Total sites

**14,000** 4G sites

We successfully implemented 100% data-enabled network across the country



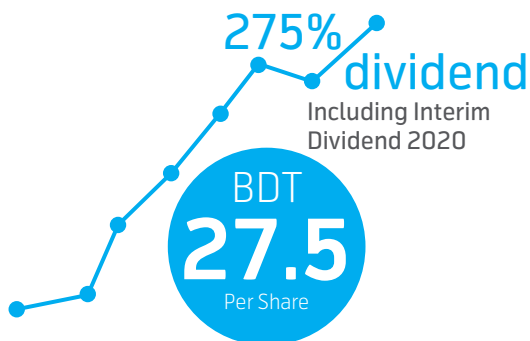
**79.0** MILLION SUBSCRIBERS

**41.3** MILLION MOBILE DATA USERS

For Our Investors



Best Telecom Brand in Bangladesh  
awarded by Bangladesh Brand Forum



ACCOLADES

- ▶ Best presented Annual Report 2019 by SAFA and ICAB
- ▶ Best Corporate Governance Excellence award 2019 by ICSB



OVER 29,500 SHAREHOLDERS



Last 6-years Total Shareholder Return **133%**  
\* As of 30 December 2020

For Our Employees

Evolving processes through robotics process automation

**99** RPA experts developed in-house (RoboGen)  
Daily **60%** of the manhour was saved with **0** errors



We supported more than

**36** students through our internship and industrial attachment programme this year



collaborate with coders and developers in Bangladesh to co-create innovative solutions.



Employees spent **116,000+** Hours of total Learning

Distance leadership programme covered **450+** leaders



A mentorship platform to mentor and develop future female talents in the tech industry

**58+** Average Hours per employee spent on e-learning

**110+** Children accommodated in Day Care Centre

Partnership with leading learning platforms to provide employees with Company sponsored diverse e-Learning library

