

How we Create value

Today's consumers and enterprises are switching easily between multiple channels, screens and devices, expecting more seamless experiences from the brands they engage with. To better reach and build relationships with our customers, we need to lead disruption and anticipate their 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 and communities, suppliers, people driving innovation.

For Our Society



We have contributed **BDT 754.5b** to the National Exchequer since our inception

We supported **44** start-ups throughout the programme and **18** this year

Safeguarding the future



Social media campaign generated more than

15m views

Child online safety directly educated more than

590,000 Students in over 375 schools

Sensitised over **200,000 Teachers/Parents**

Nationwide Enrichment Programme

20,289 students were awarded in recognition of their reading habit

Alor Pathshala

More than **1.5m** books downloaded from alorpathshala.org



Empowering the start-up community through GP Accelerator Programme

BDT 4.59m in cash grants **BDT 45m+** non-financial support

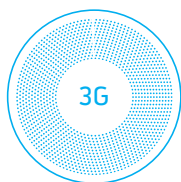


Supporting communities around our network

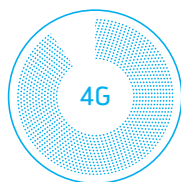
For Our Customers

Expanding our coverage and breadth

population coverage in Bangladesh



95.4%



74.5%

In our operations we have:

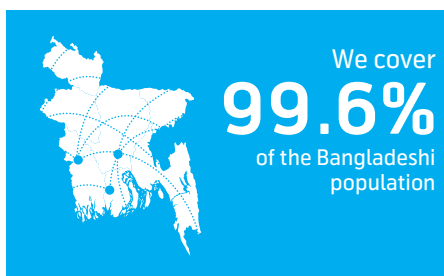
3G sites

15,710

4G sites

10,022

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



We have invested **BDT 365.6b** since our inception

BDT 18.2b

in 2019 to rollout 4G LTE sites, expanding 2G and 3G coverage, capacity enhancement, as well as building higher IT readiness



76.5 MILLION SUBSCRIBERS

40.6 MILLION MOBILE DATA USERS





For Our Investors

130% dividend
Including Interim Dividend 2019

BDT 13
Per Share

OVER **30,700** SHAREHOLDERS

ACCOLADES

- Best presented Annual Report 2018 by SAFA and ICAB
- Best Corporate Governance Excellence award 2018 by ICBSB

Last 6-years Total Shareholder Return

87.31%

* As of 30 December 2019

Best Telecom Brand in **Bangladesh**
awarded by Bangladesh Brand Forum



Overview

Sustainability

Business Performance

Governance

Financial Analysis

Additional Information

For Our Employees

Launched a ChatBot in Work Chat (Workplace messenger) - the 'One-Stop-Solution' to all queries on policy, benefit, and HR services on the go!

We supported more than

64

students through our internship programme this year

Employees spent 118 classroom sessions with

102,000+

Hours of total Learning

110+

Children accommodated in Day Care Centre

50+

Average Hours per employee spent on e-learning

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

