

# Navigating Ethics & Compliance Corporate Governance at Grameenphone Limited



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Submitted to

**Islamic University of Technology**

**In partial fulfillment of the requirements for the degree of BBA in Business and  
Technology Management (BTM)**

**Submitted by**

I understand that my final report will become part of the permanent collection of Islamic University of Technology Management Program. My signature below authorizes the release of my final report to any reader upon request.

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**Submission date: 25 July 2025**

**An Internship Report On**

**Navigating Ethics & Compliance Corporate Governance at  
Grameenphone Limited**



This internship report is submitted to the Department of Business and Technology Management (BTM) at the Islamic University of Technology (IUT) as part of the course BTM 4800.

## Letter of Transmittal

18 July 2025

Dr. Mohammad Shamsu Uddin  
Associate Professor  
Department of Business and Technology Management Islamic University of  
Technology (IUT)  
Board Bazar, Gazipur.

**Subject:** Submission of “Navigating Ethics & Compliance Corporate Governance at Grameenphone Limited”

Respected Sir,

I hereby submit the Internship report titled “Navigating Ethics & Compliance Corporate Governance at Grameenphone Limited” which is a mandatory part of the internship program. It was a great privilege for me to work under your guidance and supervision.

I have tried my best to portray the details of the company, my duties there as an intern, the scope and possibility of the company, etc. very precisely. This opportunity has enabled me to bridge my theoretical knowledge gathered throughout the past 4 years and real-life practices.

I sincerely believe that the practical knowledge and experience gathered from this study have definitely added value to my career and will also help to ace in the corporate culture in the future. I hope my effort will succeed in satisfying your expectations. I will be available at any time convenient to you for clarification of any point of this report.

Sincerely yours,

Nafisa Alam Toree  
ID: 200061120  
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## **Declaration**

I, Nafisa Alam Toree, a student of the Department of Business and Technology Management of Islamic University of Technology (IUT) hereby attest to the fact that this report is purely my own work and has been prepared under supervision of Dr. Mohammad Shamsu Uddin, Associate Professor, Department of Business and Technology Management.

I also certain that I have not given this report to any other person or organization in return of any kind of certificates. Furthermore, I take full responsibility for any violations of the university's plagiarisms and AI detection policies.

### **Student's Full Name and Signature:**

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**Dr. Mohammad Shamsu Uddin**

Associate Professor

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## Acknowledgement

This report is the hard work and motivation of many people. I am beyond grateful to the Almighty for giving me the strength, patience, and perseverance to finish this transformative learning experience. It's been a truly enriching journey for me, both in my career and personally.

My sincere gratitude goes out to Dr. Muhammad Shamsu Uddin, Associate Professor at the Department of Business and Technology Management, Islamic University of Technology. His persistent support, insightful criticism, and ongoing academic help have been invaluable. In addition to influencing the course of this report, he has deepened my understanding of academic integrity and critical thinking. teaching commitment to teaching pupils and all of the knowledge he imparted to me Along the road truly motivate me.

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I am also grateful to the Ethics & Compliance team for their cooperative and growth-oriented atmosphere that made my first working place comfortable and extraordinarily insightful.

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Finally, I would like to thank Faiyaj Kabir from the bottom of my heart. His unconditional understanding, motivation, and emotional support have been invaluable during this journey.

## Executive Summary

This report shares my experience during a five-month internship at Grameenphone Limited, where I have worked in the Ethics & Compliance Department. The main goal of this internship was to dive into the world of corporate ethics and compliance policies within a top telecommunications company. This report covers the tasks I have performed and the responsibilities that I have held during my internship period and the impacts of my contribution on Grameenphone Limited.

My assigned works included creating training modules, learning the policy guidelines on what Grameenphone is based like Global Work Program, Third-Party Policy Guidelines, Anti-Sexual Harassment Committee and more. Furthermore, it contained organizing internal audits, and handling communication across different departments.

As a result of continuous engagements with fellow employees, management or external contractors, my networking skills have sharpened. My organizational and time management skills have bettered with planning training sessions, completing paperwork, and coordinating meetings.

My exposure to lectures covering topics, such as business ethics, anti-corruption policies, and leadership development, have refined my understanding of ethical theories within a business context. Real-life experiences like handling sensitive information and ensuring secrecy have enhanced my professional conduct and moral decision making.

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# **Chapter One: INTRODUCTION**

## 1. Introduction

This is an internship report of my five months stint at Grameenphone Limited, being the leading telecommunication service provider in Bangladesh. I was assigned to the company's Ethics & Compliance (E&C) unit and kept myself involved in various strategic and operational tasks ranging from developing modules of compliance to anti-sexual harassment campaign, management of stakeholders, and assistance to policies. This essay aims to describe the lessons I applied, in light of my role in Grameenphone's internal governance framework, and offer reflections on the corporate, ethical, and professional dynamics of the telecommunication sector. The experience not only benefited me at an academic level but also played a key contributory role to the evolution of my knowledge of corporate compliance, ethical leadership, and cross-functional project execution in a live business context.

### 1.1 Background

Bangladesh's biggest mobile telecommunication operator, Grameenphone, belonging to the international Telenor Group, has more than 84.9 million subscribers and a virtually 99% population coverage. Grameenphone is a perfect environment for future professionals to get exposed to ethical business practice with its clean record of compliance complemented with focus on ethical practice. I completed the internship task within the Ethics & Compliance department of Grameenphone, my role being ensuring internal policy, regulatory guidelines, and ethical awareness within the company. The tasks undertaken included a variety of compliance domains from policy creation to awareness drives, stakeholder interactions, and system implementations, which collectively exposed me to enhanced corporate ethics, governance, and stakeholder coordination.

### 1.2 Objectives

This report is an overview of my five-month internship experience with the Ethics & Compliance function at Grameenphone, covering important projects, learned skills, and utilization of ethical and governance principles. It considers issues encountered and how theoretical concepts were harmonized with actual corporate exposure.

- i. To record the experiential knowledge acquired during the five-month internship at Grameenphone Limited's Ethics & Compliance unit.
- ii. To evaluate the relevance of compliance and ethical practices within a telecommunication giant and how these practices enable organizational objectives and regulatory compliance.
- iii. To enumerate the salient projects, activities, and learning milestones that were accomplished during the internship, including content development, policy research, stakeholder coordination, and event management.

- iv. To assess the learning and skills developed during the internship, that is, corporate ethics, internal governance, conflict of interest management, and sexual harassment sensitization.
- v. To garner challenges encountered by the intern during the internship and provide recommendations to future interns or to the compliance communication process.
- vi. To bridge the gap between the theoretical concepts and actual practice, showing how business ethics, leadership, and compliance theoretical concepts are practiced.

### 1.3 Significance

This report is applicable both academically and professionally. Academically, the report to some extent meets the undergraduate requirement since it indicates the implementation of business and ethical concepts in a business setting. Professionally, the report views compliance programs, ethical leadership, and internal governance as essential to maintaining the credibility as well as performance of an organization. Furthermore, the report also constitutes an educational reflection for potential interns, policy analysts, and business leaders interested in the convergence of ethics, compliance, and telecommunication. The study also identifies the increasing relevance of ethical practice in competitive business environments and how business firms such as Grameenphone integrate value-based strategies into their operations.

### 1.4 Methodology

This report's research approach is qualitative in nature based on participant observation, project reports, and internship task logs throughout my tenure at Grameenphone. The data were collected through direct experience of attending department meetings, project development meetings, workshops, internal email communications, and advice from supervisors. Aside from experience, supporting secondary sources like company documents, compliance policy guidelines, internal training guides, and Grameenphone's online materials (e.g., ONEGP, Telenor Academy) were used. Spontaneous interviews with mentors and peers were also used to cross-check observations and ensure compliance with internal expectations and real impact.

### 1.5 Limitations

- i. **Time Limitation:** Five months as an internship duration might be a short time for understanding the long-term effects of compliance efforts.
- ii. **Limitations of Confidentiality:** Because of the nature of work in ethics and compliance, some information and internal investigation were not allowed to be revealed or analyzed thoroughly.

- iii. **Departmental Exposure:** My internship was restricted to the Ethics & Compliance department Alone, with very negligible cross-functional exposure to other operating departments of Grameenphone.
- iv. **Geographic Restriction:** The majority of my activities were company head office-based (GP House), limiting face-to-face interaction with regional operations or field work.

## **Chapter Two: AN OVERVIEW OF THE COMPANY**

## 2. Company Overview

This chapter includes a discussion of Grameenphone Limited's organizational structure, operational sectors, client segment, products and services provided by the company, SWOT analysis and company history.

### 2.2 Brief History of Grameenphone

Grameenphone Ltd. is the country's largest telecommunication company. Grameenphone received its operating license in November 1996 and commenced operations on March 26, 1997. Within 11 years of operation, Grameenphone was the largest mobile phone network operator in the country with over 28 million subscribers in November 2008 (Grameenphone, n.d.).

The idea of bringing mobile phone services to rural Bangladesh was devised by Iqbal Qadir, MIT's Legatum Center for Development and Entrepreneurship director and founder. Born out of the microcredit model of the Grameen Bank, Qadir dreamed of a venture that cell phones would be ways of earning income. Having abandoned his investment banker job in the United States, Qadir went back to Bangladesh and found capital from financier Joshua Mailman. By the end of three years, he had the support of institutions such as Nobel laureate Muhammad Yunus of Grameen Bank and Norwegian telecommunications firm Telenor. This led to the creation of a consortium between Telenor and Grameen Bank to create Grameenphone. Qadir was a shareholder up to 2004 (Grameenphone, n.d.).

Grameenphone is a joint venture of Telenor (62%)—Norway's largest telco operator with presence in 12 markets—and Grameen Telecom Corporation (38%), a non-profit entity affiliated with Grameen Bank. Grameenphone has been pioneering new technologies in Bangladesh by initiating GSM technology for the first time when it started operations in March 1997 (Grameenphone, n.d.).

*Table 1: Key Milestones of Grameenphone Limited*

<b>October 10, 1996</b>	Grameenphone Ltd. was founded as a joint venture between Telenor (Norway) and Grameen Telecom.
<b>1996</b>	Grameenphone was incorporated as a private limited company.
<b>March 26, 1997</b>	Official launch of commercial mobile services on Bangladesh's Independence Day.
<b>1997</b>	Launched its mobile services, marking the first time mobile-to-mobile communication was available in Bangladesh.
<b>2006</b>	Became the first operator in Bangladesh to reach 10 million subscribers.
<b>2007</b>	Converted to a public limited company.
<b>2009</b>	Listed on the Dhaka and Chittagong Stock Exchanges.

<b>2014</b>	Introduced 3G services.
<b>2022</b>	Conducted the first 5G network trial in Dhaka and Chittagong.
<b>September 2022</b>	Successfully conducted 5G trials in multiple cities including Dhaka, Chittagong, Sylhet, Khulna, Rajshahi, Barisal, Mymensingh, and Rangpur.
<b>2023</b>	Labor Welfare contribution BDT 25.99 crore; launched <i>Internet er Duniya Shobar (IDS)</i>
<b>August 2024</b>	Restoration of 3G/4G services amid political disruption; ~85 M subscribers
<b>February 2025</b>	Won ESG Initiative & Mobile Operator awards at Asian Telecom Awards
<b>2025</b>	Freelancing Factory youth program hit \$10k earnings milestone

## 2.3 Growth Trajectory

Grameenphone has posted steady revenue growth, up 5.5% year over year in 2023 to Tk 15,870 crore. It is due to higher mobile communication revenue with voice and data services (The Daily Star, 2024). The company gained 2.8 million net new subscribers during 2023, a 3.6% increase, while in 2022 it fell 5%, perhaps owing to a regulatory suspension of sales of new SIM cards (The Daily Star, 2024).

Data usage of internet increased 38.8% year-on-year in 2022 compared to the same period the previous year with suggestive high demand for internet services and boosted data consumption by customers (The Daily Star, 2024). Grameenphone invested over Tk 500 crore in 2022 on site infrastructure, including 4G sites and fiber-optic connections, up to installation of 20,000 sites (The Daily Star, 2024).

With revenues expansion in progress, operating costs have been on the increase and affecting profitability margins. Grameenphone's earnings per share and net income declined after peaking in the first quarter of 2024 (Royal Capital Ltd., 2024). However, Grameenphone continued to be the largest telecommunication operator in Bangladesh with a market share of 44% and 84.83 million subscribers as of 2023 (Royal Capital Ltd., 2024).

Grameenphone is transitioning from a traditional telecom service company to a telco-tech giant with a focus on digital service and customer innovation. The revenue of Q1 2024 totalled BDT 39.3 billion, which increased by 5.3% year on year compared to the same quarter of last year, and gained 1 million new subscribers with a total of 83 million subscribers (New Age BD, 2024). Up to now, in Q4 2023, Grameenphone held more than 21,200 4G sites with 97.9% 4G population coverage (New Age BD, 2024).

## 2.4 Vision, Mission and Core Values

Knowledge about the vision, mission, and core values of Grameenphone aids to comprehend the driving philosophies of its business and organisational culture. These factors indicate the company's resolve to bring digital empowerment, customer-centric innovation, and community-oriented delivery of services. Grameenphone seeks to make technology universally accessible, relevant, and empowering to everyone with keeping its values of simplicity, reliability, creativity, and respect intact.

### 2.4.1 Vision

**Empower Societies: “We provide the power of digital communication, enabling everyone to improve their lives, build societies and secure a better future for all.”**

Grameenphone hopes for a digitally empowered Bangladesh where people have the opportunity to thrive, connect, and succeed. By enabling access to technology and communication, it hopes to enable people and societies for a brighter, connected future.

### 2.4.2 Mission

**“We are here to help our customers: We exist to help our customers get the full benefit of being connected. Our success is measured by how passionately they promote us”.**

The mission of Grameenphone is to create trusted, technology-powered connections that empower users and make lives better, where each customer is valued, loved, and digitally empowered.

### 2.4.3 Core Values

Grameenphone has mainly four core values:

- i. **Make it Easy Everything:** We produce should be easy to understand and use. We should always remember that we try to make customers' lives easier.
- ii. **Keep Promises:** Everything we do should work perfectly. If it doesn't, we're there to put things right. We're about delivery, not over-promising. We're about actions, not words.
- iii. **Be Inspiring:** We're creative. We bring energy and imagination to our work. Everything we produce should look fresh and modern.
- iv. **Be Respectful:** We acknowledge and respect local cultures. We want to be a part of local communities wherever we operate. We want to help customers with their specific needs in a way that suits way of their life best.

Grameenphone's fundamental principles are to simplify customers' lives through simple and convenient services. The organization promises to conduct everything it does perfectly, with all working as smoothly as possible and smoothing the kinks when they arise. They believe in creativity and attempt to inject new, modern concepts in its business. More importantly, Grameenphone believes in local cultures and works hard to serve the communities in a manner fitting to their distinct way of life and requirements.

## **2.5 Corporate and Social Responsibilities**

Grameenphone has always been committed to social responsibility through the promotion of various programs for betterment in the lives of people in Bangladesh. CSR activities of Grameenphone are parallel to its vision of facilitating connectivity and a sustainable future for everyone.

Such one prominent project of its own is the Village Phone program, under which rural women are empowered by making them entrepreneurs by giving them access to mobile technology. Information Centers are also established in villages to bring digital access into rural communities so that individuals can access the internet and e-services (Slideshare, 2017).

In education, Grameenphone offers free internet accessibility to schools through its "Internet for All" initiative and offers online learning solutions to mitigate the educational divide among marginalized communities (Scribd, n.d.).

Grameenphone also concentrates on healthcare assistance. Under initiatives such as medical helplines, mobile health clinics, and association for health awareness campaigns (e.g., maternal and child healthcare), the company makes considerable contributions to public health metrics (Slideshare, 2017).

Apart from this, the firm operates in environment and community building through green energy resources, cyclone centers, planting trees, and climate change awareness (Grameenphone, n.d.).

In doing this, Grameenphone not only solves the core problems of society but also acquires the image of being a corporate social responsible citizen that creates avenues to Bangladesh's sustainable development.



*Figure 1: GP House*

## 2.6 Organogram of Grameenphone

Grameenphone's structure is flat and relatively organic, consisting of around three managerial levels: the Directors are responsible for each division, the Manager is responsible for the department, and the Officers are responsible for the operational work.

The Chief Executive Officer (CEO) supervises the head of division (Directors), the head of division supervises the unit, and the unit-level officers are responsible for the work. There is also an Operational Committee between the monthly reporting from the MD and the quarterly reporting of the Board of Directors.

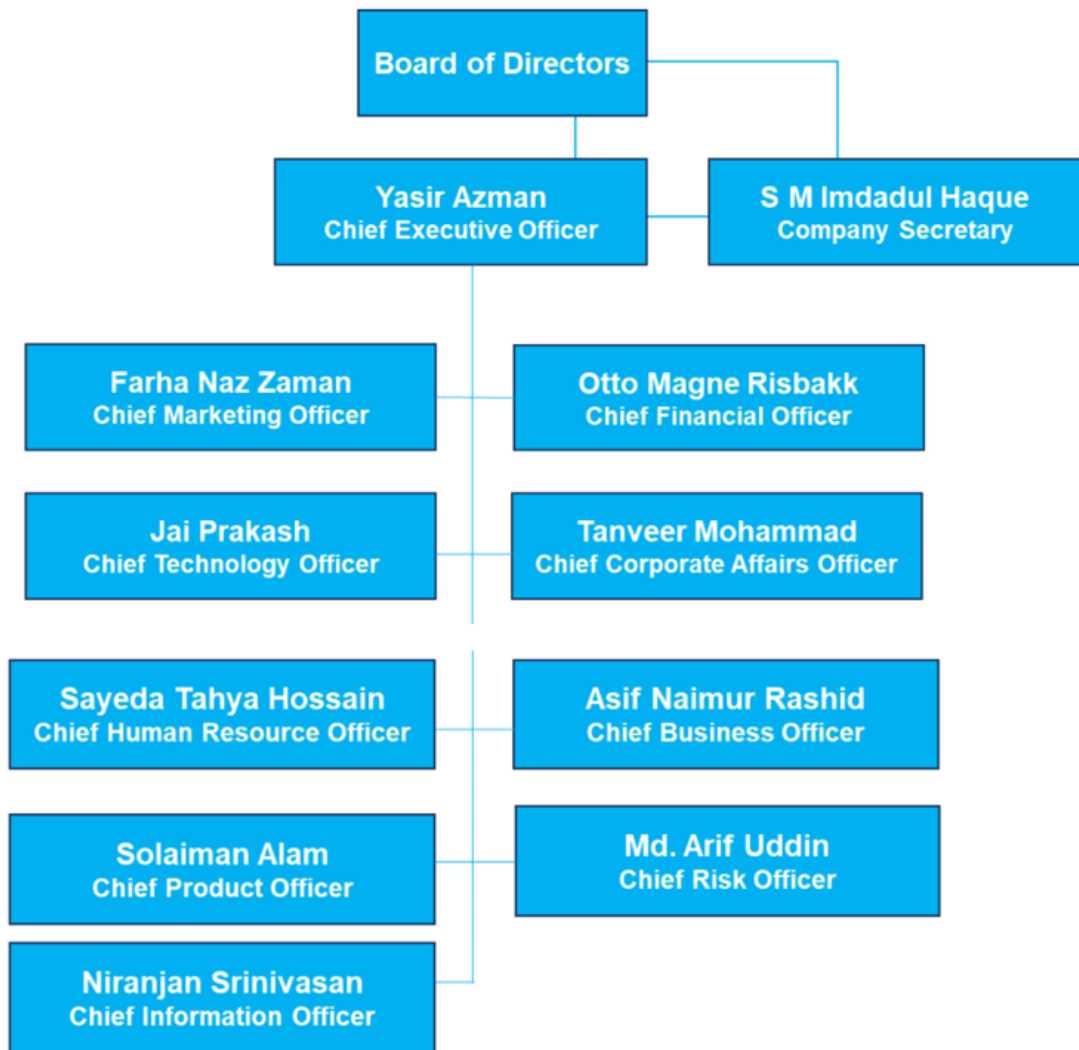
Grameenphone Limited, a pioneer in the telecommunication service firm in Bangladesh, has a well-defined and functionally aligned organizational structure. Its structure is quite flat and organic in nature that aims to produce efficiency, responsiveness, and innovation. Its structure generally has three main managerial levels: Directors who head key divisions, Managers who govern functional departments, and Officers who control daily operations. The line of authority is managed by the Chief Executive Officer (CEO), who is answerable to the Board of Directors. The CEO is assisted by the Executive Management Team, which consists of division heads in charge of all business and support functions.

The company is more or less divided into the following departments, each of which is led by a Director who reports to the CEO:

- i. Finance Department: This department is responsible for financial planning, accounting, taxation, payroll, asset management, and overall finance administration. It takes a major role in budgeting, revenue protection, and cost reduction.

- ii. Customer Management Division: Primarily dedicated to the improvement of customer satisfaction, this division looks after customer service centers, billing, service recovery, and customer experience programs. It is also accountable for customer knowledge and training programs.
- iii. Sales and Distribution Division: In charge of plans for regional and national sales, trade marketing, and distribution. It is accountable for product and service availability and accessibility throughout Bangladesh.
- iv. Commercial (Marketing) Division: Handles brand management, product development, market communication, online marketing, and customer acquisition programs. The division also encompasses commercial partnership management and new business development.
- v. Network Division: Handles the planning, rollout, and operations of Grameenphone's mobile network infrastructure. It has responsibility for 4G and fiber-optic launches, quality of service, and technical operations.
- vi. Information Technology (IT) Division: Facilitates the company's digital business through operating enterprise applications, software development, IT security, system integration, and billing systems for customers.
- vii. People & Organization (Human Resources) Division: Manages talent recruitment, employee motivation, employee training and development, performance management, and workforce planning. It is also in charge of organizational culture and internal communication.
- viii. Corporate Governance: Coordinates with the government departments and the regulatory bodies. Manages policy advocacy, legal, public relations and corporate social responsibility (CSR) activities.
- ix. Internal Audit and Compliance Division: Acts as an autonomous control unit for fraud prevention, internal compliance and financial integrity through sporadic audits and risk reviews.

- x. **Business Projects and New Ventures Division:** Handles strategic growth opportunities, pilot programs, and diversification projects. These include digital products, fiber broadband, and IoT integration.



*Figure 2: Organogram of Grameenphone Limited*

All these divisions are facilitated by various departments designed to achieve certain specific functional goals. All these divisions work together in an effort to provide strategic alignment, customer satisfaction, operational excellence, and regulatory compliance.

Grameenphone Limited (GP), the largest telecommunications service company in Bangladesh, provides a variety of products and services for individual and corporate

clients. Its main products include voice service (prepaid and postpaid), SMS, and 4G LTE-based high-speed internet.

Apart from traditional telecom services, GP has also explored digital services to meet the changing lifestyles of contemporary consumers. MyGP application is a self-service facility where customers can recharge, view account balances, purchase internet packs, and more with convenience. GPAY, a mobile wallet service option where one can pay utility bills, mobile recharges, etc., has also been offered by the company.

In the entertainment and content space, GP offers live TV and cinema platform access via bioscope LIVE, Chorki, and music streaming via strategic collaborations. GP Enterprise's Business Solutions business offers premium services to business customers in the form of IoT solutions, cloud, business connectivity, and bulk SMS.

In addition, Grameenphone is also seriously engaged in social and digital empowerment through learning platforms such as GP Academy and Internet4Education. With emphasis on digitalization and customer-focused innovation-led approach, GP is not just a telecom operator, it is a catalyst of a digital way of life in Bangladesh.

## **2.7 Products and Services of Grameenphone**

Grameenphone provides a diversified product and services portfolio that caters to the evolving needs of individual consumers and businesses. From efficient mobile plans and advanced digital solutions, to smart home and business solutions, the company continues to make investments in technology to improve connectivity, convenience, and ease of management. These products and services demonstrate Grameenphone's vision to empower society through customer-centric innovation and advanced telecommunication solutions.

### **2.7.1 Consumer Products & Digital Services**

Grameenphone's consumer products are designed to deliver hassle-free communications, internet access, and digital convenience to the people of Bangladesh.

- i. Prepaid and Postpaid Plans: Flexible voice, SMS, and data bundles (e.g. Bondhu, Noboborsho, Xplore Postpaid).
- ii. 4G Internet Packages: Hourly, daily, weekly, and monthly data plans, including unlimited speed-capped options.
- iii. MyGP App: Self-service platform for recharging, account management, plan activation, and customer support.
- iv. VoLTE Service: HD-quality voice calling over 4G networks with faster setup and better battery performance.

## 2.7.2 IoT Device Line & Smart Home Solutions

Grameenphone is extending its digital ecosystem with advanced IoT devices and smart home solutions to bring greater security, control, and connectivity to individuals' lives.

- i. Alo Remote Socket: Intelligent socket to remotely switch, schedule, and overload protect appliances through the Alo app.
- ii. Alo Gas Detector: Detects hazardous gases in real-time and informs through instant app, SMS, or email notifications.
- iii. Alo Smoke Detector: Smart sensor that detects smoke instantly and informs users for proactive fire protection.
- iv. Alo Remote Switch: Allows remote switching of home appliances through the Alo app for intelligent control.
- v. Alo Vehicle Tracker / Tracker OBD / Tracker Pro: GPS trackers that provide real-time vehicle tracking, diagnostics, and fleet management.
- vi. gpfi: Grameenphone (GP) also offers its fixed wireless broadband service, a home and business internet solution utilizing GP's cellular network through FWA (Fixed Wireless Access) technology.



*Figure 3: Alo Products*



*Figure 4: gpfi*

### 2.7.3 Enterprise & Business Solutions

Grameenphone provides a range of business and enterprise solutions designed to facilitate digital transformation and business optimization for enterprises.

- i. Smart Connect: 4G/LTE broadband gateway for multiple users, with data plans, static IP options, content filtering, and centralized SIM management.
- ii. Smart Tracker & Fleet Management: OBD-enabled hardware and dashboard analytics offering real-time tracking, engine diagnostics, and rich reporting for businesses.
- iii. M-Reporting: SMS/Web-based field service platform that automates daily reporting, order placement, inventory, surveys, and workforce tracking.

### 2.8 Management Process of Grameenphone

Grameenphone Limited, the country's top telecommunications operator, is also known for its market leadership and good management practices aligned with international corporate governance standards of organizational culture and strategic management. It's the company management process against the backdrop of transparency, accountability, employee empowerment, and customer-centric approach that allows it to nurture growth and innovation in an environment of competition.

- i. Corporate Governance: Grameenphone puts highest importance on corporate governance in line with ethical practices, transparency, and accountability. The organization adheres to Bangladesh Securities and Exchange Commission guidelines as well as the Bangladesh Telecommunication Regulatory Commission. The Board of Directors that includes local as well as international expertise provides strategic guidance.  
Key governance mechanisms are typical audit committees, risk management structures, and compliance programs aligned with global best practices. This is aimed at stimulating investor confidence and long-term business development.
- ii. Organizational Culture: Grameenphone has a forward-looking organizational culture of teamwork, innovation, and inclusiveness. The company is committed to empowering employees to own their work and share ideas freely, encouraging creativity and excellence in the job. Diversity and inclusion are supported by equal opportunities and benefits for the welfare of employees. Low attrition is a testament to high employee satisfaction and attachment. The Integrity, Excellence, Customer Centricity, and Innovation values are embedded in the day-to-day work and decision-making of the organization.

- iii. **Employee Development:** Employee development is a crucial part of Grameenphone's management philosophy. The company is heavily involved in ongoing learning and growth through structured training programs, leadership training programs, and e-learning platforms. Employees are motivated to take up certifications, workshops, and higher studies with company facilitation. Talent management programs include performance reviews, succession planning, and career development to be workforce-capable and engaged. This promotes a high-performance culture aligned with company goals.
  
- iv. **Customer-Focused Strategy:** The management strategy of Grameenphone rests on creating greater value for customers. This invests in leading-edge technology infrastructure like 4G and future 5G networks to ensure an experience of quality and speed connectivity. Market research is used, along with customers' feedback, to create an experience that is tuned to changing consumers' expectations.
  
- v. **Strategic Management:** Top management at Grameenphone keep abreast of market trends, competitive dynamics, and regulatory environments to chart the strategic direction for the company. Priorities are building the network, digitalization, sustainability, and social responsibility. Strategic nimbleness enables the company to respond quickly to speeding technological developments and shifts in consumer behavior.
  
- vi. **Sales and Distribution:** Grameenphone boasts an immense sales and distribution network of thousands of dealers and retailers across urban and rural areas of Bangladesh. The unit is aimed at partnership, acquisition, and retention of customers by targeted marketing initiatives and incentive schemes. Advanced CRM solutions and analytics are employed to monitor subscriber activities and maximize sales channels. The company remains innovative with distribution models continuously, e.g., digital sales platforms, to make them more accessible to customers.
  
- vii. **Human Resource Management (HRM):** Grameenphone's HR function is multi-faceted and strategic, encompassing workforce planning, recruitment, compensation management, and employee relations. The company's HR policies uphold fairness, transparency, and adherence to labor legislation. Employee satisfaction programs include wellness programs, flexible work practices, and diversity programs. The HR also leads in ethical practices, corporate social responsibility, and workplace safety.

## 2.9 Grameenphone's Future Endeavors

Grameenphone, the country's largest telecommunication service provider, has not just been a service operator but has also served as a bridge for Bangladesh. In the next few years, Grameenphone's vision is to continue this role by pushing the country's digitalization and assisting in envisioning a Smart Bangladesh (Grameenphone, n.d.).

The firm will invest in rolling out its 4G network, readiness for launching 5G, and launching digital services like IoT and cloud services to help businesses, entrepreneurs, and citizens participate more strongly in the digital economy (Grameenphone, n.d.). In addition to connectivity, Grameenphone will also promote financial inclusion and digital literacy across the nation. It will be increasing training, use of digital technologies, and safe use of the internet among women and the youth through strategic alliances (Grameenphone, n.d.).

It possesses a leadership agenda in sustainability. It will decrease its impact on the environment through green infrastructure, the use of renewable energy, and climate-resilient strategies. Furthermore, Grameenphone will continue to fund local innovation by fostering start-ups through programs such as the GP Accelerator (Grameenphone, n.d.). Ultimately, Grameenphone's goal is to bring people closer to what matters most and make Bangladesh more digitally inclusive, equitable, and prosperous.

## 2.10 SWOT Analysis of Grameenphone

A detailed SWOT analysis serves to assess Grameenphone's current strategy by determining its internal strengths and weaknesses and external opportunities and threats. The analysis offers an idea of how the company is able to capitalize on its strengths, counteract its weaknesses, and maintain leadership in a rapidly changing telecommunication market.

### 2.10.1 Strengths

- i. **Market Leadership:** Grameenphone is Bangladesh's largest mobile telephony operator with market leadership and humongous subscriber base and commanding market share. Its leadership reinforces robust brand equity and widespread customer trust.
- ii. **Superb Network Infrastructure:** Grameenphone boasts the widest and most pervasive network coverage in Bangladesh, reaching seven rural locations. Ongoing investment in network expansion, 4G capacity, and technology enhancement solidifies its competitive advantage.
- iii. **Strong Brand Image and Parentage:** Being a subsidiary of Telenor Group, the world's leading telecommunications company, Grameenphone enjoys global

- expertise, best practice, and financial strength. Its long-standing brand image creates loyalty from both customers and stakeholders.
- iv. **Diverse Service Offering:** Grameenphone has continually launched new products and digital services, such as mobile financial services, digital lifestyle solutions, IoT, and corporate solutions. Its product portfolio enables it to respond to changing market demands.
  - v. **Financial Strength:** The firm has solid revenue streams, good margins, and cautious financial controls, enabling it to invest in growth initiatives, technology, and sustainability efforts.

### **2.10.2 Weaknesses**

- i. **Dependence on Mobile Voice and Data:** A considerable percentage of Grameenphone's topline continues to originate from traditional voice and data segments. Dependence on these segments is heavy, enhancing the threat of market saturation and price pressure.
- ii. **Regulatory Issues:** Being a market leader, Grameenphone is generally susceptible to stringent regulatory scrutiny, for example, disputes in relation to revenue share, tax, and regulation. Regulatory issues can impact operational flexibility and profitability.
- iii. **Customer Service Shortfalls** While Grameenphone excels in network quality, customer service operations sometimes lag behind growing customer expectations on digital self-service, one-to-one support, and complaint handling.
- iv. **Limited Diversification in Non-Telco Ventures:** Grameenphone spends comparatively less on diversification into non-telco digital services and content platforms compared to some of its regional peers, which could choke future earnings streams in the event of another cure.

### **2.10.3 Opportunities**

- i. **5G Rollout and Future Technologies:** The future 5G rollout will offer a great opportunity to increase network capability, introduce new digital solutions, and support emerging technologies like IoT, AI, and smart cities.
- ii. **Digital and Financial Inclusion:** Bangladesh is full of unbanked populations growing stronger with high demand for mobile financial services. With the strengthening of fintech, digital payment, and rural internet penetration partnerships, Grameenphone has an opportunity to unlock emerging growth segments.
- iii. **Growing Demand for Enterprise Solutions:** There is a growing need for secure and scalable ICT and cloud solutions by Bangladesh enterprises. Grameenphone can utilize its infrastructure and brand credibility to become a top enterprise solution provider.

- iv. Sustainability and Green Initiatives: Increased significance lies for sustainability for all the stakeholders. More investment in renewable power for towers, green value chains, and climate-resilient solutions will enhance Grameenphone's ESG image and goodwill of the stakeholders.
- v. Back-up to Start-Ups and Innovation Ecosystem: Through its support for initiatives such as GP Accelerator and association with local technology hubs, Grameenphone can contribute positively to the growth of Bangladesh's start-up ecosystem—advancing innovation and advancing long-term sustainability.

#### **2.10.4 Threats**

- i. Intense Market Competition: The Bangladesh telecom market is highly competitive with intense pricing strategies from the competition creating ARPU pressures and customer churn risks.
- ii. Regulatory and Policy Uncertainties: Telecom regulatory evolution, spectrum price, tax, and compliance obligations create ongoing business and financial risks.
- iii. Technological Disruptions: Sudden technologies like OTT (Over-the-Top) services and VoIP can potentially disrupt traditional revenue streams. Grameenphone will need to continue evolving regularly to counter substitution threats.
- iv. Cybersecurity and Data Privacy Risks: As a major digital services operator, Grameenphone is vulnerable to heightened risks of data breaches, cyber-attacks, and customer privacy concerns—which would harm its reputation if handled effectively.
- v. Macroeconomic Factors: Economic uncertainty, inflation, and foreign exchange fluctuations have the potential to impact the purchasing power of the customers, increase the cost of operations, and affect investment proposals.



*Figure 5: Summary of Grameenphone's SWOT Analysis*

## **Chapter Three: INDUSTRY ANALYSIS OF GRAMEENPHONE**

### **3. Industry Analysis of Grameenphone**

This chapter presents a close-up of Bangladesh's telecoms market with specific focus on the situation and role of Grameenphone. It examines the size, development, and seasonality of the market and makes use of strategic tools such as PESTEL and Porter's Five Forces in the evaluation of external factors and competitive forces. From this examination, it is possible to take a glimpse of the opportunities, challenges, and future direction of Grameenphone in a rapidly changing digital age.

#### **3.1 Size and Growth of the Industry**

Grameenphone boasts the biggest telecommunication network operator in Bangladesh with more than 84.9 million subscribers and commanding about 44% of the country's entire mobile market as of early 2025 (Grameenphone, 2024). It belongs to the Telenor Group and enjoys further international experience Along with strong financial support.

With more than 22,000 towers, Grameenphone covers more than 99% of the population in Bangladesh. It has introduced many technologies in the nation and was the first to introduce 3G, 4G, and trial 5G services (Grameenphone, 2024). Financially, the company is stable—with revenues of BDT 15,845 crore and net profits of BDT 3,630 crore in 2024, while also paying sound dividends to its stakeholders and investing in infrastructure and digital services (Scribd, 2021).

Even though the telecommunication industry of Bangladesh is increasing very fast with increasing internet and mobile penetration, it is extremely competitive. Grameenphone is also experiencing a tough competition from operators such as Robi and Banglalink and needs to adhere to stringent government regulations too (Slideshare, 2016).

#### **3.2 Maturity Growth of the Industry**

The Bangladeshi telecommunication industry is now at the mature growth stage where urban penetration is saturated and rural expansion relatively stable. The industry was worth around USD 4.5 billion in the year 2023 and is projected to grow to USD 5.08 billion by the year 2028 with a CAGR of 2.4% (Mordor Intelligence, 2024). This represents a deceleration from high subscriber additions in previous years.

Urban markets are nearly saturated, and subscriber increases are slowing. Grameenphone Alone enjoyed 84.9 million subscribers as of early 2025 with close to 44% of the country's mobile market share (The Daily Star, 2025). Yet rural markets are still full of potential for growth with better network coverage and falling usage rates.

Industry development today is increasingly data-centric compared to legacy voice services. As 4G sweeps the market and 5G is trialed, telecommunication operators such as Grameenphone are turning towards digital innovations like mobile financial services, IoT solutions, and digital content platforms. Competition in the sector is therefore about better data experiences and ecosystem growth (Mordor Intelligence, 2024; The Daily Star, 2025).

### 3.3 Seasonality of the Industry

The Bangladesh telecom sector is subject to seasonality that is largely religious, cultural, and social in origin. Key festivals like Eid-ul-Fitr, Eid-ul-Adha, and Pohela Boishakh result in very steep voice, SMS, and data usage increases as individuals communicate more with family members and friends. Therefore, the networks like Grameenphone feel increased activity on their networks and top-line boosts. These peaks are reflective of Bangladesh's social culture, where festive periods trigger increased mobile connectivity (The Daily Star, 2023; Daily Star Images, 2024).

Telecom operators strategically position their promotions and campaigns during these peak periods. Special packages, data offerings, and recharge offers come out to entice subscribers, particularly prepaid subscribers who make up the bulk of the customer base. Seasonal promotions ride on heightened spending by consumers and changes in behavior, triggering short-term customer acquisition and engagement growth. Seasonal trends are not just said to impact immediate revenues, but long-term customer retention and churn rates as well, where strategy is key (Mordor Intelligence, 2024; CustomerThink, 2021).

During festival off-seasons, telecom consumption is relatively stable with minor fluctuations in line with government directives, regulatory statements, and economic changes. The sector is less vulnerable to weather or crop swings compared to other industries, yet SIM registration campaigns and infrastructure enhancements bring short-term demand changes. Operators plan network maintenance during off-peak periods to avoid unwanted disruption during peak seasons, thus ensuring year-round quality of service (CustomerThink, 2021; Daily Star Images, 2024).

### 3.4 PESTEL Analysis

PESTEL analysis helps to identify the external factors that influence the strategy and operation of a business. This section examines how political, economic, social, technological, environmental, and legal factors influence the performance of Grameenphone within Bangladesh's rapidly expanding telecom sector.

#### **i. Political Factors:**

Political environment of Grameenphone is controlled by rules, policies, and political stability of the government. Business conditions like mode of operation, utilization of the spectrum, and licensing are governed by the decree of Bangladesh Telecommunication Regulatory Commission. Political turbulence such as in the 2015 scenario would hamper the business operations and consumer confidence and make sales and revenues volatile. Government

taxation and safety measures apart from this would influence the cost structure and profitability of Grameenphone. Free Pestel Analysis

**ii. Economic Factors:**

Grameenphone achieves sustainability by having energy-efficient networks, recycling e-wastes, and being environment compliant. Its green skyscraper, GP House, is constructed of glass to utilize maximum natural light and minimum energy consumption. With increasing climate risks, these actions enhance the resilience of Grameenphone and its green brand reputation.

**iii. Social Factors:**

Grameenphone has a varied customer base comprising of customers in the urban and rural areas of Bangladesh. Urban regions possess strong demand for broadband internet and digital services supported by a technology-literate population.

Rural regions possess low digital literacy and backward infrastructure that discourage next-generation service adoption. Initiatives like Grameenphone's Village Phone program counter the problem of crossing the digital divide by empowering local businesswomen and men to provide cellular services in remote villages.

**iv. Technological Factors:**

Upgradation is at the center of Grameenphone's strategy. Grameenphone has pioneered to introduce new technologies in Bangladesh, such as 3G, 4G, and 5G services. Network infrastructure investments, such as the deployment of over 22,000 towers, have reached more than 99% of the population. Grameenphone keeps searching for the likes of Internet of Things (IoT) and Artificial Intelligence (AI) to facilitate service delivery and operational efficiency.

**v. Environmental Factors:**

Grameenphone achieves sustainability by having energy-efficient networks, recycling e-wastes, and being environment compliant. Its green skyscraper, GP House, is constructed of glass to utilize maximum natural light and minimum energy consumption. With increasing climate risks, these actions enhance the resilience of Grameenphone and its green brand reputation.

**vi. Legal Factors:**

Grameenphone must operate in complex legal domains of telecommunications law, data privacy law, and labor law. Regulatory compliance with BTRC regulation is vital for business to run smoothly and avoid legal problems.

Legislation such as the Digital Security Act pertaining to data protection requires that Grameenphone implements strong cybersecurity measures in protecting customers' data. Intellectual property rights are of greatest concern since the firm invests in developing proprietary technology and services. Compliance with the law provisions maximizes business operations for Grameenphone and minimizes legal exposure.

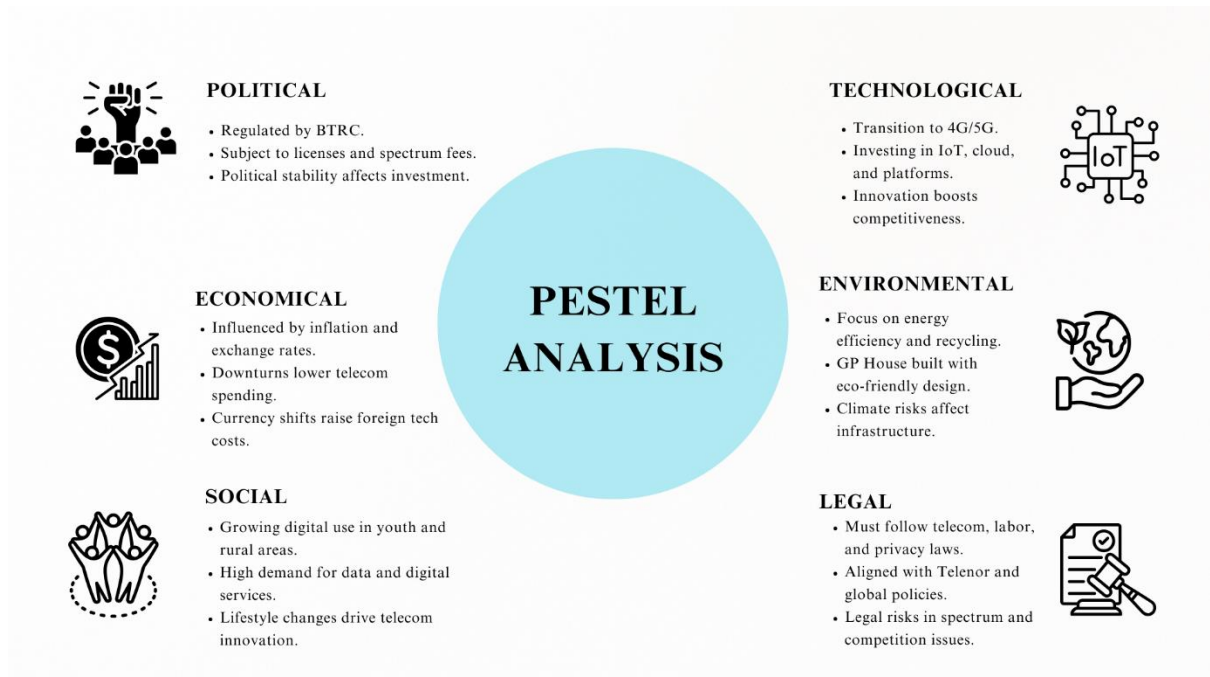


Figure 6: Summary of PESTEL Analysis of Grameenphone

### 3.5 Porter's Five Forces

Porter's Five Forces model can assist in analyzing competitive forces in an industry by looking at strategic as well as deciding forces for profitability. For Bangladesh's largest telecom operator, Grameenphone, the analysis casts insight into opportunities and challenges in a dynamic and competitive telecommunications environment.

**i. Threat of New Entrants:**

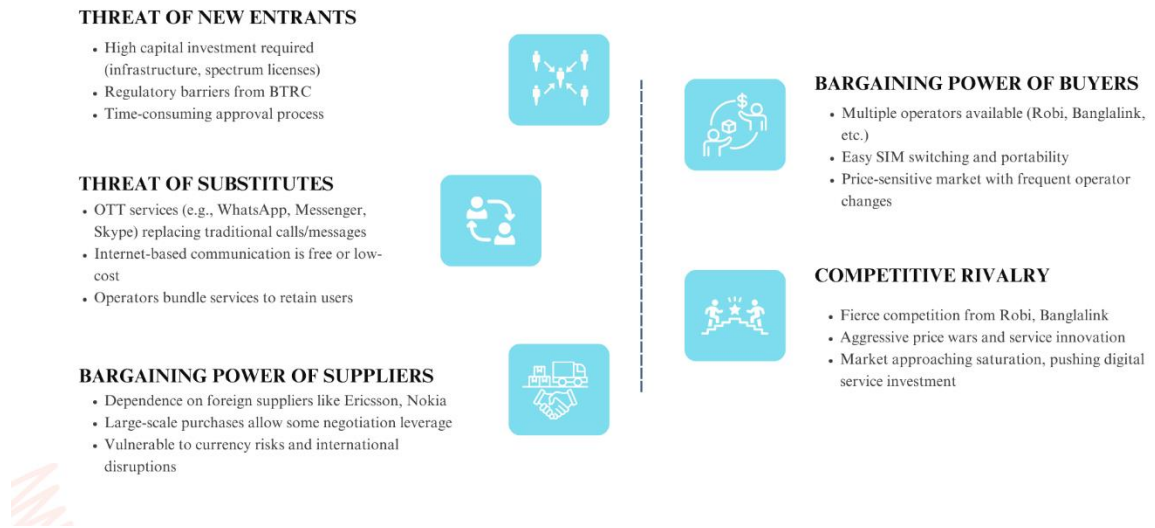
There are very high entry barriers into the Bangladeshi telecom industry, based primarily on investments in setting up infrastructure, cost of spectrum licenses, and regulatory complexities. It is costly and time-consuming to get a license from the Bangladesh Telecommunication Regulatory Commission (BTRC) and acts as an entry deterrent (Scribd, 2011; CourseHero, n.d.).

- ii. Threat of Substitutes:**  
The increase in demand for Over-The-Top (OTT) services such as WhatsApp, Messenger, and Skype pose a threat to traditional telecommunication services moderately. The services provide voice call and messaging service, typically at a zero or negative price, provided there is an internet connection. Although the substitution effect is large, the telecom operators such as Grameenphone attempt to bundle internet and voice plans in an attempt to retain subscribers (Scribd, 2011; CourseHero, n.d.).
- iii. Bargaining Power of Suppliers:**  
Grameenphone's foreign suppliers such as Ericsson and Nokia for telephony equipment and software, so there is some degree of reliance. But because of the mass scale of the company and the quantity bought, it is in a position to negotiate favorable terms. But foreign exchange risks and foreign supply chain closures can increase buyer power at certain times (Scribd, 2011; Scribd, n.d.).
- iv. Bargaining Power of Buyers:**  
Bangladeshi customers have strong bargaining power as there are numerous telecommunication operators, it is affordable to switch operators, and there are prepaid SIMs. As the customers change the operator frequently, telecommunication operators must engage in competitive pricing as well as various services to get as well as retain customers (Scribd, 2011; CourseHero, n.d.).
- v. Competitive Rivalry:**  
Grameenphone is also a competitive telecommunication industry, and Robi, Banglalink are the remaining two giants. Competition is waged intensely on prices, network coverage, customer service, and digital innovation. Telecommunication providers are investing more in value-added services and digital platforms because the market is getting saturated to counter each other (Scribd, 2011; CourseHero, n.d.).

*Table 2: Summary of Porter's Five Forces of Grameenphone*

<b>Force</b>	<b>Level</b>	<b>Key Drivers</b>
Threat of New Entrants	Low	High capital & regulatory barriers
Threat of Substitutes	Moderate	OTT platforms and internet-based alternatives
Supplier Power	Moderate	Reliance on international vendors
Buyer Power	High	Multiple options, easy switching
Competitive Rivalry	Very High	Market saturation and price wars

# PORTER'S 5 FORCES



*Figure 7: Summary of Porter's 5 Forces Analysis of Grameenphone*

## **Chapter Four: DESCRIPTION OF MAIN RESPONSIBILITIES**

## **4. Description of Main Responsibilities**

Throughout my five-month internship experience with Grameenphone Limited's Ethics & Compliance (E&C) department, I performed a variety of tasks ranging from learning module development to policy drafting, stakeholder management, awareness drives, and compliance procedure integration. Not only did this aid in developing my professional and inter-personal skills, but it also helped add value to the organization's internal governance model and ethical ethos.

### **4.1 Ethics and Compliance, Corporate Governance**

Grameenphone's Ethics & Compliance Office works in an environment of high professionalism, honesty, and transparency. Under the leadership from the global platform of the Telenor Group, it has developed a robust compliance framework on par with global standards. It maintains ethical principles at the core of all business conduct through strategic risk management, ongoing employee involvement, transparent codes of conduct, and leadership-level governance. This sound infrastructure not only safeguards Grameenphone from regulatory, reputational, and legal risk, but also ensures it is an ethical industry leader in Bangladesh.

#### **4.4.1 Department Control and Governance**

Stephanos Gulbraar Orestis is the Head of Ethics & Compliance at Grameenphone and has control of the Ethics & Compliance Department. The department is accountable to the Local Compliance Committee consisting of the CEO and Board of Grameenphone with a top-down control and governance model.

#### **4.4.2 Key Areas of Functions in Ethics & Compliance**

Grameenphone Limited's Ethics & Compliance Department is the core department to maintain the integrity, governance, and ethics of the company. The department is accountable directly to the strategic direction of the Head of Ethics & Compliance and also directly to the Local Compliance Committee (LCC) which is constituted of the CEO and Board members. This company makes sure that compliance issues are discussed at the top management level and woven thoroughly within the business plan of Grameenphone as a whole.

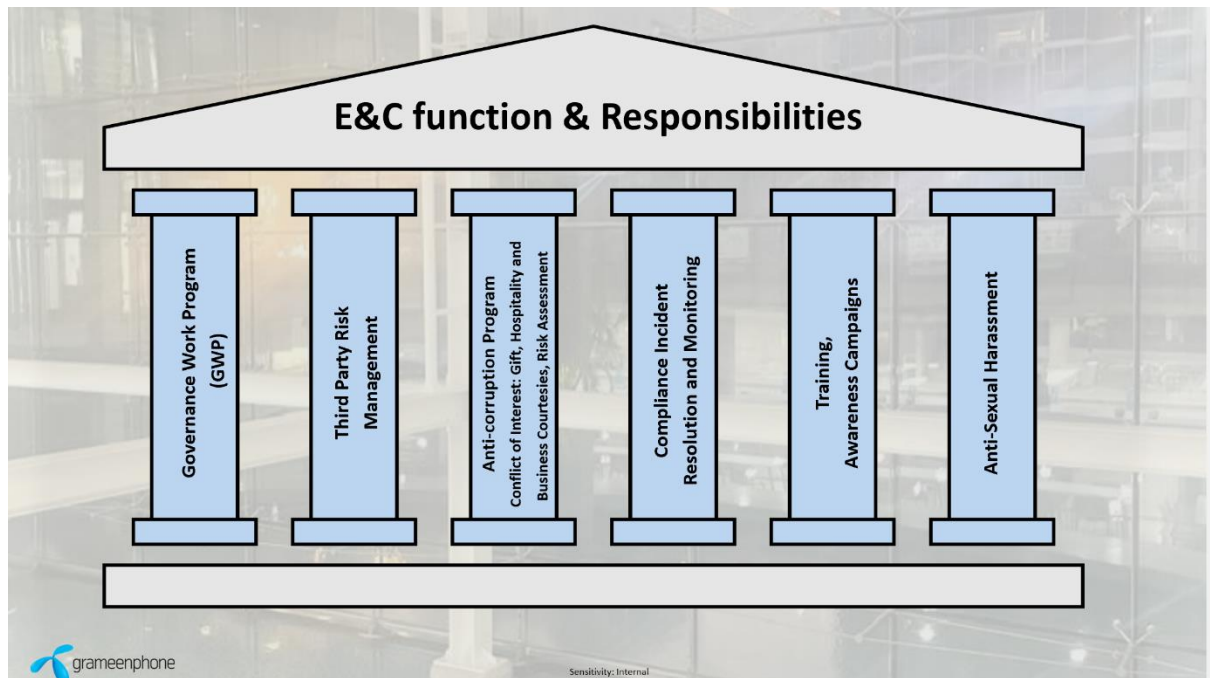


Figure 8: The Fundamental Structure of Ethics and Compliance department

The E&C Department works under a process-driven and proactive Governance Work Program (GWP) that integrates all compliance activities at the company level. The program allows for risk detection, policy compliance, and corporate integrity maintenance. Its major areas of operation are:

### Code of Conduct and Core Principles:

All employees are asked to sign Grameenphone's Code of Conduct, setting out four principles:

- Integrity – Honesty and doing what is right.
- Transparency – Responsibility and transparency in communication.
- Responsibility – Accounting for action and decision.
- Respect – Respect for diversity and local culture.

All employees are asked to sign the Code of Conduct electronically annually, recommitting themselves to ethical practice.

### Third-Party Risk Management:

The compliance approach at Grameenphone is third-party relationship management. There are stringent Integrity Due Diligence (IDD) procedures for all third-party partners and suppliers. The third parties are risk-rated against a new risk-rating framework—low to high risk—and then followed up on. There is a request to each supplier to sign a streamlined Supplier Conduct Principles Commitment (SCPC), and there are proper

offboarding processes in place such that even if the partnership were to conclude, it is not a problem.

### **Anti-Corruption and Public Official Engagement**

Grameenphone does not indulge in bribery or corruption. Facilitation payment of any kind, particularly to public officials, is strictly forbidden. Employees are trained on how to recognize and report any undue request or transaction. All interaction with the public officials is institutionalized for ensuring the highest level of transparency and accountability.

### **Conflict of Interest (COI) Management**

The department has also developed a technologically advanced Register of Interest (ROI) for record administration and maintenance of potential conflict of interest. The workers need to inform the company of any family relationship, business relationship, or prior association with regulatory bodies during induction and at regular intervals thereafter. This facilitates ethical and unbiased decision-making in the company.

### **Anti-Sexual Harassment & Workplace Conduct**

The fifth significant thrust is to create the workplace environment a safe and respectful one. There is an Anti-Sexual Harassment Committee at Grameenphone and periodically workshops are organized to sensitize. Department-wise also it is done for a discrimination-free and harassment-free atmosphere where dignity and inclusiveness are preserved.

### **Financial Integrity and Transparency**

E&C function ensures internal control, financial reporting order, and audit assistance. Through matching with Finance and other company departments, the function keeps Grameenphone's finances honest, equitable, and according to national laws and Telenor Group expectations.

### **Training and Awareness Programs**

The Ethics & Compliance function changes sensitization and learning culture at a routine interval. Ethics induction training is given to joiners, and current employees are forced to undergo refresher training at a routine interval. Anti-bribery to data privacy, whistleblowing, conflict of interest, and code of conduct are some of the subjects. Senior management and departmental heads are also forced to undergo focused sessions to absorb a "tone at the top."

## **Whistleblowing and Reporting Mechanism**

Grameenphone also maintains an Integrity Hotline, an ethically violative and misconduct reporting facility on a confidential basis. The hotline is accessible to all the employees without any fear of retaliation. The hotline identifies risks ahead of time and fixes them through the due process of investigation.

## **Role of the Board in Ethics & Compliance**

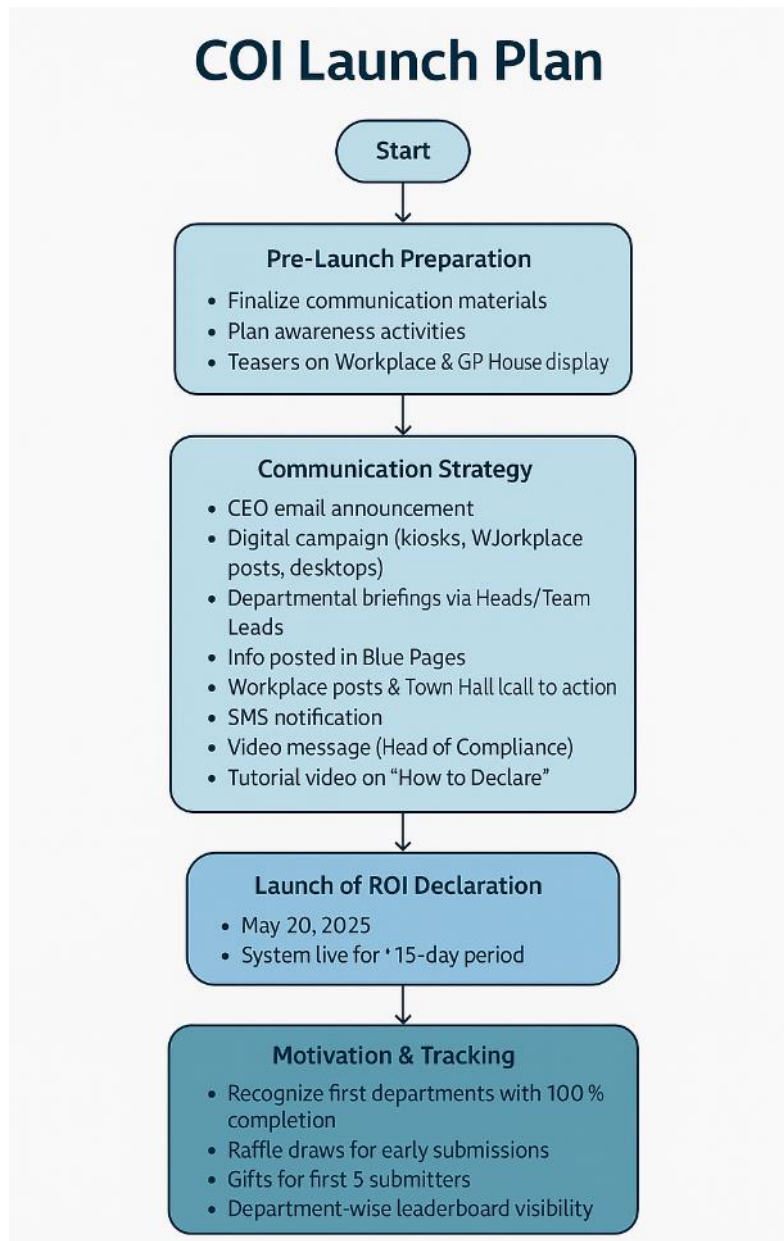
The Board of Directors is also responsible for playing an essential role in sponsoring and monitoring the E&C department. They should:

- i. Oversee the functionality of the compliance program.
- ii. Enforce a zero-tolerance approach to corruption.
- iii. Endorse ethics training and awareness programs.
- iv. Foster cross-functional collaboration on compliance issues.
- v. Oversee reports on compliance risk and mitigation.

## **4.2 COI Learning Module and ROI Launching**

One of the most fulfilling moments in my internship was working on creating and initiating the most significant compliance projects, such as the Conflict of Interest (COI) Learning Module and the Register of Interest (ROI) procedure.

The initial month was with the Learning & Development (L&D) team to create and finalize the COI Learning Module, which had already been drafted previously. It was my responsibility to proofread the module content, mistakes, translate into Bangla and ensure that it was of international standards of Telenor's compliance. There were a few rounds of comments from the Head of Ethics & Compliance and HR department feedback to complete the successful roll-out of the module to the Telenor Academy platform.



*Figure 9: The COI Launching Plan*

Once the COI module had been cleared, I went on to create the Register of Interest (ROI) project. This was a highly advanced cross-functional project where I collaborated with the Ethics & Compliance department, HR, Communications, and Marketing. In addition to the HR department, I designed and customized the ROI tab on the ONEGP website to the working style and preference of the compliance team. I also assisted in making the Declaration Form more informative and proofread the user interface for readability and ease.

We developed in-house messaging with the Communications team and wrote a script for a video to generate awareness for ROI on Workplace launch. We worked with the

Marketing team to develop visual materials and content to be rolled out in GP House to help drive promotion of the awareness campaign. With two weeks of intensive preparation, ROI system went live with the proper communication plan, compelling content, and system integration as per Grameenphone's compliance needs.

- Skills Gained: Policy writing, system rollout, translation, cross-functional coordination, stakeholder communication, UX review
- Stakeholders Involved: Ethics & Compliance, Learning & Development, HR, Communications, and Marketing departments
- Impact:
  - 1 COI module re-written, translated, and published on Telenor Academy
  - ROI framework integrated into ONEGP with tailored interface and policy integration
  - Increased internal activation through video content and campaign assets

### **4.3 Learning Policy Guidelines and Enriching Sessions**

Most satisfying gain from this internship was developing and editing internal learning modules and policy guides. Another major experience was my activity related to the Conflict of Interest (COI) Learning Module, where I carefully reviewed the content, proofed mistakes, translated text to Bangla, and adhered to Telenor Group guidelines. I worked closely with the Head of Ethics & Compliance and the HR department and ensured I included their input and launched the module to successful release on the Telenor Academy platform.

I assisted in the development of a number of internal policies such as Third-Party Policy Guidelines, Telenor Group Policy, and Public Officials Guidelines. I assisted in developing easy-to-read and comprehend compliant learning materials for expanding employee familiarity with these mandatory compliance topics.

I also got exposure to Integrity Due Diligence (IDD) practices and attended capacity-building sessions on Third Party Risk, Leadership Development, and Ethics of Governance as part of this process. These sessions further enriched my knowledge of risk management and ethical leadership in a corporate environment.

- Skills Gained: Development of policies, drafting of compliance documents, translation, development of training material, internal communications
- Main Stakeholders Involved: Ethics & Compliance Team, HR, Telenor Academy
- Impact: 1 module of COI published, 3+ policies reviewed, employee training documents enhanced

## 4.4 Anti-Sexual Harassment Initiatives

My most significant internship area of work involved advocacy of Anti-Sexual Harassment (ASH) awareness throughout Grameenphone through strategic content creation, campaign design, and country-wide dissemination of awareness material. My most significant contribution was my redesign of the Sexual Harassment Booklet, which I updated for readability, visual appeal, and regulation conformity.

I spearheaded the design of promotional items like cutout boards, elevator posters, and digital screen ads to promote awareness. I worked with Marketing and Communications departments to achieve agreement on the designs and messages. I bargained for two vendors and opted for the cheapest one that provided quality output. I then worked with Artsign to oversee production, take measurements, and check on the accuracy of printing.



### What is Sexual Harassment?

Sexual harassment can be defined as any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature or any other behavior that might cause or be perceived to cause offence or humiliation to another

**BOTH FEMALE AND MALE EMPLOYEES CAN BE EITHER THE VICTIMS OR THE OFFENDERS**

There are deep and lasting effects for the person who has been sexually harassed.

If you or someone else has been sexually harassed at work you need to **Report it** to someone with responsibility.

### Forms of Harassment

Sexual Harassment includes, but not limited to:

- Unwelcome sexually determined behavior as physical contact and advances.
- Attempts to establish physical relation by abuse of administrative, authoritative or professional powers.
- Demand or request of sexual favours
- Sexually coloured remarks or gestures
- Showing pornography or indecent pictures or videos.

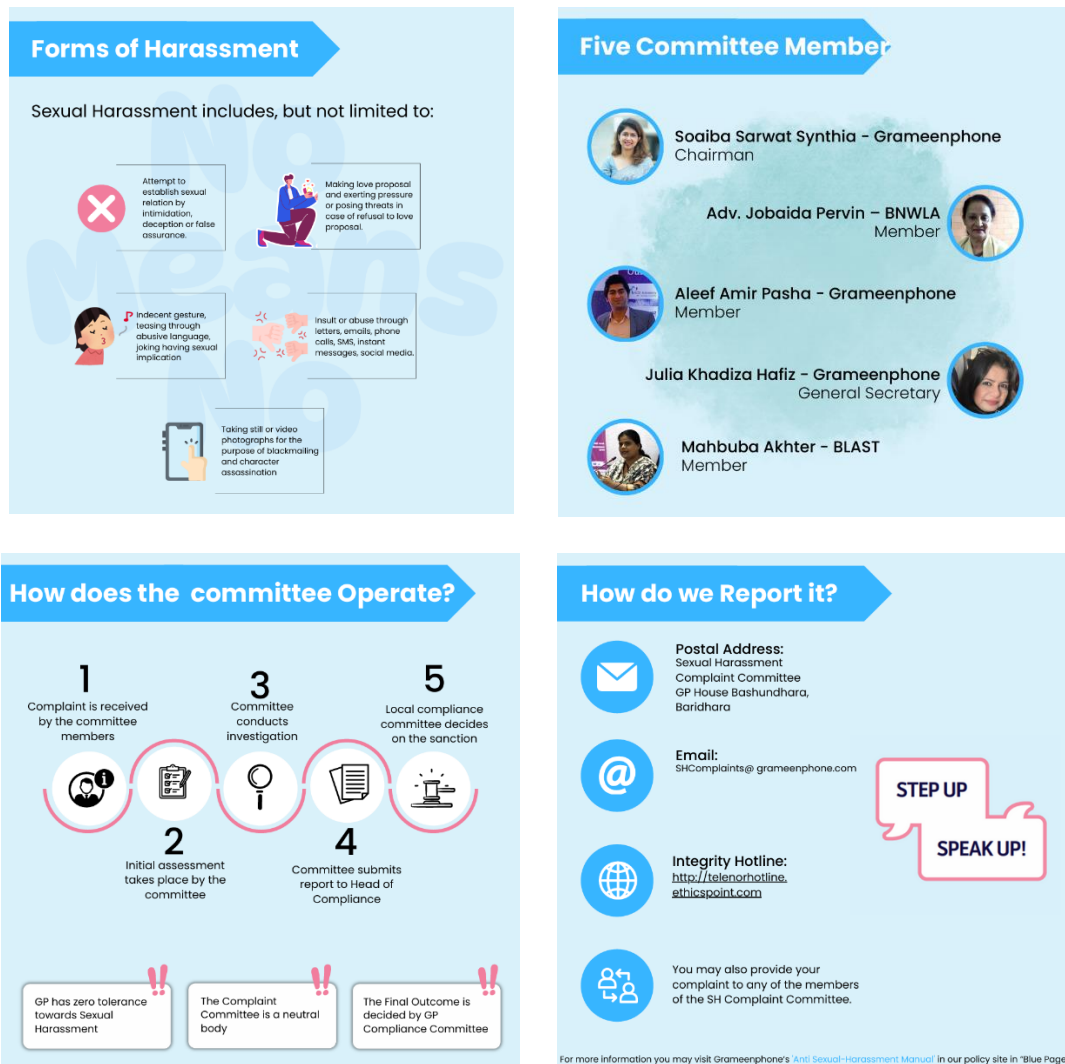


Figure 10: Anti Sexual Harassment Manual

I finished up the distribution plan by properly cross verifying a comprehensive list of GPCFs, GP Distribution Houses, warehouses, circles, and regional offices such that 700 cutout boards are distributed across the country. I managed the stakeholders of various departments myself and organized the distribution to be finished successfully at all locations in the country.

Apart from that, I developed and delivered PowerPoint presentations for the ASH Complaint Committee (ASHCC) Orientation Session, and built supporting content through research on anti-sexual harassment best practices. I also assisted in preparing investigation report templates and ensured confidential ASH case handling while adhering to strict ethical and legal compliance standards.

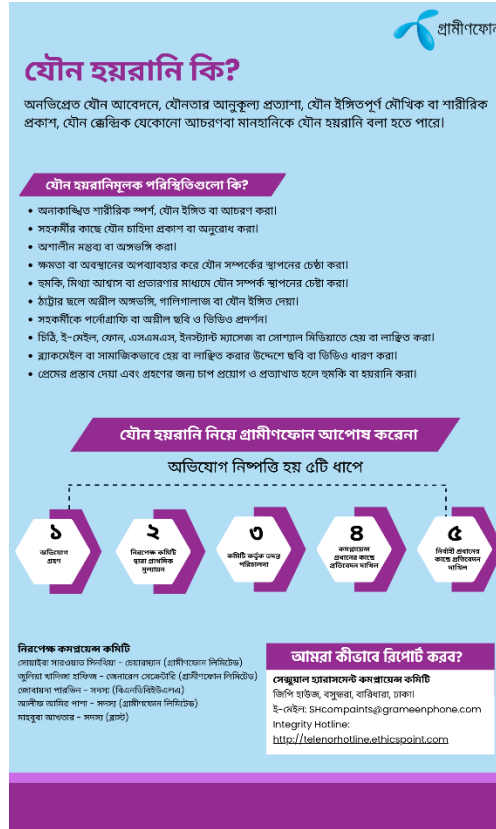


Figure 11: Anti-Sexual Harassment Cutout board

- Skills Acquired: Campaign planning, content design, vendor coordination, research, internal communication, ethics & compliance handling
- Stakeholders Engaged: Marketing, Communications, Legal Department, GP Circle Heads, External Providers (Artsign)
- Impact:
  - 1 redesigned booklet
  - 700+ cut-out boards distributed to branches nationwide
  - 1 national ASH awareness campaign launched
  - Training material prepared and shared with communities at the ASHCC

#### 4.5 Onboarding, Orientation & Trainings

I was actively involved throughout the internship in a series of onboarding and orientation sessions conducted by the Ethics & Compliance (E&C) team. I assisted in supporting different newly appointed employee orientation programs, like the NBL batch as well as other departments, with presentations' slide preparation, printing and distribution of literature like the Anti-Corruption Handbook and Code of Conduct, as well as smooth coordination of attendance and logistics.



Figure 12: Content of Ethics & Compliance Session

One of the key assignments was to develop a specific onboarding presentation for Grameenphone Board Members on ethics, compliance, and organizational values. This served to reinforce top leadership sensitization on governance.

In addition, I led the "Effective Leadership Training" by researching thoroughly on leadership development concepts and creating slides that were Grameenphone leadership model specific. This served to increase the relevance and applicability of the content.

My work also included the creation of sensitization sessions, like "Let's Be More Responsible," and creating Diversity & Inclusion slides for building an ethical, inclusive work culture.



Figure 13: Content of "Let's be More Responsible"

Concurrently, I created learning content on key compliance issues, which included:

- i. Third Party Policy – creating slide presentations from learning classes and building knowledge on third-party risk management.
  - ii. Telenor Group Policy – condensing and rewriting complex policy documents into simple straightforward presentation material to facilitate internal sensitization workshops.
- Skills Acquired: Presentation organization, training facilitation, policy explanation, research, inclusive communication
  - Stakeholders Involved: HR, L&D Team, Leadership Trainers, E&C Leadership, Board of Directors
  - Impact:
    - 5+ orientation and training sessions facilitated
    - 4+ sets of training material developed (Leadership, D&I, Telenor Policy, Third Party Policy)
    - Improved compliance awareness among new joiners and leadership

## 4.6 Promotional Item Store & Gift Management

While performing my stakeholder engagement duties, I organized various gift distribution activities between departments and outside collaborators. These activities coincided with large-scale events like Ramadan, Eid, and special company events in an attempt to maintain Grameenphone's culture of gratitude and relationship building.

I kept meticulous Excel spreadsheets to track inventory, assembled custom gift boxes for different stakeholders—e.g., partners, press, the legal team, Nexterns, and government representatives—and arranged each to be delivered on schedule. I collaborated with suppliers and logistics closely, cross-checking quantities and checking on packaging requirements to eliminate errors and ensure delivery precision.

Apart from this, I had the chance to collaborate with Grameenphone's very own portal, ONEGP, i.e., the Promotional Item Store department managed by the Ethics & Compliance Department. I assisted in keeping promotional material request organization in check, tracking inventory updates, and assisted in facilitating coordination of item distribution and compliance procedures for ethical and effective corporate gift and branded material management.

- Skills Acquired: Logistic coordination, management of stakeholders, inventory tracking, collaboration with platforms (ONEGP), cross-functional communication
- Stakeholders Engaged: Ethics & Compliance, Legal, Communications, External Partners, Journalists, Suppliers
- Effect:
  - 100+ gift boxes created and distributed

- Effectively delivery of Eid and Ramadan gifting programs within deadline
- Facilitate ethical management of the ONEGP Promotional Item Store

## 4.7 Research & Special Projects

Apart from day-to-day work, I performed research tasks such as a report on US Sanctions on Bangladesh's Rapid Action Battalion, comparing External Sexual Harassment Manuals, and creating content for safe workplace forms. I assisted in internal investigations by filtering witness statements, making Q&A sets, proofreading reports, and learning EQS, Grameenphone's case management system.

## 4.8 BNWLA and BLAST Agreement

Some of my work on a part-time basis as support for Grameenphone's Anti-Sexual Harassment (ASH) program included helping to renew the agreement and billing process for two legal aid partners of Grameenphone, the Bangladesh National Women Lawyers' Association (BNWLA) and Bangladesh Legal Aid and Services Trust (BLAST).

Both contracts have expired, and there were some pending bills. I negotiated directly with respective finance persons of BNWLA and BLAST, drew up respective billing documents, and made an all-encompassing Excel tracker with all relevant meeting dates, agenda points that were discussed, and respective legal representatives of each of these organizations who had addressed Grameenphone.

I drew up a meticulous formal email proposal, appended the compiled reports, and sent them to both partners. I then followed up for delivery and acceptance of soft copies and hard copies of the updated agreements, signed and printed on official letterheads. After receipt, I signed off the internal coordination to effect issuance and payment of the outstanding bills to facilitate compliance and transparency in the partnership administration process.

- Skills Gained: External communication, agreement coordination, email writing, Excel tracking, finance coordination
- Parties Involved: BNWLA & BLAST finance teams, Grameenphone Legal & Compliance
- teams
- Impact:
  - 2 partner agreements finalized and renewed
  - Bills overdue successfully paid
  - Coordination improved with legal support partners

## 4.9 Stakeholder Coordination & Engagement

Throughout my internship, I collaboratively worked with internal stakeholders and external business partners to facilitate successful implementation of awareness and compliance programs. Internally, I cooperated with HR, Communications, Marketing, Legal, and L&D on specific projects like the COI Learning Module, Register of Interest (ROI) roll-out, and Anti-Sexual Harassment (ASH) awareness campaign. I helped coordinate content, communications, and logistics to facilitate Grameenphone's compliance goals.

Externally, I oversaw national **Anti-Sexual Harassment** material distribution by vendors Artsign, and coordinated with BNWLA and BLAST for renewals of agreements and billings. I oversaw gift delivery programs with departments and partners through initiatives like Ramadan and Eid, in a timely manner with correct inventory.

- Skills Acquired: Stakeholder communication, project coordination, vendor management
- Impact:
- Impact:
  - Cross-functionality with 3+ departments
  - Agreements and bills settled with two legal partners
  - Delivered more than 700 Anti Sexual Harassment Boards and 100+ gifts successfully

## 4.10 Billing Process

I learned to use Coupa, Grameenphone's procurement platform, to create purchase requests, generate vendor pay orders, and track requisitions. I managed payments for vendors like Asiatek and Artsign during the Anti-Sexual Harassment campaign, ensuring timely billing and compliance by coordinating with Ethics & Compliance and Finance teams.

- Skills gained: procurement system use, pay order creation, vendor coordination, finance process understanding
- Impact: processed 5+ vendor pay orders and strengthened knowledge of procurement and compliance workflows.

## **Chapter Five: ANALYSIS**

## 5. Analysis of Internship Activities

Based on the experience gained during my five-month internship term with Grameenphone Limited, the present chapter offers feasible and strategic suggestions for further enhancing the company's Ethics & Compliance activities, internal processes, and interactions with stakeholders. These suggestions are made on the basis of my own observations, direct experience, and analysis of the organization's policies, procedures, and work culture. The aim is to help Grameenphone in its continued drive for better ethics, efficiency, and employee engagement.

### 5.1 Key Learning Outcomes

While working as an intern in the Ethics & Compliance department of Grameenphone Limited for five months, I gained on-the-job experience in policy making, compliance program roll-out, coordination with stakeholders, and vendor management. This exercise enhanced my professional competencies and knowledge of corporate governance and ethical business practices.

- i. Evaluated experience in policy drafting, translation, and development of compliance training resources
- ii. Obtained first-hand exposure to corporate procurement processes (Coupa) and payment systems for vendors
- iii. Increased cross-functional work skills with HR, Marketing, Communications, Legal, and external stakeholders
- iv. Enriched project management skills through planning and implementation of large campaigns
- v. Increased stakeholder interaction and communication with several internal and external teams
- vi. Enhanced skills in running onboarding, orientation, and leadership development sessions
- vii. Increased skills in ethical management of sensitive compliance matters, e.g., anti-sexual harassment programs
- viii. Increased skills in coordinating logistics and inventory for promotional and campaign materials efficiently
- ix. Built research skills through assistance on compliance reports and internal investigations
- x. Enhanced negotiation and coordination skills through administration of legal agreements and billing with partner organizations

## 5.2 Work Environment Condition

The working culture at Grameenphone is indeed excellent. Despite an age gap between many of my co-workers and me, I never felt out of place; everyone was very friendly, co-operative, and supportive. I got a chance to participate in different cultural and organizational festivals that enhanced my experience even more. For example, I was a part of the vibrant celebration of Boishakh and was showered with bouquets and gifts by the CEO, which was an over-whelming but relentless gesture.



*Figure 14: Boishakh Celebration in GP House*

I also participated in an inspiring session by the CEO and the Corporate Governance (CG) team on the significance of Women's Day, diversity, and inclusion. A mental health awareness session was also conducted for primarily women working in GP House, and it was highly informative.

At GP House Eid Fair, I proudly exhibited two stalls of my small businesses, and colleagues' encouragement and support were heartwarming. The "One Dish" potluck lunch party was another highlight, where I enjoyed sharing my own dish and sampling some of the best food, bonding with colleagues.



*Figure 15: Me with the Ethics & Compliance team during Boishakh*

As an intern, I also enjoyed the facilities of free transportation that facilitated my movement easily. I also had opportunities to join a few useful sessions on leadership, third-party policy administration, and anti-sexual harassment during the internship. Joining the town halls, games, and a session conducted by the CFO of Grameenphone also added up to my exposure towards the leadership and company culture.



*Figure 16: Women's Day Inspiring talk with GP's CEO*



*Figure 17: Women's Day Program at GP House*

Overall, the warm, interactive, and collaborative workplace in Grameenphone made my internship experience really enriching and enjoyable.

### **5.3 Company Level Analysis**

Grameenphone is a premier telecom operator in Bangladesh recognized for good corporate governance, ethical business, and innovative products. The company has transparency, inclusiveness, and people development as part of its culture by maintaining inter-departmental coordination and extensive training programs.

Grameenphone maintains mental health, social responsibility, and diversity, ensuring a positive working environment. Its strong compliance processes such as Conflict of Interest and Anti-Sexual Harassment identify its adherence to ethical business practices. Utilizing state-of-the-art procurement tools such as Coupa increases vendor management and financial transparency.

Overall, Grameenphone reconciles good governance with innovation, becoming an ethical and socially responsible market leader.

## 5.4 Market Level Analysis

Grameenphone is at the forefront of Bangladesh's competitive telecommunication industry with strong brand presence and large coverage. Smartphone penetration growth and high population growth drive demand for digital services faster.

The company remains at the forefront by expanding networks and creating products such as IoT and mobile finance. High competition pushes players to concentrate on price and customer experience. Ethical management and social responsibility by Grameenphone enable it to build customer trust and loyalty.

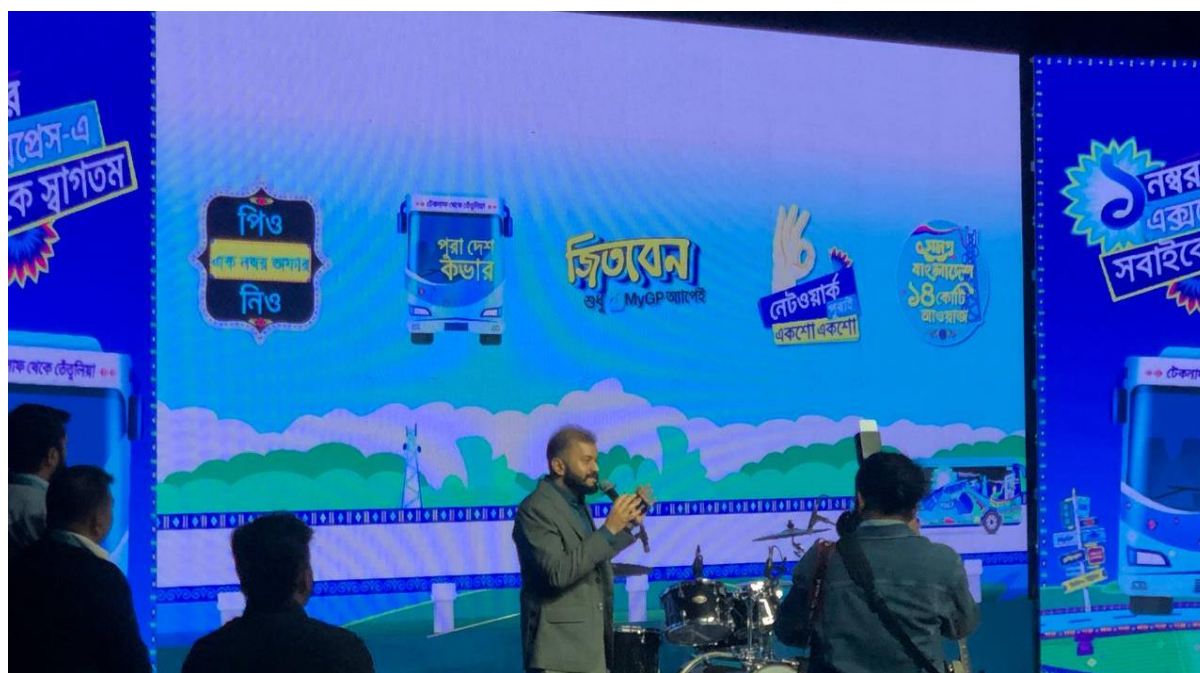


Figure 18: Launching of GP's "1 No. Express"

## 5.5 Professional Level Analysis

Grameenphone exemplifies great corporate governance and ethical leadership through thorough compliance efforts and effective cross-function coordination. Deployment of platforms such as Coupa facilitates financial transparency and process effectiveness.

Investment in leadership development and ethics training fosters a sense of responsibility and inclusiveness. This strategic emphasis on ethics alongside business expansion earns Grameenphone the label of an ethical market leader.

## **Chapter Six: RECOMMENDATIONS AND CONCLUSION**

## 6. Recommendations and Conclusion

Throughout my five-month internship in Grameenphone Limited within the Ethics & Compliance division, I gained significant knowledge regarding corporate governance and ethical conduct. Based on this learning experience, I have come up with some fundamental recommendations to enhance operation effectiveness, ethical consciousness, and the internship process per se. The conclusion provides an overview of my experience, skills acquired, and insights gained during the internship process.

### 6.1 Recommendations

Based on my five-month internship experience at Grameenphone Limited in the Ethics & Compliance division, the following recommendations are provided for increasing operational efficiency, a culture of integrity, and future internship experience enhancement:

- i. **Improved Awareness Campaigns on Ethics and Compliance:**  
Though Grameenphone has strong Conflict of Interest and Anti-Sexual Harassment training modules, it would be beneficial to have periodic refresher training and interactive workshops that can go even deeper in creating interest and awareness in every department.
- ii. **Forced Induction Sessions on Ethics for New Recruits:**  
Sexual harassment and work ethics training must be held on a regular basis as part of the induction process for new employees. Furthermore, each month department-wise Ethics & Compliance workshop will maintain ethical behavior on a consistent basis within the company.
- iii. **Departmental Orientation for New Employees:**  
New joiners must be familiarized with the role and function of each department through formal walkthroughs or briefing sessions. This must be organized by the concerned line managers or the HR function so that new joiners can experience cross-functional working processes.
- iv. **Digitized Monitoring & Reporting Dashboard:**  
Having a common dashboard to monitor training completion, policy recognitions, and compliance uploads in real-time can offer transparency and facilitate data-driven decision-making at the management level.

- v. **Internship Program Enrichment:**  
Including rotational learning or shadowing across several departments for interns would increase their exposure and enable them to get a balanced appreciation of corporate functions and accountability.
  
- vi. **Dedicated Storage Space for Promotional Items:**  
Whereas the souvenirs and event promotional materials are well-organized, it would be better to assign a special storeroom for storage. This will ensure neatness and no mess in the work area of the Ethics & Compliance department.

## **6.2 Conclusion**

My internship experience at Grameenphone Limited has been a career-building and enriching one. Working with the Ethics & Compliance team gave me sound insight into the corporate governance frameworks underpinning ethical business practice. From the design and development of training modules to managing vendor requisitions on Coupa, helping in Rollout of Register of Interest, and meeting and training management, I was surrounded by the intricacies of policy rollout and stakeholder coordination in a real-world environment.

This internship, apart from enhancing my technical and administrative capabilities, also ingrained in me and valued concepts like responsibility, honesty, and transparency of business. I was pushed out of my comfort zone, to handle multiple tasks at a time, and take part in meaningful projects proactively. Work with professionals benefited me professionally and personally, and familiarized me with how compliance further develops the center of an ethical work culture.

In general, I leave this internship with greater discipline, improved communication skills, and a better understanding of what kind of professional I wish to become. I am thankful to have had the opportunity to work at a mission-based organization like Grameenphone and will carry these lessons forward into my future.

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## **Appendix A: Weekly Internship Reports**

**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 01**

**Date: 19.01.2025 - 23.01.2025**

I have completed my first week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I had a meeting with my line manager and discussed my job responsibilities in detail.
2. I was assigned with the project "Learning Module". I read the learning module thoroughly and made suggestions on how it can be improved.
3. I proofread six questions for the "Learning Module" and made the required changes in a PPT.
4. I documented all corrections for the "Learning Module" and drafted an email.
5. I prepared a document for the "Anti-Sexual Harassment Complaint Committee: Five-Member Complaint Committee", with the bio, and pictures of all the 5 members.
6. I attended a meeting regarding the inventory selection for the gifts for the interim government.
7. I learned about Workplace, a social media for all the employees in Telenor all over the world.
8. I created an Excel sheet for TA/DA details and emailed it to my Line Manager.
9. I developed a PPT on the Advertisement Guideline and studied its contents.
10. I prepared a PPT on sponsorships, donations, and contributions, and gained knowledge about it.
11. I was introduced to ONEGP by my line manager, the promotional item store of Grameenphone. She taught me how to place orders and make requisitions on ONEGP to arrange gifts for the externals.
12. I compiled a PDF on "Sexual Harassment" for internal use.
13. I learned the basics of the ONEGP platform for smoother task execution.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week:** 02

**Date:** 26.01.2025 - 30.01.2025

I have completed my second week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

**List of Activities with Brief Description:**

1. Working on Sexual Harassment booklet, redesigning it with all the contents available beforehand.
2. I read the letter sent to the Chairperson of Anti Sexual Harassment Complaint Committee Members. I learned about her responsibilities and how the process works.
3. I worked on the presentation of "Orientation of the Board Members", regarding the ethics & Compliance department.
4. I made two vertical and two horizontal contents on Sexual Harassment and the Anti Sexual Harassment Complaint Committee Members, for the digital screens in GP house.
5. Meeting with Ferdos bhaiya regarding a new presentation assigned to me on "Third Party Policy Guidelines" and "Telenor Group Policy."



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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 03

**Date:** 02.02.2025 - 06.02.2025

I have completed my third week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

**List of Activities with Brief Description:**

1. Announced and mailed all the employees regarding GP Anti-Sexual Harassment.
2. Created new slides for Digital Screens and Elevator Screens.
3. Negotiated with Nazrana Apu regarding the ASHCC Slide Deck.
4. Worked on PPT for Third Party Policy Guidelines.
5. Worked on PPT for Telenor Group Policy.
6. Prepared Sexual Harassment Complaint Committee content for Vertical Digital Screens and Elevator Screens.
7. Worked on the slides for orientation on Ethics and Compliance for NBL and new employees.
8. Prepared for the Ethics and Compliance for NBL and new employees; printed attendance sheets, arranged code of conduct books and Anti-Corruption handbooks.
9. I Started organizing all my works in a single folder named, "E&C."



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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week: 04**

**Date: 09.02.2025 - 13.02.2025**

I have completed my fourth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

**List of Activities with Brief Description:**

1. Created a single slide on "Internal Audit & Investigation."
2. Made a PPT on corrections for COI Guidelines.
3. Edited PPT on Telenor Policy and mailed it to Anika Apu.
4. Edited PPT on Launching ROI and mailed it.
5. Meeting with line manager on ROI, COI and Declaration Form.
6. Meeting with Anika Apu to discuss changes on Telenor Group Policy Guidelines.
7. Meeting with Dipra apu and Julia Apu on the ROI Launch, mailed the first draft of corrections to Dipra apu.
8. Meeting with line manager to schedule the upcoming tasks in the next few weeks.
9. Discussed the Launching Plan of ROI, COI, and Declaration Form with Julia Apu and received suggestions.
10. Developed a Launching Plan for ROI, COI, and Declaration Form.
11. I got access to ONEGP and learned how to use the ONEGP platform and the GP's Promotional Store in a meeting.
12. I mailed the distribution team regarding the count of distribution houses and GPCFs.
13. I discussed with the Marketing team about the Sexual Harassment on Digital Screens.
14. I contacted Asiatek about the updates on Sexual Harassment.
15. I prepared a to-do list on excel.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week: 05**

**Date: 16.02.2025 - 20.02.2025**

I have completed my fifth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

### **List of Activities with Brief Description:**

1. I mailed the marketing team regarding edits in Sexual Harassment content for digital screens.
2. I mailed the Ethics & Compliance orientation slides to new employees.
3. I created documents for the complaint format and Investigation Report Format related to Sexual Harassment.
4. I started working on the "Effective Leadership Training" and researched Leadership Development materials.
5. I prepared a presentation for the onboarding of ASHCC members.
6. I created a slide deck for Internal Audit & Investigation.
7. I held a meeting with Julia Apu on the ASHCC onboarding slide, attended a session on Corporate Culture, and met with my line manager and PNO on launching ROI, COI, and declaration forms.
8. I researched business corruption, anti-business corruption, and corporate ethics, as assigned by the head of Ethics & Compliance.
9. I coordinated with Nextern for receiving, organizing, and preparing 70 gift boxes for later distribution.
10. I arranged and printed paperwork for the ASHCC meeting, organized files in the boardroom, flagged line manager's emails, and created a to-do list for smooth task management.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 06**

**Date: 23.02.2025 - 27.02.2025**

I have completed my sixth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

**List of Activities with Brief Description:**

1. I worked on a confidential Sexual Harassment case.
2. I made format for a report on Sexual Harassment.
3. Made a format on the Sexual Harassment case.
4. I asked for a follow up on the count of distribution houses to Akram bhai.
5. I created a slide on Local Guidelines.
6. I made a draft slide deck on "Public Officials" and incorporated edits suggested by my line manager.
7. I attended a meeting with my line manager on arranging our to-do list, and discussed the changes required on the slide of "Public Officials."
8. I discussed the requirements of the gift box to Julia apu and Orna apu.
9. HR Work: I called a few interview candidates and made sure they have reached the interview venue on time.
10. I followed up on the team regarding the mail given on COI learning module
11. I listed down the names of public officials that GP works and send it to the head of Ethics & Compliance.



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week: 07**

**Date: 02.03.2025 - 06.03.2025**

I have completed my seventh week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

### **List of Activities with Brief Description:**

10. Meeting with the Head of Ethics & Compliance regarding the changes required in the learning module on COI. Edited the Corrections on Learning Module and mailed it to the HR.
11. I made a doc with all the gift items for Ramadan gift boxes, it will be given from Grameenphone to all the partners.
12. I arranged three medium-sized gift boxes for the Communication Team (gifts for the journalists).
13. I received a confidential file and delivered it to the Head of SLA Governance.
14. I asked for feedback from everyone in Ethics and Compliance and adjusted them with my previous corrections.
15. I received an email from Akram bhैया regarding GP's Distribution Houses for SH Cutout Board.
16. I mailed the Communication Team of GP, asking for a two-week extension on the SH content being shown in the Digital Screen
17. I mailed the Investigation Report format for sexual harassment to my line manager.
18. I redesigned the Sexual Harassment Cutout boards.
19. I attended a CEO briefing regarding GP employees' safety.
20. A meeting with my line manager as I reported my work updates to her.
21. I emailed the Marketing team, asking them to design a Ramadan/Eid card to be sent out with the gift boxes.
22. I emailed Asiatek the new designs of the Sexual Harassment Cutout Boards.
23. I emailed the HR team with all the correction related to the Learning Module on COI.



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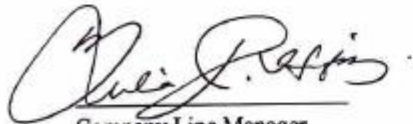
**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 08**

**Date: 09.03.2025 - 13.03.2025**

I have completed my eighth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I researched and developed content for a session on Sexual Harassment.
2. I edited the PPT for the Sexual Harassment session.
3. I discussed my work update with my line manager.
4. I scheduled meetings with Julia Apu and Habib Bhai on the BNWLA and BLAST Agreement for Sunday.
5. I scheduled a meeting with Dipra Apu regarding corrections on the COI Learning Module.
6. I attended a session on security issues in GP.
7. I engaged in a discussion with the CEO about Women's Day, experiences at GP, and improving gender diversity and inclusion.
8. I participated in the Women's Day program at GP House, highlighting GP's progress for women and young girls.
9. I designed the COI brochure.
10. I created an IDD tracker for the suppliers in GP.
11. I consolidated GP's distribution houses into an Excel sheet.
12. I contacted Nasir Bhैया regarding the production and distribution timeline for SH cutout boards.
13. I emailed Akram for updated numbers on GP's distribution houses.
14. I communicated with Habib Bhai regarding agreements with BNWLA and BLAST, SH cutout board distribution, and Asiatek's pricing, and fixed a meeting for further discussion.
15. I shared the new SH cutout board design and dimensions with Habib Bhai and requested a new vendor for pricing.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week:** 09  
20.03.2025

**Date:** 16.03.2025 -

I have completed my ninth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

**List of Activities with Brief Description:**

1. I had a meeting with my line manager regarding my work update.
2. I attended a session on TPRM conducted by Ferdous bhai and arranged by Anika apu.
3. Meeting with Habib bhai regarding the agreement of BNWLA and BLAST with GP & SH cutout distribution.
4. Meeting with Dipra apu regarding the corrections on COI Learning Module.
5. I had a meeting with my line manager regarding the wall clock distribution process.
6. I had a meeting with Hironmoy bhai regarding transportation and procedures for sending a carry boy to their warehouse and bringing items to GP House.
7. I edited and finalized the corrections that need to be done on the COI Learning Module, on Telenor Academy.
8. I did a research work and made a report on U.S. Sanctions on Bangladesh's Rapid Action Battalion: Implications and Future Prospects.
9. I started working the slides for the session on Sexual Harassment.
10. I contacted Ulokhola warehouse, regarding the state of wall clocks.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 10**  
28.01.2025

**Date: 23.03.2025 -**

I have completed my tenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I prepared the slides for the session on Sexual Harassment.
2. I attended the session on Sexual Harassment.
3. My line manager and I discussed on the agreement of BNWLA and BLAST over a meeting.
4. I finalized the Anti-Sexual Harassment Presentation slides. The contents were polished to ensure the clarity and alignments with the organizational guidelines.
5. I attended the awareness session on Anti-Sexual Harassment, aimed at fostering a respectful and safe workplace environment.
6. We visited Aarong to purchase gifts using the TA/DA, required for the upcoming event like townhall.
7. I had meeting with my line manager, discussion on the ongoing tasks, share progress, and align on next steps.



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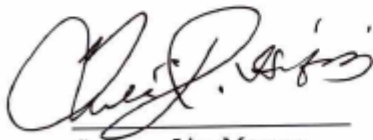
**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 12**

**Date: 04.04.2025 - 10.04.2025**

I have completed my twelfth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I prepared a 3-slides presentation deck outlining the launching plan for the COI Learning Module.
2. I translated the SH cutout board content into Bangla and emailed it to Nishat for review.
3. I emailed the Bangla version of the SH content to Julia Apu.
4. Upon finalization, I shared the final Bangla PDF of the SH content with Masuma Apu (Marketing Team).
5. I attended a meeting with my line manager to discuss final corrections on the COI Learning Module.
6. I emailed the finalized COI Learning Module corrections to both my line manager and the Head of Ethics and Compliance, Grameenphone.
7. I worked and researched on the contents for Leadership slides.



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27.06.25  
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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 13**


**Date: 13.04.2025 - 17.04.2025**

I have completed my thirteenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I conducted the E&C Onboarding Orientation Session with newly joined NBL employees.
2. I mailed the E&C Orientation slide deck to all NBL participants.
3. I sent the final corrections on the COI Learning Module to Dipra Apu.
4. After discussion with my line manager and the head of compliance, I confirmed the design and details of the Sexual Harassment Cutout Board with the marketing team via email.
5. I actively participated in the Boishakh celebration in GP House.
6. I mailed the car driver details to the GP warehouse to assist in transportation of the wall clocks.
7. I successfully completed the Wall Clock Distribution Process and ensures all clocks were kept in the inventory at GP House.



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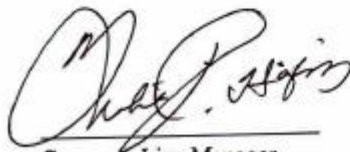
**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 14**

**Date: 20.04.2025 - 24.04.2025**

I have completed my fourteenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I attended a meeting with Siddique Printers regarding the Purchase Order (PO) process.
2. I called and coordinated Raju Bhैया (Cluster Manager, Sylhet) regarding gifts required for the Sylhet Circle.
3. I learned how to use the Coupa platform for requisition and bill settlement processes.
4. I understood the entire Register of Interest (ROI) process and related workflows on ONEGP through a session and follow-up meetings.
5. I participated in a discussion with my line manager concerning bill settlement procedures.
6. I attended a meeting focused on Conflict of Interest (COI), Register of Interest (ROI) and UAT.
7. I understood the entire Register of Interest (ROI) process and related workflows on ONEGP through a session and follow-up meetings.
8. I started working on the presentation slides for the upcoming session titled "Let's Be More Responsible."
9. I researched reference samples for forms, including the COI - 6 Questions for Board Members.
10. I sent a follow-up mail to the marketing team with the final corrections for the Sexual Harassment Cutout Board.
11. I mailed the HR attendance sheet for the Ethics & Compliance (E&C) Session.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 15**

**Date: 27.04.2025 - 01.05.2025**

I have completed my fifteenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I attended multiple meetings with Julia Apu to align on tasks assigned by Steve and to finalize the COI and ROI launching plans.
2. I made necessary corrections to the COI & ROI launch plan based on feedback.
3. I had a detailed discussion with Nishat regarding corrections required the ROI section of ONEGP.
4. I sent the corrected details on ROI in ONEGP to Julia Apu and mailed the required changes to the HR and PNO.
5. I had a meeting with Nishat and Julia Apu to discuss the UAT session for ROI.
6. I conducted research to develop relevant questions for a safe workplace form.
7. I participated in a meeting with Julia apu to review the forms and later mailed the finalized versions of two workplace safety forms for feedback.
8. I had a short meeting with Artsign to review the SH cutout board sample, where I suggested changing the height and increasing the font size.
9. I followed up by mailing the revised design from Artsign to my line manager and shared the final approved version with Artsign.
10. I communicated with Artsign regarding the printing process and acknowledged the Bill of Quantities (BOQ) they shared.
11. I designed a brochure on ROI and COI using EZ pictures from GP's internal media library.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 16**

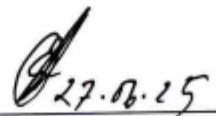
**Date: 04.05.2025 - 08.05.2025**

I have completed my sixteenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I participated in a Potluck Lunch Party with tea members to foster better interpersonal connections.
2. I attended a meeting with my line manager to discuss the updates and feedback related to the ROI process.
3. I joined a discussion with the Head of Ethics & Compliance and HR, to review and finalize all recent changes to the ROI, ensuring alignment across stakeholders.
4. I engaged in a thorough discussion regarding the ROI on ONEGP, focusing on system functionalities and its integration.
5. I drafted and finalized emails for push notifications related to system updates.
6. I shared the finalized drafts with HR team and the ONEGP team for review and further action.
7. I complied and summarized all changed decided during the ROI meetings and communicated them to the ONEGP team.
8. I conducted a detailed inventory check of available gift boxes, created a structured excel file.
9. We received the first 40 Sexual Harassment cutout boards from Art Sign and handed it over to the HR team.
10. I prepared and shared the delivery address for the Sexual Harassment cutout boards to facilitate sooth transportation. I coordinated with Art Sign regarding the products and delivery status of the cutout boards.
11. I attended a meeting with Julia apu, regarding the development of a new slide on Diversity and Inclusion.
12. I joined a meeting with Synthia Apu and Julia Apu to discuss the Sexual Harassment Questionnaire and its implementation strategy.
13. I created a slide deck on Diversity and Inclusion, consisting of 8 informative and engaging slides.
14. I attended a session titled "Let's Be More Responsible", aimed at raising awareness about ethical and compliant behavior in the workplace.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 17**

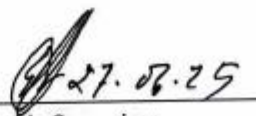
**Date: 12.05.2025 - 15.05.2025**

I have completed my seventeenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I reviewed and made corrections to the Conflict of Interest (COI) Learning Module in PowerPoint format based on feedback.
2. I edited the and corrected the Sexual Harassment (SH) awareness sticker design for the cutout board to ensure clarity and compliance.
3. I adjusted the Third Party Risk Management (TPRM) section in the onboarding slide to make to more concise and visually appealing.
4. I worked on required updates for the Sexual Harassment Manual, aligning it with current standards and feedback from stakeholders.
5. I conducted research and gathered various Sexual Harassment manuals from external websites for benchmarking and reference.
6. I participated in meeting with my line manager to finalize the revised COI learning module to finalize the COI Learning Module incorporating the Module corrections from Steve and mail it to Dipra apu for implementation.
7. I made a report on Kahini Studios and created a qualifications table for the IDD.
8. I arranged 17 gift boxes for the legal team and 6 gift boxes for the new Nexterns ensuring timely preparation and delivery.
9. I called Art Sign to place an order for the Sexual Harassment cutout boards and confirmed the final designs for production.
10. I xontributed in a key meeting with Salahuddin bhai from HR, my line manager Julia apu, and Nazrana apu from communications team to discussion the planning and execution of the upcoming ROI launching and strategy planning.
11. I sent email to the Grameenphone dispatch, incorporating all the addresses of GPCF, GP Distribution Houses, Circles and Regional Offices.



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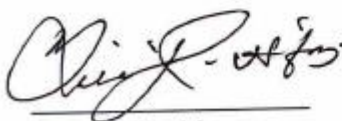
**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week:** 18

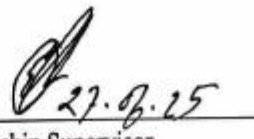
**Date:** 18.05.2025 - 22.05.2025

I have completed my eighteenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I arranged 10 white big boxes for the CEO's guests, who are public officials, in preparation for the ROI Launching.
2. I drafted the initial script for the ROI Launching video tutorial.
3. I edited the video script and translated it into Bangla for localization.
4. I attended a coordination meeting with HR, Communications, and Marketing teams regarding the ROI Launching event.
5. A detailed discussion held with Julia apu to align on requirements and tasks related to the ROI Launching.
6. I attended a learning and orientation meeting with Mostafiz bhai to understand the E&C (Ethics & Compliance) processes.
7. I had a knowledge-sharing session with Anika apu regarding the learning process within E&C.
8. I composed and sent a detailed email to Steve regarding the cash received from the CPO, including descriptions and justifications.
9. I edited all internship-related documents and took prints for submission.
10. I read and reviewed the agreement with BNWLA for better understanding and reference.
11. I printed the bills for BNWLA and BLAST.
12. I participated in an extensive meeting to organize and verify all billing information related to BLAST and BNWLA.
13. I sent a formal email to BNWLA regarding the settlement of their bills.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week: 19**

**Date: 25.05.2025 - 29.05.2025**

I have completed my nineteenth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I participated in the GP Stall Day activities and engagements on the first two days of the week. I had my own stalls in the fair with the acknowledgement of my supervisor, which reinforced my entrepreneurship journey.
2. I created a draft template for the new policy guideline.
3. I wrote a script for Steve in relation to the policy update.
4. I attended a meeting with my line manager to discuss updates and necessary changes to the policy guideline.
5. I made revisions to the policy guideline document based on feedback from the meeting.
6. I participated in a meeting with HR and my line manager regarding the Register of Interest.
7. I discussed upcoming steps and requirements for handling the Register of Interest.



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

**Week:** 20

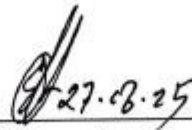
**Date:** 01.06.2025 - 04.06.2025

I have completed my twentieth week of internship at Ethics & Compliance, Grameenphone Limited and the following are the activities done.

1. I attended a coordination meeting with my line manager to align on current tasks and deliverables.
2. I contacted BNWLA and BLAST to follow up on pending bills, as the dates had already been shared via email. Awaiting their responses for further processing.
3. I participated in a meeting with my line manager to review progress on an ongoing investigation report.
4. I discussed and reviewed witness statements related to the investigation.
5. Compiled and organized investigation questions and corresponding answers, and edited the internal investigation report draft before sharing the finalized version with my line manager for review. I attended a meeting regarding the development of new policy guidelines for the Register of Interest (ROI).
6. I finalized the new guideline policy document for ROI in alignment with Telenor's global compliance framework and internal standards.
7. I learned EQS (Case Management System) to support compliance-related documentation and process flows more efficiently.



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