

# Human Resources Management

Grameenphone is here to inspire

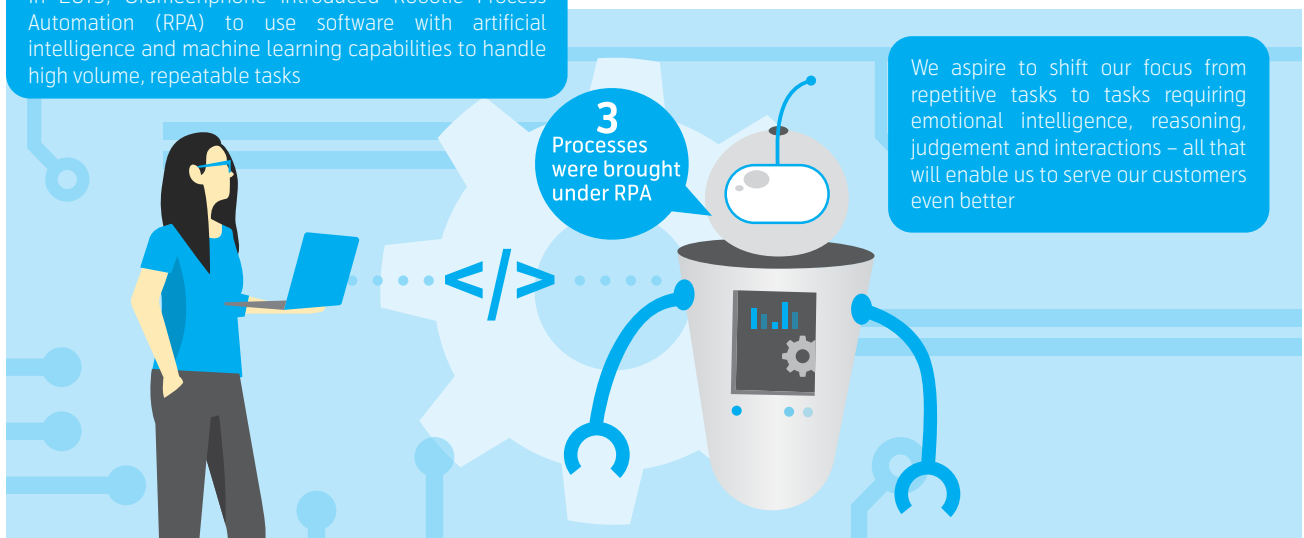
We connect lives through the power of digital communication, enabling everyone to improve their lives. We empower societies and help secure a better future for all. Grameenphone has always been a responsible employer and partner in the society, bringing about a transformation in shaping our dream of a Digital Bangladesh. We nurture bright minds, not only in our organisation but also beyond in the national backdrop.

2019 has been a remarkable year in terms of digitising and modernising HR to provide better services to our employees. This combined with our Telenor behaviours makes us an organisation with a relentless spirit of delighting our customers.

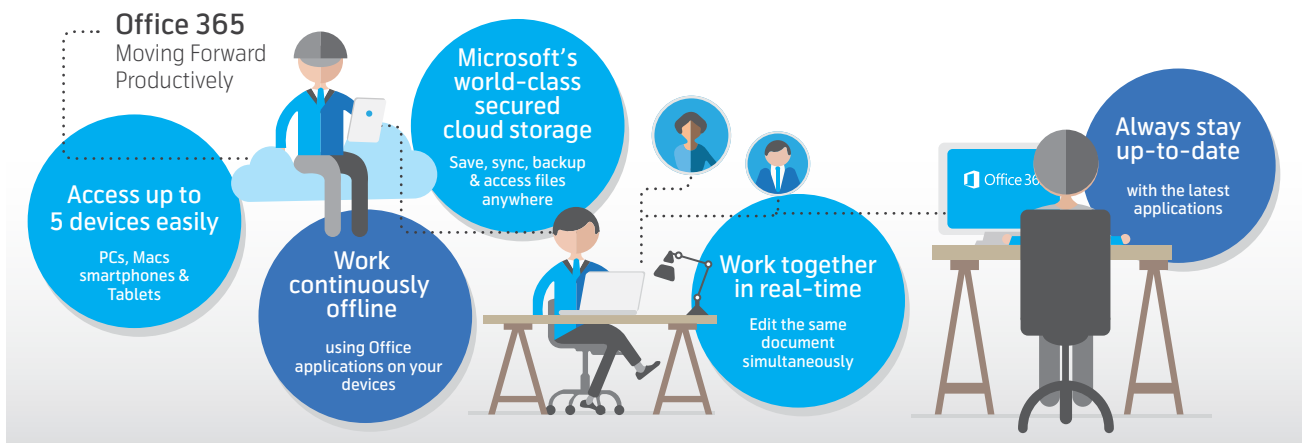
## ALWAYS EXPLORE

### Our journey of digitising Employee Experience

In 2019, Grameenphone introduced Robotic Process Automation (RPA) to use software with artificial intelligence and machine learning capabilities to handle high volume, repeatable tasks

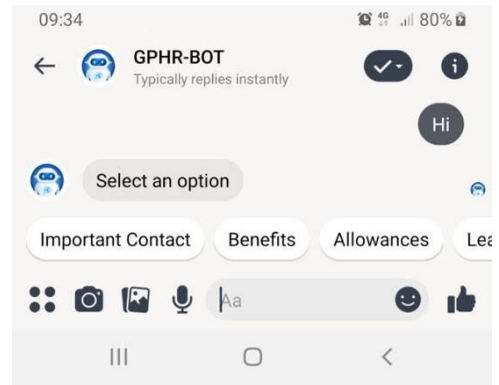


Grameenphone brought the Office 365 solution which allows employees to access, store and share information anytime, anywhere on the latest version of the Microsoft applications. It helps to collaborate more effectively with colleagues.



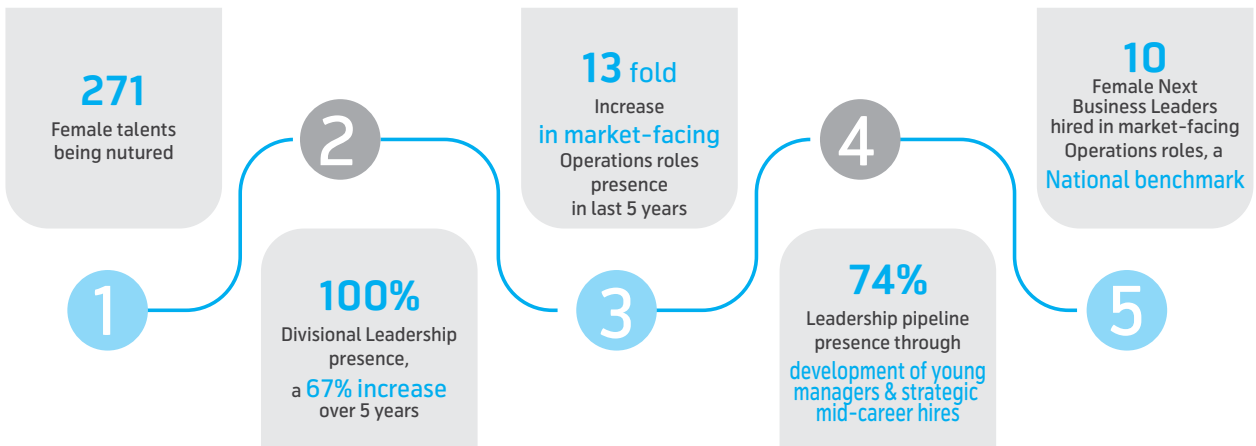


Grameenphone launched a ChatBot in Work Chat (Workplace messenger) - the 'One-Stop-Solution' to all queries on policy, benefit, and HR services on the go! Besides creating a more engaging user experience, Grameenphone ensured better information security on this platform.



## CREATING TOGETHER

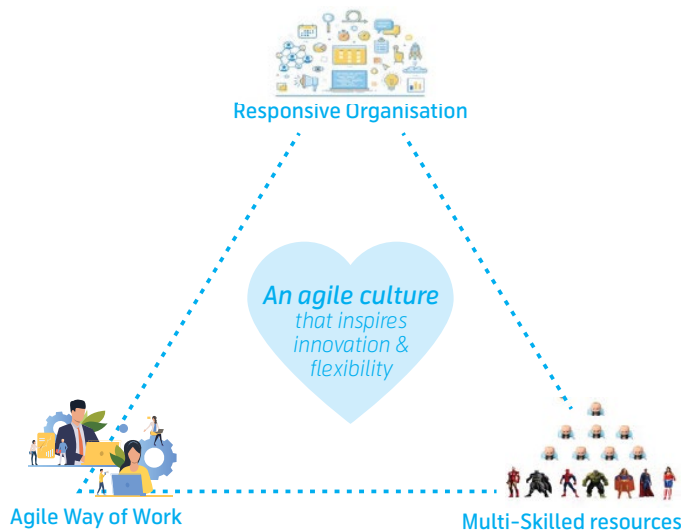
Strengthening the baton of Female Leadership



- Attracting the best to be an Employer of Choice
- Embracing a Culture of Winning Together
- Leadership Commitment in championing strength from our differences
- Focused Development & Empowerment
- Female Friendly Organisation Policies & Infrastructure

## KEEP PROMISES

Customers at the heart of what we do



- Continuously evolving ourselves to meet dynamic customer needs**
- Multi-skilled resource development through cross-functional projects & development of 100+ agile practitioners
  - Expediting our speed to market through agile way of work
  - Optimising our value chain through modernisation of operating models

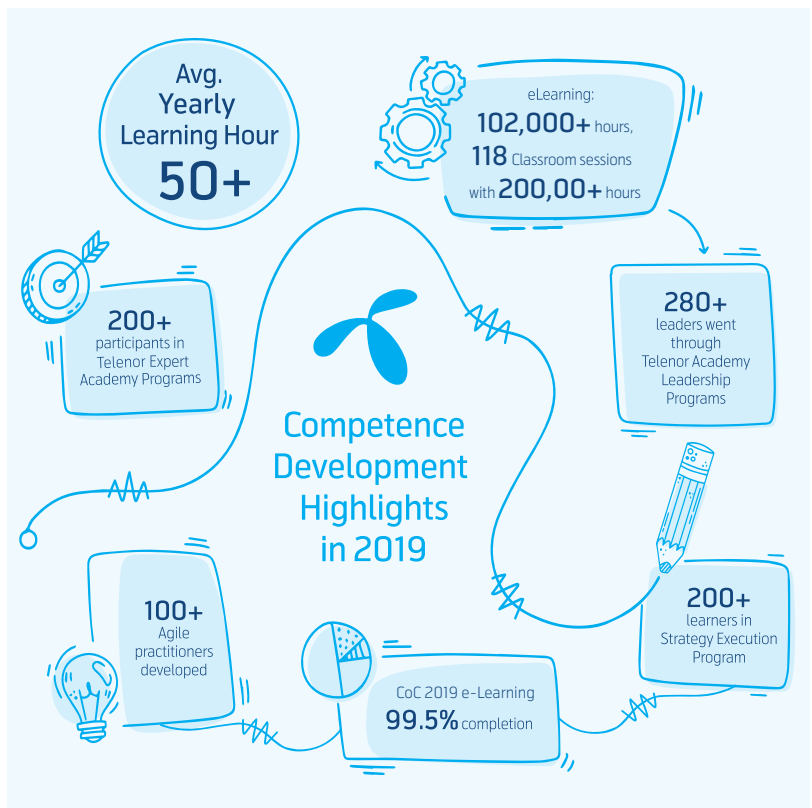


## ALWAYS EXPLORE

### Future-fit capabilities through extensive Learning & Development portfolio:

Connecting people to what matters most – in our way of work requires a major focus on building skills and future fit capabilities. 2019 has been a year for Grameenphone where we have seen major drive for upskilling and reskilling across functions. Together we have achieved more than 50 hours of learning (company avg.) in 2019 which comprises of e-Learning from global and local platforms plus more than 118 classroom sessions. Relevant content with functional learning path and accessible platforms enabled us to deliver this result. We have also seen a major shift in building critical capabilities through Intermediate and Advanced Expert Programmes and emphasise on being agile rather only “doing agile”.

2020 will be even a greater year for upskilling, reskilling through accelerating competence & building a “Second Skill” for us as individual to stay relevant in the fluid organisation.



## BE RESPECTFUL

### A more integrated Grameenphone through Registration of Employee Trade Union

Welcoming the employee trade union- Grameenphone Employees Union (GPEU) on the very first day of its union registration on 07 March 2019. Grameenphone Management emphasised on a further collaborative way of work between GPEU and Grameenphone Management. And in the path of achieving this bigger objective, a remarkable milestone was achieved on 29 October 2019 where an agreement titled ‘Recognition Agreement’ was embraced by these two bodies towards a more integrated Grameenphone. Through this initiative, an effective framework has been formulated for dialogue, consultation and discussion on different aspects of people development and eventually the greater welfare of the organisation. We believe this will positively deliver on the expectation of our shareholders.

## KEEP PROMISES

### Robust Safety and Security measures for wellness

