

# CHAIR'S MESSAGE

**In an environment marked by continued uncertainty and inflationary pressure, we prioritised efficiency and financial discipline. Our approach balanced targeted investment with cost control, helping protect cash flow and operational resilience while continuing to modernise and expand our network.**



Dear Shareholders,

2025 was a year of steady progress for Grameenphone, following a period that tested resilience across both the industry and the broader economy. While challenges persist, there are encouraging signs of recovery.

Grameenphone made a decisive shift toward becoming an AI-Native Telco Tech company with the launch of Grameenphone's flagship AI & I programme. This signals our focus on the evolving needs of our customers and desire to elevate customer experience by embedding AI across the organisation.

### Advanced Connectivity

With a service portfolio connecting over 83.9 million customers nationwide, the Grameenphone team remains focussed on delivering reliable, secure, high-quality connectivity for individuals and enterprises alike. As the leading network provider in the country, Grameenphone continues to expand and strengthen its 4G network footprint across Bangladesh and enhance service quality to meet everyday needs.

As the first operator to launch 5G across all divisional headquarters, we progressed with a measured rollout aligned with market readiness, real demand, and focussed on strategic commercial and industrial use cases.

As demand grows for secure and sustainable digital solutions, Grameenphone continues to innovate for its customers, strengthening both core and associated services. MyGP, Bangladesh's leading self-service telco app, now serves more than 22.5 million monthly users and stands as a testament to our customer-obsession, offering personalised offerings, AI chatbot support, and digital services beyond telecom. In 2025, we further strengthened MyGP to deliver a more intuitive and seamless digital experience – a journey we will continue in 2026 and beyond.

### Operational Discipline and Financial Resilience

In an environment marked by continued uncertainty and inflationary pressure, we prioritised efficiency and financial discipline. Our approach balanced targeted investment with cost control, helping protect cash flow and operational resilience while continuing to modernise and expand our network. This disciplined execution has positioned Grameenphone for when economic recovery gains further momentum.

### Continued Commitment to Digital Inclusion and Environmental Sustainability

Responsible Business is fundamental to Grameenphone and is deeply embedded across its operations. In 2025, this focus was validated through multiple awards and recognitions celebrating the Company's leadership and meaningful contributions across the Environmental, Social, and Governance (ESG) spectrum.

We remain committed to our ambitious environmental targets. In 2025 Grameenphone reduced its Scope 2 emissions by 34% (vs BAU) through EAC procurement under the market-based method, and aims to reduce emissions by 50% by 2030, using 2019 as the baseline. We are pleased to see progress in the adoption of Corporate Power Purchase Agreements (CPPAs) in Bangladesh. The introduction of CPPAs is expected to deliver both operational savings and meaningful reductions in emissions.

As a digital enabler, we see the tremendous potential and opportunity that our technology creates. We want to make sure that as many people as possible have the necessary skills to use this technology and safely navigate the digital world at their fingertips. In the course of its collaboration with Telenor's global development partners, Plan International and UNICEF, Grameenphone has helped ensure that nearly eight million people received digital skills and online safety training and this important work continues.

### Empowering a Digitally-Enabled Nation

At the heart of our journey and strategy is our purpose to uplift our customers. Through customer-centric solutions, responsible innovation, and future-focussed technologies, we continue to work toward a digitally empowered Bangladesh that creates opportunity, inclusion, and sustainable value for generations to come.

With customer data protection and safety at the core, we continue to work toward building an ecosystem where our customers can realise their fullest potential through next-generation connectivity solutions for a safer and smarter tomorrow.

**Jon Omund Revhaug**  
Chair

02 February 2026