

# Environment, Social and Governance (ESG) Report



Grameenphone is committed to doing business in a responsible way that helps to create value for its people, shareholders and society as well as keeping the planet habitable for future generations. The growing focus on sustainability is essential in Grameenphone not only to ensure our environmental responsibility and social equity but also to drive innovations and operational efficiency. In the dynamic landscape of 2023, Grameenphone has remained at the forefront, unwavering in its commitment to spearhead digital transformation within society. The Company's endeavours have been focused on cultivating digital skills and resilience amongst youth to prepare them for economic opportunities, digital inclusion of marginal communities, especially women, adherence to guiding principles for business and human rights, and finally high focus on actions to combat climate change.

While Grameenphone has steadily built up the social impact portfolio focusing more on the social side, moving forward in 2024 our ambition is to further build on our position, with a greater focus on Climate and Environment actions with attention to renewable energy (RE) access through the enablement of Corporate Power Purchase Agreement (CPPA) policy.

In 2023, Grameenphone has been recognised locally and globally for sustainability initiatives through esteemed awards such as the Sustainability Award from Daily Star and CSR Window and also by Bloomberg as the highest ESG scorer among Bangladeshi firms. There has been extensive participation from Grameenphone in sustainability and climate forums followed by media coverage to raise awareness on relevant issues where more attention is required.

In its pursuit of becoming more future-ready through modernisation, Grameenphone has set ambitious goals aimed at fostering a gender-inclusive and skill-centric workplace environment. Notably, the organisation achieved a gender diversity ratio of 19.8% as of December 2023, marking the highest figure recorded over the past decade, with 11.5% women representation in the Extended Management Team.

Grameenphone remains dedicated to its commitment to maintaining ethical standards, transparency, and effective corporate governance practices. In alignment with this dedication, the Company undertook a thorough human rights due diligence exercise within the organisation. Furthermore, a key priority throughout the year has been the enhancement of existing governance procedures, specifically concerning privacy measures and the management of authority requests. These efforts aim to safeguard and efficiently manage data privacy and information security in all operations.

In its journey throughout 2023, Grameenphone has proactively worked to uplift the areas of impact for environmental, societal, and governance ambitions, while ensuring the attainment of stakeholder expectations in harmony with long term business development objectives.

# Environment

## Our Mission

Grameenphone has always had environment as a core strategic focus and being a responsible corporate citizen is an early adopter of climate initiatives, committed to climate change prevention

## Material Topics



### 1. Climate Change

As Bangladesh navigates the challenges of climate change, Grameenphone is in pursuit of the ambitious target committed to SBTi standards aligned with the Paris Agreement Goal.

#### Ambition

The climate goal is to achieve a 50% reduction in CO<sub>2</sub> emissions from Scope 1 and Scope 2 by 2030, benchmarked against the 2019 baseline of 220,000 tons CO<sub>2</sub> emissions, recognising the imperative to address the exponential growth in energy usage through access to renewable energy. In 2023, Grameenphone has established a project team and taken an integrated approach to expedite the three primary approaches to access renewable energy.

Acquiring green electricity from the grid via the Corporate Power Purchase Agreement (CPPA) model is vital for meeting Grameenphone's climate objectives. Consequently, it is crucial to address governmental policies and regulations to enable access to renewable electricity. Within these frameworks, renewable energy producers have the opportunity to provide electricity to large corporate power consumers across the country through the national power grid managed by distribution companies, also supported by the wheeling policy. Government support to enable the climate policies is thus crucial not only for supporting the private sector such as Grameenphone to achieve climate ambitions but also to achieve national green energy ambitions.

Towards Grameenphone's environmental responsibility, the Company diligently has ensured the deployment of advanced eco-friendly solutions to create an energy-efficient network. Through a variety of initiatives, including energy efficiency and procuring Energy Attribute Certificates (EACs) for renewable energy sources, it strives to curtail its carbon footprint. Furthermore, Grameenphone is actively engaging with suppliers to mitigate the environmental impact across its supply chain, aligning with its Scope 3 climate targets.

Since 2010, Grameenphone has implemented an Environment Management System (EMS) aligned with ISO 14001 standards, with the ambition to eventually certify the system according to the standards. This system serves as a structured approach for identifying and achieving environmental goals while ensuring continual evaluation and enhancement of environmental performance. By adhering to this framework, Grameenphone is committed to effectively managing its environmental impact and promoting sustainability practices within its operations.

#### Key Highlights 2023

- Grameenphone marked its inaugural contribution to the renewable energy ecosystem through procurement of Energy Attribute Certificates (EACs), tradeable certificates symbolising the environmental benefits of renewable energy generation, empowering corporates to declare their commitment to renewable energy usages and climate objectives. In 2023, Grameenphone purchased 46.23 gigawatt-hours (GWh) of EACs, resulting in the reduction of 26,766 tons of CO<sub>2</sub> emissions, which represents a significant 9.26% reduction in emissions from its network operations.
- Throughout the year, continuous advocacy efforts have been undertaken to facilitate the enablement of the CPPA Policy. Grameenphone has made strategic alliances involving collaboration with the government, development partners and the private sector including UNDP, USAID Badge project, H&M Bangladesh, The Earth Society, and Climate Parliament Bangladesh.
- Grameenphone played a prominent role in sponsoring and actively participating in the Regional Climate Summit-2023, presented the platform for discussing the future of energy. The collaboration led to the incorporation of the need for CPPA policy in the summit declaration, signifying a substantial advancement in policy support. Efforts remain to translate this declaration into active policy.
- On World Environment Day 2023, a Round Table Discussion was organised at GPHouse. This event gathered key stakeholders, including the country economist of UNDP, the Ambassador of Norway, Independent Power Producers (IPPs), multinational brands with aligned goals, and a distinguished renewable energy expert & professor, with the primary aim to bolster Grameenphone's climate positioning and emphasise the significance of the CPPA policy in Bangladesh.
- In 2023, Grameenphone has converted 15 Generators + Solar sites to Commercial Power + Solar Hybrid sites. These Hybrid sites provide additional savings of more than 128,300 litres of fuel, which is around 205 tons of reduced CO<sub>2</sub> emissions per year.



- Grameenphone actively fosters internal awareness programmes, exemplified by its commemoration of "World Nature Conservation Day" in 2023. The Company organised a two-day tree fair and initiated a tree plantation drive, promoted the cessation of single-use plastic at the workplace, and encouraged green commuting through a cycling rally among employees.



## 2. Water

Grameenphone aims to reduce its water footprint and enhance water availability in the communities where it operates.

### Ambition

Maintaining treatment of 100% wastewater before draining out every year.

### Key Highlights 2023

In 2023, water usage increased by 16% compared to 2022, primarily due to heightened cleaning frequency.



## 3. Waste

Reduce, Reuse and Recycle (The 3R's) policy helps to reduce e-waste as well as general waste and conserve natural resources.

### Ambition

Grameenphone has an ambition to recycle 100% e-waste and lead acid battery to reduce adverse effects on the environment and support a circular economy.

### Key Highlights 2023

- By December 31<sup>st</sup> 2023, over 221 tons of e-waste, including GSM devices, microwave antennas, IT equipment, and other electronic accessories, have been recycled through our partnering recycling facilities. Recycling operations adhere to ISO 14,000, OSHAS 18,000, and R2 standards, conducted both domestically and internationally.
- Recycling of 100% used lead acid batteries has been set as the Company's internal KPI. In 2023, Grameenphone recycled 29,975 old lead acid batteries.



## 4. Disaster Response Initiatives

Grameenphone has had a keen eye for identifying needs of the society, especially in times of natural calamities and disaster, and has been supporting the nation in times of such crises.

### Key Highlights 2023

In 2023, Chattogram division was severely hit by flash floods. In partnership with the Bangladesh Red Crescent Society, Grameenphone provided food relief packs to 10,000 families to shoulder their suffering. In addition, five water purification plants were deployed to distribute safe drinking water that benefited 7,500 households. In total this effort benefited over 80,000 individuals.

## Our Mission

Grameenphone is committed to reducing inequalities and empowering societies by ensuring access to connectivity, focusing on digital inclusion, as well as addressing the critical needs of society at times of crisis and disaster. The ambition is to empower societies by reducing inequalities (SDG10), empowering women and girls (SDG5), and helping enable quality education (SDG4) through our services, social impact initiatives, and responsible business practices. Grameenphone is committed to maintaining responsible business practices throughout its entire supply chain, ensuring that its partners maintain the same standards and respect human rights.

## Material Topics



## 1. Youth Upskilling

### Grameenphone Accelerator leaps forward to regional space

Grameenphone Accelerator has launched a smart regional entrepreneurs hunt with 'Jelay Jelay Smart Uddyokta' programme, designed to uplift and enable the regional youth towards entrepreneurship

# Social

to solve local challenges and encourage the youth to innovate local solutions. The programme has connected 27 community builders who have nationwide awareness and outreach. The programme will host 20 bootcamps and pitch competitions across 20 districts, identifying and rewarding the top 20 potential entrepreneurs. This effort is aligned with Bangladesh's goal of becoming a Smart Nation, leveraging the potential of its youth demographic.

### **Grameenphone Academy paving the way towards youth empowerment and innovation**

Grameenphone Academy is our youth upskilling platform for bridging between academia and industry with a blended learning approach through the Learning Management System (LMS) [www.grameenphone.academy](http://www.grameenphone.academy). Launched in May 2022, the academy currently has 73,500+ registered students, of which 55,577 were enrolled in 2023 from 170+ academic institutions, which grew organically. 52% received certification from the total enrolled students compared to the market average of 3-10%. The National University of the country is on top in terms of course completion. 10,800+ female students got certification from this platform which is 30% of the total number. 22 onsite sessions have been conducted for the premium master classes by National Leaders, Grameenphone CXOs and senior leaders along with Youth influencers connecting more than 10,000 students. The academy collaborates with ICT ministry, A2i (Muktopath), university clubs and youth led organisations to transform more youth into smart citizen. Honorable ICT State Minister, Zunaid Ahmed Palak, conducted a leaders' masterclass for academy students and accepted 10 concept papers from the students on innovative ideas.

Grameenphone Academy has an ambition of 80,000 certifications by the end of 2024. Currently, 20% of the students are outside of Dhaka. The major focus areas of learning from this platform are Career Readiness, Digital Skills, Cyber Security, Freelancing and Entrepreneurship. The academy has collaborated with Cisco Network Academy for courses on Cyber Security and programming language. Other content providers are Coderstrust, Creative IT, Brightskills and amarischool.

### **FutureNation, connecting youth to economic opportunities**

FutureNation, a Public, Private, Development Partnership (PPDP) programme with UNDP and BIDA, was introduced in November 2021 to enable the youth of Bangladesh to have economic opportunities. With this vision, FutureNation launched the FutureNation platform (<https://futurenation.gov.bd/>) in September 2023. This platform offers a self-assessment tool for youth to assess employability preparedness, and offers different learning opportunities such as courses like Business and Social English by the British Council, Software Product Management, Cyber Security & Ethical Hacking, Blockchain Technology, Artificial Intelligence & Machine Learning, Data Science & Analytics courses from Coursera and custom made courses on UI/UX Design, Digital Literacy, Android App Development, Professional Video Editing, Motion Graphics through its Learning Management System (LMS). The platform also offers opportunities to connect to employment opportunities through the Recruitment Engine. More than 20,000 youth have registered on this platform in 2023.

#### **Ambition**

In 2024, Grameenphone aspires to upskill 100,000 youth combinedly through Grameenphone Academy, GP Accelerator and FutureNation initiatives.



## **2. Online Safety Training for Marginal Communities focusing on women**

At Grameenphone, our unwavering dedication to online safety drives us to tirelessly cultivate a secure digital environment for our community - from children to parents, teachers, and guardians. We firmly believe that digital skills and online safety are indispensable tools that empower individuals to not only enhance their lifestyles but also harness the full potential of technology. With Plan International, we embark on a transformative journey to train 2.3 million vulnerable people across 19 districts with vital digital skills by 2025.

### **Our commitment has not only been a pledge but a series of impactful actions in 2023:**

- Directly trained over 141,000 school children and 1,200 teachers from over 600 schools from vulnerable communities, fostering digital empowerment at the grassroots level.
- Extended our reach to the farthest corners through collaboration with the Bangladesh Community Radio Association, ensuring no community is left behind and a continuing the education on online safety and digital skills
- Conducted comprehensive digital skills and online safety assessments for the baseline survey across 19 districts, laying the groundwork for targeted interventions tailored to local needs.
- Engaged in 28 inspiring youth-led sessions nationwide, amplifying the voices of young advocates and catalysing change at the grassroots level.
- Celebrated Girls Takeover Day, a powerful tribute to the boundless potential and power of girls worldwide, by creating an opportunity for a member of the vulnerable community to roleplay as Grameenphone CEO for a day.

This year also marks a significant milestone as we announce a renewed partnership with long-lasting global partner UNICEF Bangladesh. Our Partnership with UNICEF will strengthen digital literacy and secure ethical and responsible use of digital technology for school children which has the potential to reach 10 million, including children and teachers.



### 3. Gender Diversity, Equality, And Inclusion

Grameenphone strongly believes that a gender balanced workplace is essential for better business performance and to master innovation. It is about creating services and solutions collectively that address the different perspectives of our employees, customers, stakeholders and partners. We continue to work with a broader agenda that includes gender, inclusive culture, skills and competence.

#### Ambition

Grameenphone has been working towards a better balance in female representation in the organisation to become a balanced future fit workplace. The focus is building a critical mass, developing successful female leadership, competence development and creating an inclusive culture. With the commitment from the leaders and the management team, year-on-year we have seen a strong positive movement since 2018. As of 31 December 2023, the female:male ratio stands at 19.8%. Special development initiatives focusing on more than 200 female talents were undertaken throughout the year. Soft Skills and Future Skills Development has been a top development area for female talent in the leadership pipeline. For developing an inclusive culture there have been focused trainings and workshops with the extended management team. We will continue to drive this journey at full momentum to reach our ambition of 23% by 2026 and further set the standard of inclusive culture in Grameenphone as a benchmark in the local market and beyond.

#### Key Highlights 2023

**Gender Diversity has been delivered objectives through a structured project for the 6<sup>th</sup> year.**

- Women representation in the Organisation 19.8%.
- Women representation on the Board 20%.
- Women Representation in the Extended Management Team 11.5%.
- Women representation among new recruits 31.4%.
- 30% female participation in Global Development Programmes.
- Female representation is now present at all levels across Grameenphone, including management as we onboarded a female CHRO.
- Keeping inclusion at the core, both management and employee pledge to create a more equitable workplace emphasised through gender based speak up sessions. The "Flexi-Break" concept introduced for females working in sales roles in circles to allow them flexibility during their periods. This year, Grameenphone won the Star DEI Team of the Year in the Special Mention Category from FICCI for the well-rounded, structured and sustainable efforts to increase diversity, equity and inclusion in the organisation.



### 4. Health, Safety and Security Performance

Grameenphone promotes high standards within Health, Safety and Security (HSS) to ensure a healthy, safe and secure workplace. Ensuring well-being and a sustainable work-life balance empowers employees to perform in their roles and makes Grameenphone an attractive employer.

#### Ambition

Grameenphone's HSS ambition is to create an advanced HSS culture across the value chain as an integral part of the business. Strategic priorities and business goals have been initiated, keeping HSS at the core. The HSS step-up journey focuses on the dimensions of leadership and commitment, organisation and competence, work management system and governance, ownership and teamwork, as well as in reporting and communication.

Efforts are ongoing to mitigate the main three risks - working at height, road safety and fire safety - through the hierarchy of control (elimination, substitution, engineering control, administrative control, and PPE). Specific focus has been given to high-risk functions, i.e., Commercial and Technology - employees, distribution field forces, and business partners, through risk analysis and management, travel safety, cash management and fire safety. An emergency preparedness guideline and other safe operation procedures have been developed and shared with all relevant stakeholders.

## Key Highlights 2023

### HSS step-up journey

- Improved HSS reporting culture- Safety leading incident (near-miss, unsafe act/condition) reporting has increased by around 200% (3,052) in comparison with 2022 which indicates a positive safety culture.
- HSS Competence Building- Total training hours for employees 4,545 hours and total training hours for suppliers 10,354 hours. The trainings covered major topics including leading indicator reporting, work at height certification training, road safety & defensive driving training for transport drivers, and firefighting and evacuation drill training.

### Risk Analysis & Management

- Hazard Identification Risk Assessment and Risk Control (HI-RA-RC) for high-risk functions of Commercial, Technology, Finance and People & Organisation has been completed. Currently implementation of the outcome of HI-RA-RC is being worked on.

### Road Safety

- "Driving after dark" and "Usage of 2/3 wheelers" improved significantly in the daily operation of Commercial and Technology. In the Commercial value chain, 2/3-Wheeler usage guidelines implemented and driving after dark has been reduced by 60%. In Technology, deep dark hour travel (11 pm to sunrise) per day has reduced by 70%. Overall, driving in the dark accidents has reduced by 44% compared to the year 2022.
- Various initiatives like - the safety of riders and different safety rules like 'No Licence-No Ride' and 'No Helmet-No Ride' etc. have been implemented. Safety speed limit for two-wheeler riders have been determined and communicated with all Distribution Houses.

### Fire Safety

- Based on fire safety risk assessment, fire prevention related improvement areas were identified for all respective GP premises (administrative, warehouse, Switch & Data Centre). Necessary measures have already been implemented as per the identified areas.
- Firefighting, fire prevention, rescue and first aid training conducted by Bangladesh Fire Service and Civil Defence for 160 GP employees including emergency responders. In addition, employees were enrolled on Emergency preparedness awareness session throughout the year to enhance the basic knowledge of fire safety.

### Work at Height

- To maintain the Work at Height Safety, 817 work hours of refresher training on Work at height was conducted for the Technology value chain and ensured only trained riggers were permitted to climb towers. During tower maintenance activity, solo and unsupervised work at height (above 2 meters) were completely prohibited. Personal protective equipment (PPE) has been standardised to eliminate the use of sub-standard PPE. In addition, all PPEs were monitored by the supervisors during on site work.

### Cash Management

- SMS Alert for high cash in hand: alert generation for sales field force, when cash in hand upon exceeding certain amount. Safety toolbox talk is being carried out during daily morning briefing session.

## 5. Supply Chain Sustainability

Grameenphone aims to ensure that its Business Partners follow Grameenphone's standards for responsible business conduct as set out in the Supplier Conduct Principles (SCP). Compliance risks associated with Business Partners are identified, assessed, and properly managed throughout the lifecycle of the relationship. All non-exempt Grameenphone Business Partners (BPs) sign the Agreement on Responsible Business Conduct (ABC). The ABC legally obligates the Business Partner to abide by the Suppliers Conduct Principle (SCP), to be transparent, and to remedy any areas of nonconformance with the goal of continuous improvement. The ABC requires BPs to promote improvements in the relevant sub-tier supply chain and grants Grameenphone the right to monitor Business Partner performance across various domain areas, including Health and Safety, Environment, Human and Labour Rights, etc.

### Key Highlights 2023

- All suppliers and partners of Grameenphone have endorsed the Supplier Conduct Principles (SCP) and Agreement on Responsible Business Conduct (ABC).
- Carried out 50 business partner inspections on medium-high risk suppliers which resulted in identification of improvement areas among the business partners.



- 525 major non-conformities, 763 minor non-conformities and 825 observations resulting from business partner inspection, were followed up and mitigated. 84% Non-conformance close out rate has been achieved out of the target of 80% at the end of Q4.
- Conducted 10,657 man-hours of capacity building to enhance the supply chains competence and capabilities.
- Supplier Fatality details:

Q4 ESG Report 2023: SCS	Q4 2023 (YTD)
Fatal accidents for First tier Suppliers involved in work/production for Grameenphone	2
Fatal accidents for Lower tiers Suppliers involved in work/production for Grameenphone	2
Work related fatal accidents (Total)	4

## Governance

### Our Mission

Create and maintain sustainable shareholders' value, safeguard stakeholders' interest and investor's trust by maintaining the highest standards of governance and business conduct.

### Material topics



#### 1. Corporate Governance

Grameenphone's principles and practices for corporate governance define a framework of rules and procedures for the way business is governed and controlled.

##### Ambitions

- Bringing the interests of all stakeholders to the fore through our empowered, diverse and inclusive Board.
- Building sustainable and responsible supply chains.
- Ensuring robust compliance and integrity practices.
- Engaging with stakeholders through various channels and earning trust through transparent communication.

Detailed information on corporate governance is provided in the "Corporate Governance in Grameenphone" section of the Annual Report on page 29.

#### 2. Human Rights



As a part of Grameenphone's commitment to respect human rights, Human Rights Due Diligence was conducted in 2023 based on international standards and guiding principles governing Human Rights. Grameenphone is also undertaking continuous efforts towards awareness and competence building among employees working in critical areas where human rights are concerned.

##### Ambitions

As a part of the annual exercise, in 2024, the ambition is to conduct human rights due diligence, take bilateral discussions and create stronger awareness and understanding of Human Rights related issues across the organisation through the structured training process.

#### 3. Data Privacy



Being the largest telecommunication service provider in the country with almost 85 million subscribers, data privacy is of utmost importance for GP. Privacy is one of the biggest concerns for both the data subjects and controllers in this age of machines and rapidly growing era of sophisticated technologies. Privacy awareness is also increasing significantly in a society in general. A privacy compliant culture in the organisation is, therefore, inevitable in enhancing the trust and confidence of everyone related to us.

##### Ambitions

We strive to build a strong and trusted culture in the organisation respecting the privacy and security of the personal information of our customers. We invest in knowledge, technology and services to ensure safe and secure connectivity for our customers and society. These topics are prioritised at all levels of the organisation, and we continuously train ourselves to understand new threats and concerns. It remains a priority for Grameenphone to strengthen the link between risks, controls, mitigating actions and strategic choices, and improve the privacy control framework.

**Key Highlights 2023**

Developed, introduced and maintained necessary processes and procedures for risk management, breach handling, internal controls, inventory management and reporting of issues related to the processing of personal data of our customers, employees, stakeholders, shareholders, business partners and others related to us. Reviewed internal privacy governing documents to align with the current contexts, applicable laws and regulations. Coordinated privacy awareness programme consisting of e-Learning campaigns and contextual training sessions. Also contributed significantly to the review of the proposed Data Protection Act.



**4. Cyber Security**

In an era marked by the proliferation of digital technologies and interconnected networks, the telecommunications sector has become a prime target for cyber adversaries seeking to exploit vulnerabilities, gain access to sensitive customer data and disrupt operations. Grameenphone, being the country’s leading telecommunications provider, also recognises the critical importance of safeguarding customer data, protecting against cyber threats, and ensuring the availability of its network infrastructure.

Grameenphone’s cyber security strategy is anchored in a proactive and multi-layered approach aimed at identifying, assessing, and mitigating cyber risks across the organisation. By leveraging industry best practices and cutting-edge technologies, we endeavour to maintain robust defences and resilience against evolving cyber threats.

**Ambition**

Grameenphone’s ambition, encapsulated in the motto ‘We always protect society and people in their digital life,’ drives continuous improvement in security measures. Over the past year, we’ve leveraged industry-standard security systems to enhance existing controls, protecting our network, systems, and data assets against intruders. Moving forward, our commitment remains steadfast in staying ahead of the evolving cyber threat landscape and strengthening our cyber security capabilities.

**Key Highlights 2023**

- Continuous focus on fostering a security-first culture across the organisation including but not limited to various awareness programmes for employees as well as partners
- Continued investment to achieve increased capabilities and capacity for enhanced visibility of network
- Transformation of the security organisation and onboarding of renowned ‘Managed Detection and Response’ service provider to ensure continuous cyber threat monitoring and response
- Strategic planning and execution of a comprehensive insider threat programme to address internal security risks
- Strong focus on business continuity and crisis management to build organisation and technological resilience to adverse situations that will further mature over the next few years
- Deployment of robust logical access control solutions to prevent unauthorised access and ensure a secure digital environment
- Maintaining high standards of compliance and governance in cyber security, adhering to regulatory frameworks and industry standards
- Partnerships with industry peers, government agencies, and cyber security organisations to strengthen our collective ability against cyber threats

**ESG Key Figures**

ESG Metrics	Q1'2023	Q2'2023	Q3'2023	Q4'2023
<b>People &amp; Organisation</b>				
Women in total workforce (%)	19.3%	19.39%	19.24%	19.8%
Women on the Board (%)	20%	20%	20%	20%
Women among new recruits (%)	36.4%	12.50%	25%	41%
Women in Extended Management positions (%)	10.9%	11.11%	10%	11.5%
<b>Supply Chain Sustainability</b>				
Capacity building of suppliers (man-hours)	2,124	4,749	7,113	10,657



ESG Metrics	Q1'2023	Q2'2023	Q3'2023	Q4'2023
Findings of Child Labour (below 15 years)	0	0	0	0
Percentage of Suppliers signed ABC	100%	100%	100%	100%
Direct Suppliers in scope for ABC	1,057	1,053	987	1,018
Sustainability inspections and audits carried out	0	0	0	50
<b>Climate Change</b>				
Total GHG emissions (thousand tonnes CO <sub>2</sub> e) (Market based factors)	75.03	76.37	81.05	49.09
Direct GHG emissions/ Scope 1 (thousand tonnes CO <sub>2</sub> e)	4.36	4.05	4.04	3.80
Indirect GHG emissions/ Scope 2 (thousand tonnes CO <sub>2</sub> e)	70.67	72.32	77.01	45.29
Asia Scope 1+2 GHG emissions level in relevant year compared to emissions in base year 2019 (%)	36.20	138.63	147.12	89.11
Total energy use (GWh)	142.91	143.05	150.93	141.20
Number of solar base stations	1,167	1,125	1,094	1,070
<b>Environment</b>				
Municipal waste recycled (%)	100%	100%	100%	100%
<b>Digital Inclusion</b>				
Mobile Internet users (% of active data users)	54.3%	56.7%	57.9%	56.9%

## Other Disclosure

### Upcoming sustainability reporting standards but not yet effective

The financial statements of Grameenphone have been prepared following International Financial Reporting Standards (IFRS) and other applicable laws in Bangladesh. The Trustees of the International Financial Reporting Standards (IFRS) Foundation created the International Sustainability Standards Board (ISSB) to improve the global consistency and comparability of companies' sustainability disclosures. IFRS guides to disclose regarding new IFRSs those have been issued but are not yet effective; in the inspiration of such guidance below information is shared:

The ISSB issued its first two IFRS Sustainability Disclosure Standards, IFRS S1 'General Requirements for Disclosure of Sustainability-related Financial Information' and IFRS S2 'Climate-related Disclosures' on 26 Jun 2023.

IFRS S1 sets out overall requirements with the objective to require an entity to disclose information about its sustainability-related risks and opportunities that is useful to the primary users of general purpose financial reports in making decisions relating to providing resources to the entity. Currently Grameenphone is disclosing Sustainability related risks and responses in the ERM section of the Annual Report (page 19).

IFRS S2 sets out the requirements for a company to disclose information about its climate-related risks and opportunities, while building on the requirements described in IFRS S1. Grameenphone's climate related target/ambition, commitment, activities and metrics are mentioned above in Environment, Social and Governance (ESG) report section.

IFRS S1 and IFRS S2 are effective for annual reporting periods beginning on or after 1 January 2024, meaning stakeholders begin to see information in 2025 based on companies applying the Standards for their 2024 reporting cycle. Although all public and private companies can apply IFRS S1 and IFRS S2, the ISSB does not have the right to mandate the application of the Standards. Companies can voluntarily apply these Standards, and jurisdictional authorities can decide whether to require companies to apply them.

A key objective of the ISSB is to reduce the complexity associated with various sustainability disclosure frameworks and standards, to address the reporting burden for companies and to improve the efficiency of the reporting system through interoperability. The ISSB is working with jurisdictional representatives through the Jurisdictional Working Group and with organisations, including the European Commission, the European Financial Reporting Advisory Group (EFRAG) and the Global Reporting Initiative (GRI) to help achieve this objective. An important priority has been to establish interoperability between IFRS S1 and IFRS S2 and the European Sustainability Reporting Standards (ESRS), the GRI Standards and other major jurisdictional requirements.