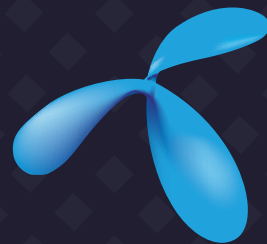


Mr. Tanveer Mohammad

Chief Corporate Affairs Officer (CCAO) of Grameenphone Ltd

— Interview by Barrister Zayeema Khan



Mr. Tanveer Mohammad
Chief Corporate Affairs Officer
(CCAO), Grameenphone Ltd

We had the privilege to have a face-to-face conversation with Mr. Tanveer Mohammad. As the leading telecom operator in Bangladesh, Grameenphone has consistently upheld strong ethical standards and Responsible Business Conduct (RBC), aiming to create long-term value through transparency, sustainability, and social empowerment. Mr. Tanveer Mohammad, a well-respected corporate leader, vividly highlighted Grameenphone's RBC initiatives and shared valuable insights drawn from his exemplary leadership experience.

“TO ENSURE BUSINESS SUSTAINABILITY, COMPANIES HAVE NO CHOICE BUT TO PROMPTLY PREPARE FOR THE EMERGING AREAS OF RBC”

What is the role of the leadership of a company to promote and practice Responsible Business Conduct (RBC) in the company's operations?

As a telecom operator in Bangladesh, our mission is to empower society by providing reliable voice and data connectivity. With this role comes a responsibility to conduct our business in a way that benefits the country and supports ethical, sustainable, and inclusive growth. Our leaders play a key role in promoting Responsible Business Conduct (RBC) throughout the organization. Leaders must set the right example by making sure our actions reflect our values.

How do you ensure compliance with both local laws and international standards on human rights, labor, and the environment?

Grameenphone, as part of the Telenor Group, aligns with international best practices and European standards, alongside full compliance with Bangladesh's local laws. Despite the absence of specific domestic RBC legislation, we have established robust policies and a Code of Conduct including a Supplier Code that all suppliers, and vendors must follow.

We emphasize ethical labor practices both within our operations and across our supply chain. Our Code of Conduct is reviewed annually, with mandatory employee training and compliance assessments achieving 100% participation. Beyond compliance, we foster a positive, inclusive, and safe work environment. We conduct regular internal audits and monitoring. We strive to reflect our broader commitment to ethical business practices enhancing the trustworthiness, responsibility, and sustainability of our organization beyond financial performance.

Telecos are sometimes criticized for having a negative environmental impact. What steps do you take and can be taken to promote responsible practices to address such concern?

A significant focus of our operations is on Environmental, Social, and Governance (ESG) principles, aligned with various United Nations (UN) initiatives and frameworks. You will be glad to learn that acknowledging the high energy demands of telecommunications, we are committed to reducing our carbon footprint by 50% by 2030.

In alignment with global standards, we evaluate whether our suppliers are adhering to Science-Based Targets (SBTs) as outlined by UN frameworks. We currently operate over 1,000 solar sites to reduce consumption of electricity. In addition, we are leveraging artificial intelligence (AI) to optimize energy usage across our operations, which has already resulted in a 10–15% reduction in electricity consumption. We are planning to produce renewable energy in big scale. We are also engaging our suppliers to adopt similar energy efficiency measures. We use recycled water where possible and harvest rainwater to support conservation. Grameenphone's sustainability goals are embedded in company-wide and individual KPIs, ensuring accountability and translating our vision into measurable, impactful action. This ensures accountability at every level of our organization and reinforces our long-term commitment.

Regulators, investors, and consumers increasingly demand transparency. How is this shaping your approach to RBC?

Transparency is integral to Grameenphone's governance. As a publicly listed entity and an integral part of the Telenor Group, we are bound to uphold rigorous standards of clarity and accountability across every step of our operations. This ensures trust with regulators, investors, and consumers, and strengthens our approach to RBC.

What emerging areas of Responsible Business Conduct should companies operating in Bangladesh prepare for in the next 5 years?

To ensure business sustainability, companies have no choice but to promptly prepare for the emerging areas of RBC, including:

- ▶ **Data Privacy and Cybersecurity** – Strengthening data governance to protect customer information and comply with evolving regulations.
- ▶ **Climate Action** – Adopting sustainable practices to reduce environmental impact and align with global climate goals.
- ▶ **Inclusivity in workplace** – Building inclusive workplaces to reflect changing societal expectations and workforce dynamics.
- ▶ **Supply Chain Due Diligence** – Ensuring ethical and transparent sourcing practices across the value chain.