



Internship report

On

Integrating Sustainable Development to the Suppliers by the

Supply Chain Sustainability

GRAMEENPHONE Ltd.



grameenphone

Integrating Sustainable Development to the Suppliers by the
Supply Chain Sustainability
GRAMEENPHONE Ltd.

Submitted to

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Submitted by

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Letter of Transmittal

Mr. Fazla Mohiuddin

Lecturer

BRAC Business School,

BRAC University

Subject: Submission of Internship Report, Summer17

Dear Sir,

With due respect I submit here a report "Integrating Sustainable Development to the Suppliers by the Supply Chain Sustainability Grameenphone ltd" as a BBA program completion requirement.

I tried my level best to make this report and put relevant data, graph, authentic references, and explanation where necessary. For prepare this report I used some of the relevant research paper, documentary, and book to make it more relevant.

To prepare this report I tried to give enough information and went regular inspection to make it more informative. Regarding this report if you any quires or suggestion, I would cordially receive them.

Therefore, I hope that you would be kind enough to accept this paper.

Sincerely Yours,

Nusrat Rahman

ID: 13104164

BBA Program

BRAC Business School

Acknowledgement

I got opportunity of an internship in a Grameenphone Ltd and it was a great chance for me to do internship in a multinational organization which head of operator Telenor. In Grameenphone it was great chance to learn new things and got chance as well to implement in my real life. During my whole internship period it was great experience for me to work with knowledgeable person as well I have working with World Bank and IFC visit.

For make this reports my deepest gratitude and my special thanks to Mr. Fazla Mohiuddin Sir Faculty, BRAC Business School, BRAC University. From busy schedule who helped me a lot to finish this report. Grameenphone Supply Chain Sustainability Department also helped me a lot to give me proper information as well Human resources Department. I want to express my cordially thanks to my supervisor Tamim Ahmed supply chain specialist and head of supply chain sustainability Grameenphone Dr. Mohammad. Shahnewaz they helped me to give opportunities to explore. All the members related with my professional and academic areas help me to prepare this report I would like to thank them from core of my heart.

The working place of Grameenphone was really good and my three months journey was really meaningful over there. The work environment of Grameenphone was also very nice and friend and I took some of the suppliers help of Grameenphone they were really helpful for me as well. To finish this report I also talked with HRM of Grameenphone to make questionnaires and to get authentic suppliers list and check list the suppliers. Proper guidelines from them and proper help from suppliers was bless for me. In inspection suppliers helped a lot to get information to give proper evidence of their further work otherwise to getting proper information was hard for me.

After all I never express my cordial thanks towards those people who help me a lot to give proper information about my topic and give me chance to take me different organization and helped me to do the all surveys.

Executive Summary

Grameenphone is one of the largest telecommunication organizations in Bangladesh. As requirement of completion internship I have chosen my organization as a Grameenphone which is Multinational Telecommunication Company in our country. In this Research paper I gave brief description one of the departments of Grameenphone which is Supply Chain Sustainability. Supply Chain Sustainability is one of the important departments of Telenor group and as a part Grameenphone must have to maintain this department in their organization. As an intern over there last three month I have had great experience to learn about this organization and show it their improvement among organization. I also visited more than fifty supplier's organization of Grameenphone from where I gather my survey question's answer. After giving feedback again i contract with them and gathered information with evidence they are maintaining or not.

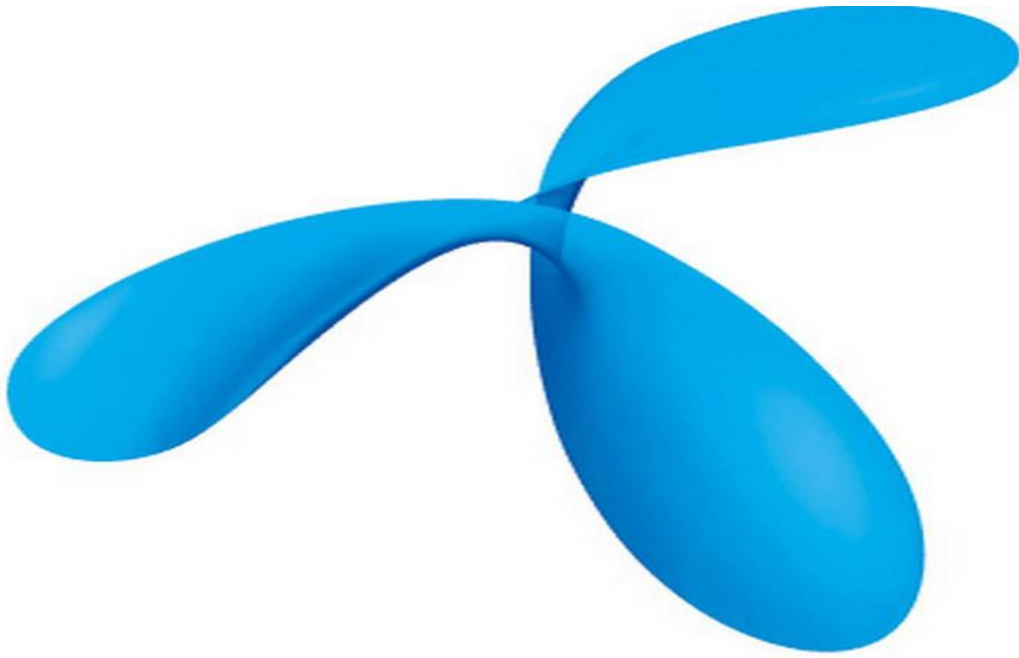
This paper will tell about 30 organization sustainability and their laws and regulation and are they maintaining heath, safety and security laws moreover environment policy and overtime policy and finally anti corruption policy. I took over there 30 organization and survey about these topics went inspection and observe them. After taking survey I gave them feedback and lacking and ask for improvement policy of them. After days later I took feedback from them are they aware about it or not about theses compliance issues.

After taking feedback I make a scenario of them in graph and showed with this graph how sustainable they are and how much they are maintaining all the labor laws, government regulation and compliance issues. Grameenphone Supply Chain Sustainability Department does same things towards their suppliers and makes them sustainable towards Bangladeshi law and government regulations.

In this report I tried to attach all five activities which is major issues now days for any organization and which need for smoothly to run any business. Grameenphone wants that so that their suppliers can overcome all obstacles from regulatory part and from government.

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Capture 1

Introduction

Introduction: In this globalization era lots of global organizations are paying attention of Bangladesh only because in our country have lots of opportunities of forming business. Bangladesh is developing country so many foreign organizations are interested to invest in our country, when foreign organizations are interested to pay attention in our country they also pay attention about Bangladesh labor code and compliance issues the organizations maintaining or not. In our country there have many organization they are not able to know even law's and compliance issues rather than foreign organization. Multinational organizations are very much strict about compliance, sustainability and laws issues. They want to maintain it so that they can operate their business smoothly.

In our country there have some of the known telecommunication company some are multinational among them government organization is there .One of them leading company is "Grameenphone" they also managed by another multinational company "Telenor". Different industries have different laws and regulation telecommunication companies are also under some laws and regulation and since Grameenphone is one of the MNC organizations so they also maintaining law given by mother organization.

BRAC University has undertaken an Internship program by which students can enhance and nurture the academic learning by Internship report initially what they are learning from organization. An internship report also develops student's skill and way of thinking outside of book knowledge. I have been placed in Grameenphone which is organization lying under telecommunication industry. This is the organization i have been working here since 3 months and learnt lots of experience initially and where I applied my academic leaning to professional learning.

Origin of the Report: An internship Report is major requirement of completion of Bachelor Program. The reason behind this report is exposure of student's academic learning to professional learning. It is a great opportunity to students so that they can implements the practical situation with the educational theories. Students are placed in different organization to gain different types of practical scenario of local and multinational as well global organizations. From the internship period students gain lot of professional theory so that they can link professional theory with the academic theory where internship report is a part of both theories. Finally internship report is a completion requirement as well.

To complete Internship requirement, I was assigned as an HR intern in Grameenphone. This department basically works on vendors and suppliers sustainability basis operation of department are

- Ensure ABC/SCP endorsement of suppliers and partners
- Counsel and advice suppliers and partners towards ABC / SCP requirements
- Periodically conduct & organize supplier awareness program
- Organize focus group discussion covering high risk & critical suppliers
- Conduct supplier/partner/network site audit-inspection all across the country
- Follow-up suppliers / partners focusing on non-conformity (NC) closure
- Organize sustainability relationship management involving line, buyer and vendors
- Prepare inspection report
- Roll-out and follow-up SAQ (self-assessment questionnaire)
- Ensure stakeholder engagement in sustainability initiatives (like, IFC, Chamber of Commerce, ILO, Unique, Save the Children etc.)
- Coordinate with group supply chain sustainability

I chose Supply Chain Sustainability Department of Grameenphone as my internship topic is related with both supply chain and Hr related issues with the consent of Tamim Ahmed (Specialized Supply Chain Sustainability, Corporate Affairs) under the supervision of Mr. Md. Fazla Mohiuddin, Faculty, BRAC Business School.

Company Overview

Grameenphone is one of the largest telecommunication companies in terms of revenue, coverage and subscriber base. This company was incorporate in 10 October 1996 as private company limited it converted as public limited company in 2007 then the company stock listed in Dhaka and Chittagong stock market from November 2009. The structure of share holding comprises of mainly two sponsor shareholders namely “Telenor Mobile Communications” AS (55.80%) and “Grameen Telecom” (34.20%). The rest 10.00% shareholding includes General public & other Institutions.

Grameenphone is leading telecommunication in Bangladesh it also operate digital mobile communication based on GSM standard in 900Mhz 1800 MHz and 2100 Mhz. Grameenphone servers both rural and urban across the Bangladesh. Grameenphone telecommunication has so far invested more than BDT 278 Billion to build the network infrastructure. It is one of the largest taxpayers in the country, having contributed more than BDT 465 billion in direct and indirect taxes to the Government Exchequer over the years. This company not also paying highest tax but also they encourage the employee to paying tax. Grameenphone also has CSR activities all over the country and the social responsibilities of it is huge taken by it. After taking Telenor as a management team Grameenphone took huge change in their business.

Telenor ASA is the leading Telecommunications Company of Norway listed on the Oslo Stock Exchange. TMC owns 55.80% shares of Grameenphone Ltd. Telenor strong international expansion in recent years has been based on leading-edge expertise, acquired in the Norwegian and Nordic markets, which are among the most highly developed technology markets in the world. So they are working in Bangladesh by through Grameenphone. In Telenor "SUPPLY CHAIN SUSTAINABILITY" is one of important department and for that they have taken some of the operation for their suppliers who have done with agreement business contract which is known as "ABC". Grameenphone conduct some of the important issues regarding Laws and legislation.

Supply Chain Sustainability Function of Grameenphone:

Grameenphone believes that the mobile connectivity can help transform the lives of individuals-providing access to knowledge, financial services and making health services affordable and accessible for all. From this, societies are empowering to growing and progress. It has become a catalyst for change and growth – for individuals and for society at large. Making those benefits accessible to a wider audience is one of Grameenphone key objectives, these objectives also for applicable Telenor. By enabling access to services like affordable voice and Internet, or allowing for financial inclusion or access to knowledge, we have been creating shared value.

Supply chain sustainability enables us them to be a responsible business provider setting high standards for them and their partners. The main activities of supply chain sustainability are.

- Drive continual improvement in the Supply chain on responsible business conduct and HSSE (health, safety, security and environment) Capacity Building.
- Conduct requirement setting towards suppliers through Agreement Business Conductor
- Monitor and follow-up of vendors and suppliers through regular on-site announced and sometimes unannounced inspections. Audit corporate sustainability assessments.
- SAQ which is known as a self assessment questionnaire based on the supplier conduct principles to critical supplies categorized the supplier assist in sustainability risk reduction.
- Setting conduct requirement towards suppliers through agreement business conduct
- SCS capacity building through awareness campaigns sustainability promotional activities and through handling them.

Supply Chain Sustainability in terms of Bangladeshi context it is too tough to implement weather Grameenphone is implementing the sustainability towards their suppliers and vendors as well distributions. Telenor implemented supply chain sustainability all over the world by their power. There have ten principles of the global compact of Supply Chain sustainability. From United Nation laws towards any organization they try to maintain all those things and Grameenphone also tries to maintain it towards their suppliers. Then ten principles of compact in supply chain sustainability came out from United Nation and organization tries to maintain those for respect towards United Nation. Organization try to maintain for another reason that is maintain world class standards.

Principles behind Supply Chain Sustainability:

The ten principles towards supply chain sustainability and why it is implementing reason behind this given below with chart.

Ten principles	Relationship to Supply Chain Sustainability
Human Rights Principle 1: A business Should support and respected the protection of internationally by human rights. Principle 2: Business is not complicit in human rights abuses. Labor Principle 3: A business should have freedom association and effective recognition of the collective bargaining. Principle 4: There will be no forced and compulsory elimination of labor. Principle 5: Child labor must be abolished. Principle 6: Every employee will get same respect that is elimination of discrimination in respect of employment occupation. Environment Principle 7: A business should support during environment challenges. Principle 8: Business will undertake initiatives towards environment	Human Rights: Every Organization has responsibility to maintain the human rights. The guidelines principles on business human rights endorsed by United Nation human rights. Its globally authorized. This is for to know and show that they respect human rights. Labor: In case of labor rights there have some standards towards labor. Business should respects international standards and national regulatory requirement also ensuring suppliers' respects of rights, as well freedom of collective bargaining and abolishing forced child labor. Eliminating of discrimination towards employee it may vulnerable in many countries. Unsafe and hazardous work, excessive work, unpaid wages regarding treatment by employers and inhibited movement a business should ensure rights to the employees. Employees also have respect and freedom of movement and equal rights of pay to equal work. Employee's social protection measures are critically important as well. Environment: In environment impacts from supply chains are often severe, there have some environmental regulations like lax. Price, pressures are significant. Environmental

responsibility	impacts include toxic water, water pollution, and loss of biodiversity as well deforestation, long term damage, greenhouse gas emission and energy use for part of sustainability.
Principle 9: They have to encourage to develop environment friendly technologies Anti-Corruption Principle 10: A business should work against all kind of corruption including bribery and extortion.	Anti-Corruption There have significant corruption risks in supply chain like bribery and corruption, giving and taking gifts etc. Employee Fraud and third parties who engage in corruption practices involving with governments also part of corruption. Anti corruption program towards employees is one of the good platforms to sustainable their suppliers.

How Grameenphone Maintaining Supply Chain Sustainability:

Grameenphone is maintaining supply chain sustainability in terms of Bangladesh context, though it is tough to maintain in this condition but they are maintaining it's very strictly. Before doing business Grameenphone have some requirement towards their suppliers and vendor that is "ABC" agreement business conduct. In terms of suppliers conduct they are maintain reference of so law and regulation. Grameenphone refer them those laws and maintain these by regular inspection of suppliers house basically their topic and reference what they are considering for adopting supplier code of conduct those are

Labor and Human Rights:

- Child labor
- Forced labor
- Non Discrimination
- Wages, allowances. Benefits
- Humane treatment

- Working house
- HSSE

Employee safety and security regarding machine safety

- Environment
- Material use
- Energy use
- Toxic and materials use
- Environment pollution

Anti-Corruption

- Bribery, gifts, meals and entertainment
- Misconduct Reporting
- Account and business records
- Employee engagement and eliminate corruption.

These things are taken by Grameenphone towards supplier's code of conduct. Grameenphone also inspect their organization they are aware about those things or not. There also have some laws what are following they also aware about it and refer their suppliers. The laws are:

- United Nations Global Compact
- Universal Declaration of Human Rights
- Protect, Respect, and remedy (a framework for business and human rights)
- International Labor Standards (ILO)
- ILO Code practice in safety and health
- OECD Guidelines for multinational enterprise
- Convention against corruption, United Nations
- The RIO Declaration on environment and development
- ISO 14001
- SA 8000
- OHSAS18001

Grameenphone is using these law and regulation and giving it towards their supplier's code of conduct. Telenor also using it not only in Grameenphone but also for all the telecommunication who have share of their company and also applicable for their suppliers and telecommunication distribution house as well. Telenor is a global telecommunication services provider from Norway. They implement its code of conduct through agreements on responsible business conduct with vendors and suppliers. The agreement requires suppliers monitoring and implementing for non-compliance issues. Suppliers cascade the company's code of conduct requirement their suppliers and reserves the right to monitor any issues of supply chain. Company's goals for supply chain sustainability if they want to meet it in this case the code should be used as the foundation for setting internal and external expectations. For the suppliers engagement a new code needs to be shared throughout the company and has to be raise awareness of the standards. Supply Chain Sustainability sometimes helps organization to gain reputations and goodwill for others

Internship Experience in "Grameenphone"

As an Internship in major requirement of our curriculum I had great opportunities to work as an intern in Grameenphone which is under telecommunication industry. I have joined there January 9th 2017 to April 2017. During my whole internship period I have learnt lot of issues which was under the Industry Laws in our country since I have done my program with Human Resources Management so "Industrial law" is one of the major courses in my major program. My department was Supply Chain Sustainability, Corporate Affairs, Grameenphone and the main motto of my team was Suppliers Code of Conduct and Inspect suppliers' organization to inspect are suppliers are maintain proper "Agreement Business Conduct" as well they are aware about the Grameenphone code of conduct or not. In my whole Internship period I have had some great opportunities those are.

- Inspection with IFC, World Bank
- Inspect different organization
- Training session of HSSE

Chapter 2

Research Topic

Introduction

In our country sustainability of suppliers only Grameenphone is taking action. The Sustainable environment in terms of Bangladesh it is very difficult to implement even some of the organizations they are not maintaining for themselves whether Grameenphone is maintaining sustainable environment for suppliers. After implementing the code of conduct is it working or not it is very important, by inspecting 20 organizations I have found that the suppliers of Grameenphone are very much aware about their sustainability and this not only good for only those organization but also at the same time important for the subcontractor of those organizations. Grameenphone not only performing inspection in terms of suppliers but also they reward their best suppliers whereby they can motivate to run their business smoothly. Some of the initiatives are

- Performing a preferred suppliers program
- Increasing number of business
- Providing award
- Cost sharing with suppliers for sustainability improvement
- Providing facilities for capacity building

After inspect the suppliers organization the result of developing sustainability is positive below I have given the result.

Background of the Study

In this era Sustainable business is very important for every organization so that they can run business smoothly. In Bangladesh there have lot of organizations those are following laws and regulations properly but many organizations are not following Industrial, and corporate laws properly.

In my whole internship period I have discovered Grameenphone in maintaining lots of telecommunication laws in terms of themselves as well in terms of suppliers. Supply chain Sustainability Department of Grameenphone of one of the department they are trying to sustainable their suppliers and I have seen Inspect some of the suppliers organization where they

are strictly maintaining laws and regulations some of the organization trying to follow and some of the already implemented the laws.

Report will discuss about impact after inspection how sustainable the supplier's organizations are with some survey improvement.

Research Objectives

The Objectives of this research are:

- To identify the lacking of environmental, anti-corruption, human and labor rights sustainability of suppliers
- To inspect them about the sustainability development
- To feedback them the lacking
- To take review after giving feedback

Scope of the Study

Since I have worked in Grameenphone I gather lot of information about their suppliers as well as they maintaining all the laws and regulation in terms of contract or not. During my internship period i have visited more than 25 suppliers organizations among them i did some survey i got answers from respondents. My respondents were suppliers of Grameenphone and survey was about sustainability of Anti corruption, Environmental issues, and Human rights issues. I inspect supplier's house before and after survey and it was great scope to gather my result of survey.

Literature Review

In context of Bangladesh applying Sustainable Supply Chain is tough there have some issues from United Nation and requirement from them for business and their suppliers regarding laws, environment sustainability, anti corruption program and human as well labor rights. In this globalization era sustainable supply chain is very important to do business with another country especially developed country. 3RD world country like Bangladesh it is tough to implementing laws and regulation and tougher for their suppliers as well. There have some basic theories and "Journals Articles", "Research Papers", "United Nation Compact" I have followed during finish my research paper all these ideas that I got from those papers have given below.

Supply chains are the engines for today's globalization era, services to deliver foods, goods and services all around the world, connecting business and those who are working for them across the world, industry, and regulatory boundaries. Supply chain sustainability helps organization to meet them bright future of any business in terms of corruption, environment, and human rights. Sustainability of suppliers also ensures suppliers laws and compliance issue and support for. Organizations are taking action for better result of social, economics, and environmental impacts because society it taking advantages of business. By engaging suppliers both direct and sub suppliers companies are implementing supply chain sustainability (POWELL, D. ERP, 2013). Supply chain sustainability” is the management of social, economical and environmental impacts and the encouragement of better governance implement throughout the lifecycles of goods and services (Øvlisen, 2010). There are several reason behind why organizations starts a supply chain sustainability, initially ensure compliance and laws among them one of the issue support international principles and conducting sustainable business. Therefore business is taking action against corruption issues, environmental issue and social issue (Wright M, 1997). From the beginning of the industrial revolution supply chain sustainability is the concern of an organization it have gained increasing importance as outsourcing and globalization have taken big role, Supply chain also concerns came from industrial, regulatory, consumer and community pressures.(Placeholder1)(Sarkis, 2014).In terms of "Environment Protection Agency" Sustainability has simple principle: each and everything what we need for our survive and for our well being depends on our natural environment directly or indirectly so when it comes from any product it must supply chain is one of the major issue there. Many organization build sustainable supply chain goals into their management it is equally important to their suppliers as well.(Barnes, 2016). The impact of digitalization is everything around us. To reach the benefits of digital communication Telenor is working. They help to create long term values of share which empower people, societies and business. They are ambitious that they have to be mindful for their business conduct, sustainability, and responsibility, maintain governance and values and principles for them this is also elements of business strategy. Which one is careful work for those we require agreements, guidelines, and systems. it also need control by organization both unannounced and announced to ensure that both suppliers and partners are aware. Sustainable and responsible business is a partnership it does require systematic engagement and need cooperation (Brekke, 2016).Every organization should maintain contract with their suppliers and

suppliers must maintain the conduct of principles. Suppliers shall comply all the industrial laws and national laws which are given by government which is applicable for the suppliers and its operations, suppliers also have to maintain highest standard consistent with the laws which is applicable. The laws are human rights suppliers should maintain and give respect the internationally recognized human rights and they have to maintain conduct given by UN (Doyle, 2013) Labor rights and also an important issue now a days for example freedom of right to collective bargaining, forced labor laws the suppliers shall not use any form of forced bonded or shall strictly prohibited. Any suppliers shall not employ use of child labor in context of Bangladesh fewer than 18 children cannot work in any industrial work. Another important issue is discrimination and degrading treatment in work place all the workers or employees shall be treated with respect and dignity (United Nation, 1948). The best practices of any companies are the conduct with life cycle assessment (LCA) to determine the environment impact of their services or product. The impact of these includes distraction of raw materials, manufacturing and processing of the product from top to bottom. Another best practices of successful companies that is maintain and respect ISO 14000 management of environment and improve environmental efforts (Rousse, 2013)

Broad Dimension of Bangladesh labor law:

1. Employment Condition

- Wages
- Harassment& abuse
- Working hour
- Leave and Holidays

2. Occupation Health and safety

- Health
- Workplace condition
- Welfare
- safety
- OHS Management and training

3. Other Aspects

- environment
- Women rights(Mohammad Shariful Islam*1, 2015)

Methodology

This research paper prepared to measure "**Scenario after and before inspecting supplier organization in terms of laws and compliance issue**". This paper will identify are suppliers of Grameenphone maintaining the proper labor laws and code of conduct or not also will identify how much respectful they are in terms of United Nation principles. There will be some major issue based questionnaires by this paper will be prepared with mostly qualitative research but there will be combination of quantitative. The questionnaires answer opinion respondents providing answer will be main objective.

The paper has structured survey as well conducted along with interpreting so subjective issues.

Limitation

During the preparing this research paper have faced few obstacles those are-

- As Grameenphone is one of biggest multination organization so sometimes they were not interested to share relevant information
- During survey sometime suppliers were not interested to give information
- Constraint time was big deal for research paper
- For gathering information I have visited twice in suppliers house so transport and communication problem was there
- Suppliers were not cooperative sometimes.
- Excessive formalities of Grameenphone was there
- Some of the area were restricted for me

Sources of Information

To prepare a research paper preparing and gathering information is more important. Without proper information it is quite impossible to prepare a full paper. To prepare a research paper both primary and secondary source is mandatory without proper information for the research paper it is tough to fulfilled area.

In this research paper both sources were equally important the primary and secondary sources are

Primary Sources

- Questionnaires survey
- Suppliers Interview.

Secondary Sources

- Supply Chain sustainability relevant book
- Grameenphone website
- Grameenphone supply chain sustainability department code of conduct paper
- Telenor Suppliers conduct paper
- United Nation's environment compact and sustainability book

Study Population and Sample

One of the most important parts of any research is selection of population and sample size of sample and this is initial step of any research paper. I have targeted 30 suppliers as a respondents and. All the respondents have selected as a random sampling. To measure supply chain sustainability I took suppliers of Grameenphone as well I took help from supply chain sustainability department for take supplier list of them. For the information I took help from organization's Human Resource Department number of suppliers was 30 and I took randomly from the check list of Grameenphone.

Method of Data Collection

For the research paper I have been used 3 method of data collection

1. Supply Chain Sustainability Specialist

To know about the Sustainability of the suppliers I have been talked with the Specialist about their supplier's sustainability.

2. Industrial laws and regulation expertise

To know about the present laws and regulation of "Bangladesh labor laws" took interview of corporate expertise.

3. Suppliers Head Of Human Resources Management

To know about which laws suppliers are following and they are aware about the all program and regulation and fill the survey questionnaires I talked with the suppliers Head of Human Resources Department.

Operational Variable

During prepare this research paper on the base of observation there have some variable depends of these below variables. I have made the questionnaires depend of those variables. After secondary research I found some of the key point of which is related with my topic and based on those selected topics of questionnaires after surveying first time I have found some feedback and after giving feedback some of the issues major issues changed by suppliers on behalf of Grameenphone business partner. After that further analysis I conduct the research paper. The variables for the research paper given below:

- Labor laws and government regulation
- Safety policy
- Environment policy
- Anti Corruption program
- Overtime policy

For running any organization they must follow some of the issues regarding laws and regulation and the variables are depends on that all the issue and reference behind the issues given below

Labor Law and Government Regulation

According to Bangladesh labor law some of the major issues must have to follow to running a organization and according to Grameenphone if any organization wants to be a part of Grameenphone they must have to follow the labor law of Bangladesh. Bangladesh labor law has strong impact of our industrials economic factor and growth of industry as well. The functions of labor laws and regulation given by government it is tough to implementing in Bangladesh and it is big challenges to managing employees and managing administration in terms of labor law.

Laws mean some of the rules and customs and labor laws mean relation of employer which is stated by rules and customs. Labor laws also regulate a secure industry and sustainable workplace. Modern labor says about good relationship between labor and capital. Sometime laws

place for protect employers interests. Collective bargaining between employee and employer and not to forced labor practice also part of labor law. Child labor also part of labor law and organization can not hire a child below 18 according to Bangladesh labor law. (Mohammad Shariful Islam¹, 2013)

Safely Policy

Labor laws given by a government of any country and safety of policy of employees is included there according to Bangladesh labor law there have safety policy and Grameenphone is taken those policy in terms of their suppliers.

According to Bangladesh labor act 2013 there has some amendments to the labor act 2006 and their aim was improving workplace safety (Act No. 30 of 2013). According to amendment there will be workplace health centers if there will be over 500 employees. And if any organizations have more than 500 employees there will be safety welfare officers in workplace, as well there will be inspector who will be health inspector. One of the important dangerous works for children every workplace will be emergency exit and mandatory use of personal safety equipment for hazardous work (Bangladesh, 1998).

Environment Policy

In every country there have some environmental issues regarding workplace. According to law organization can not violate these laws and environment policy must have to maintain. Since Bangladesh is developing country and this country economy dependent on agricultural so any organization cannot do these kind of violation of environment which is harmful for environment. Any organization shall minimize its environmental and climate performance and work towards resource efficiency and sustainable waste management (Janerio, 1992)

Bangladesh is around 160 million people density which is overcrowded and so to maintain the policy there have issues that are: first of all organization can't not produce those product which is harmful for environment; Disposal should be there where organization producing the product by which environment can fall in pollution situation (Raruque, 2016)

Anti Corruption

Grameenphone is very strict regarding anti corruption issues and according Bangladesh labor law and according Grameenphone law corruption includes raising any kind of costs and risks of doing business, bribery. According to government policy money laundering is another corruption. According Grameenphone supplies they suggest to their suppliers to maintain anti corruption issue based program.

Elimination of corruption comes from public administration and there were little changes since independence country. High official and different ministries and divisions are talking strict measures than before regaining corruption as Grameenphone wants their suppliers maintain anti corruption law what government wants as well. In Grameenphone there have some prohibited business practices firstly competition the suppliers organization shall always meet competitors in an honest and professional manners secondly the suppliers shall comply with applicable laws and regulation which is concerning with corruption, fraud and bribery (Brekke, Prohibited Business Practices, 2016) After that gifts and business courtesies strictly prohibited suppliers directly and indirectly can't offer gifts or hospitality to any third party include public officials in order to obtain or retain business or a business advantages for purchasers. In another laws suppliers shall take reasonable steps to ensure that no entity or person subject to EU and UN or any other applicable sanction laws and regulation involved in suppliers (Act, 2006)

Overtime Policy

In our country Labor law system of overtime policy is more than a century old. In 1881 British period the British government introduced some of the laws one of them was working hour and overtime policy. According to Bangladesh labor law the overtime payment will be twice of basic payment per hour.(Jakir Hossain, 2000)

Another important issue according labor law no discrimination between gender payment policy between men and women will same range discrimination over there prohibited. According to labor law working hour 8 hour per day and after that over time will be count per house twice of basic. But in our country in research paper 13.2 % workers of garments says they enjoy regular rest period with regular time.(Bangladesh Bureau of Statistics, 2009)

Chapter 3

Findings and Analysis

Introduction

To indentify the after impact of supplier's inspection, a survey conducted on the sustainability of suppliers in Grameenphone. In this part of research paper I have collected data from suppliers survey and conducted graph and will show the before and after impact of inspection of suppliers organizations.

Data Analysis

Data analyzing is one of the important part of research paper and it's a process of interpreting, analyzing, processing and modeling of information. Data analysis helps to find out original result of research paper it's a challenging part of any research paper.

In this research paper I have used excel to analyze and for interpreting g the data of after and before the inspection supplier's house below I have given different types of graph for interpret the data.

Key of findings

Key findings will discussed the data that I have collected from surveying and from primary and secondary data. Suppliers of Grameenphone are using the laws and regulation properly or not the main fact is that, as well after inspection and giving the feedback to the suppliers of Grameenphone how much they are aware about the sustainability issues the result will be given by graph. From the survey question and answer I got some clear picture of research paper that is the supplier's of Grameenphone are very much active to fulfill code of conduct of them before survey I asked them some question regarding 5 variables they some of them were unable to fulfill the issues and after giving the feedback about their lacking they were very much proactive to fulfill code of conduct. The result of the survey clearly will show the difference between before and after inspection of Grameenphone Supplier's. in one word after getting findings and analysis them the view point is supply chain sustainability department if Grameenphone is very much proactive about their supplier's sustainability issues

For the measure these issues I have surveyed and talked with the supply chain specialist and labor law specialist of Grameenphone as well with the inspector of suppliers regarding the laws issues.

Different variables based on finding

To measure laws and regulation of sustainability before and after inspection organization is the main objectives of the research paper and this research paper containing five variables and the variables will be analyze below

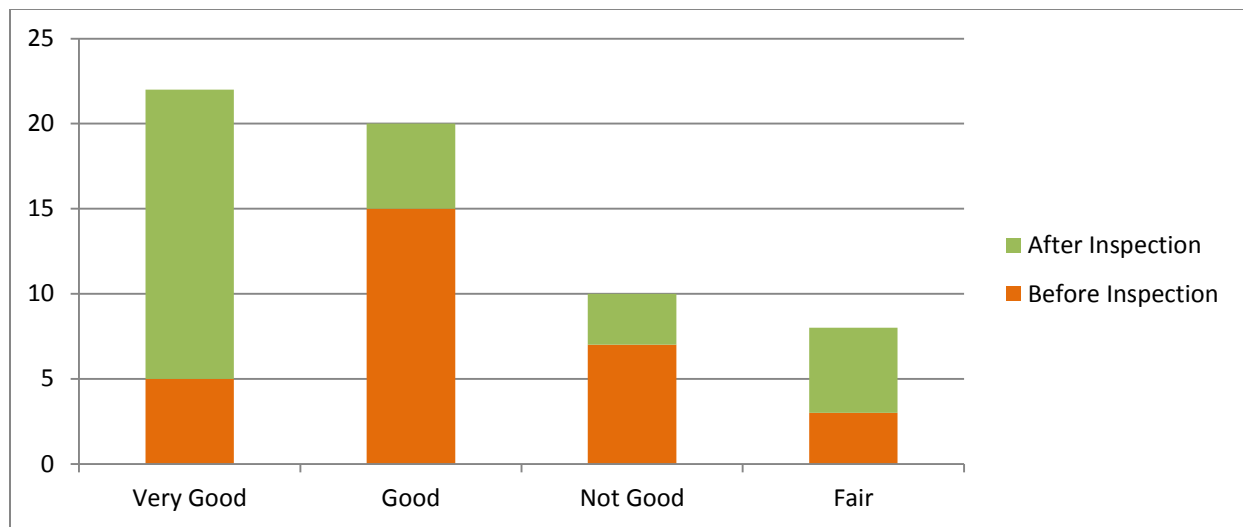
- Labor laws and government regulation
- Employees Health and Safety policy
- Environment policy
- Anti Corruption program
- Overtime policy

Below the whole survey with the graph present and the elaboration of the research survey paper will be there as well.

Labor Laws and Government Regulation

In context of Bangladesh Labor laws and government policy is strict after happening some issues, before that labor laws were in policy but organizations are unable to maintain those. In the labor law there have some important issues those are: Leave policy is one of the important issues of Bangladesh labor law many organization are not aware to give proper leave to their employees according to Bangladesh labor law casual leave, annual leave, festive leave, maternity leave are include there. According to Section 115 every employees will get ten days casual leave and fourteen days will get sick leave moreover over 11 days festive leave and six month will be maternity leave. Each and every organization will be plan and if they have factory there will be factory plan as well. Other important issues of labor law that is there will be rules of providing provident fund. In new addition of labor law they include management of fund, and trust for managing fund.

The rules prescribe misconduct investigation process and the rules making for labor bonus is mandatory workers will get two festive bonus according to law and each bonus shall be not more than the basic what the worker or employees gets.

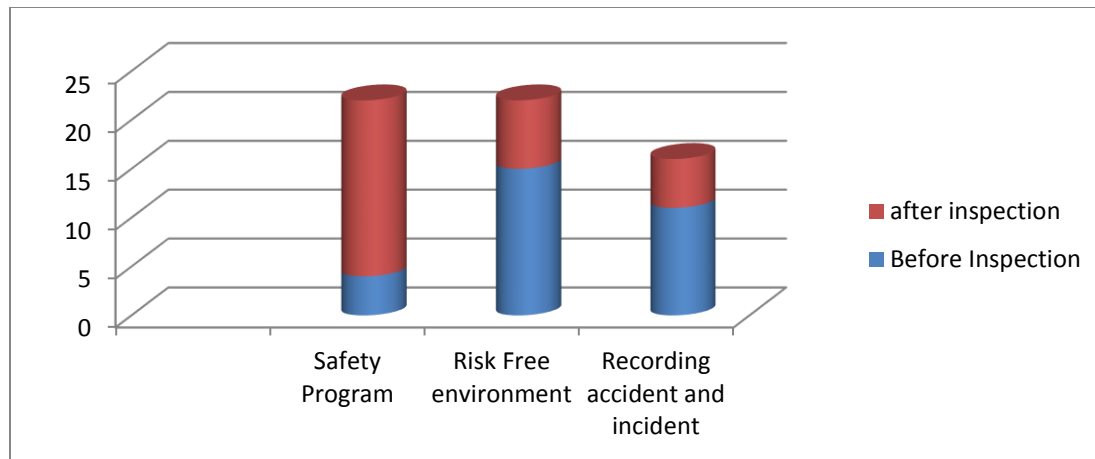


Among 30 respondents before and after situation of maintaining Labor laws

According to Grameenphone code of conduct their suppliers must maintain Bangladesh labor law and government rules in terms of smooth business. In the inspection before doing survey among 30 respondents only five respondents told they are maintaining labor law strictly and the condition of maintaining is very good after giving them feedback what they should do for improving 17 organization said they are following the labor law of government with evidence. And after giving them feedback only 3 organizations was unable to maintain among 7 not good condition but they promise they will apply laws in their organization soon. So the result is positive.

Employees Health and Safety Policy

According to Bangladesh labor law organization shall promote available health facilities to workers. An organization not only gives good health facilities but also a safe and secure working environment which is applicable laws for government and internationally recognized for workers. In the emergency situation the hazards shall be necessary precautionary measures what is taken by organizations it could be occupational diseases, accidents, implement appropriate and the accidents must took by accident and incident register. Organization shall implement and develop the training program which is related with the health and safety issues and the work environment should be clean, safe, meet basic needs theses are must for work environment.

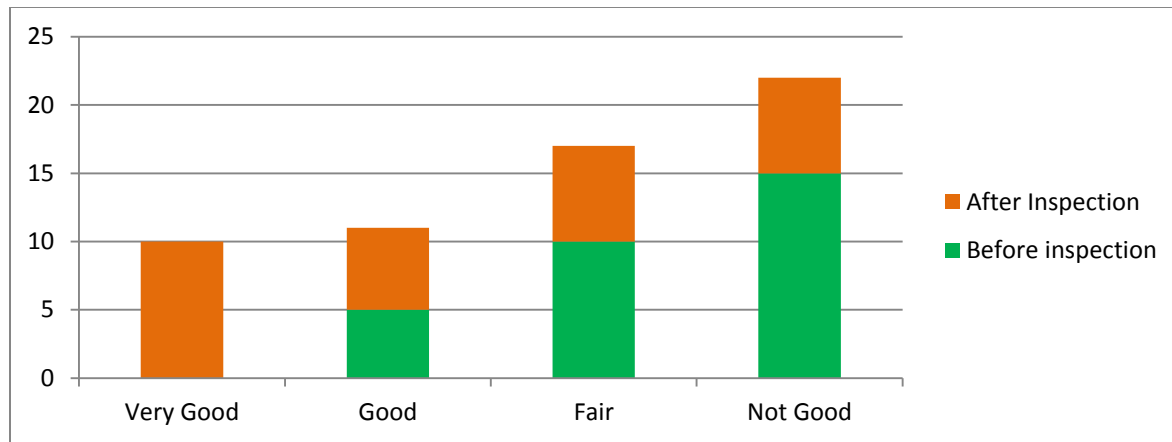


Before and After inspection "**Environment Safety policy**"

In this graph three categories of environment safety policy in an organization that is "Safety program", "Risk Free Environment" and "Recording Accident and incident" all are important issues for employees and employers as well and the graph shows that before inspection four organizations do safety programs for employees and after giving feedback and going inspection 18 organizations are able to do safety programs as they are giving a risk-free environment rather than before. So it is clear that they are maintaining feedback.

Environment Policy of Organization

According to government policy, production organizations must maintain some of the environmental laws and regulations not only in terms of government but also in terms of United Nations. Organizations must take a precaution towards environmental and climate challenges. Organizations are responsible practices for managing environmental impacts are in place and encourage to eco-friendly technologies. Some of the laws which are applicable for internationally recognized laws, those also have to be undertaken by organizations. Organizations shall minimize environmental bad impact in terms of produced goods and have to think about climate changes and take necessary precautions. Grameenphone also does take care of their suppliers are doing this or not.

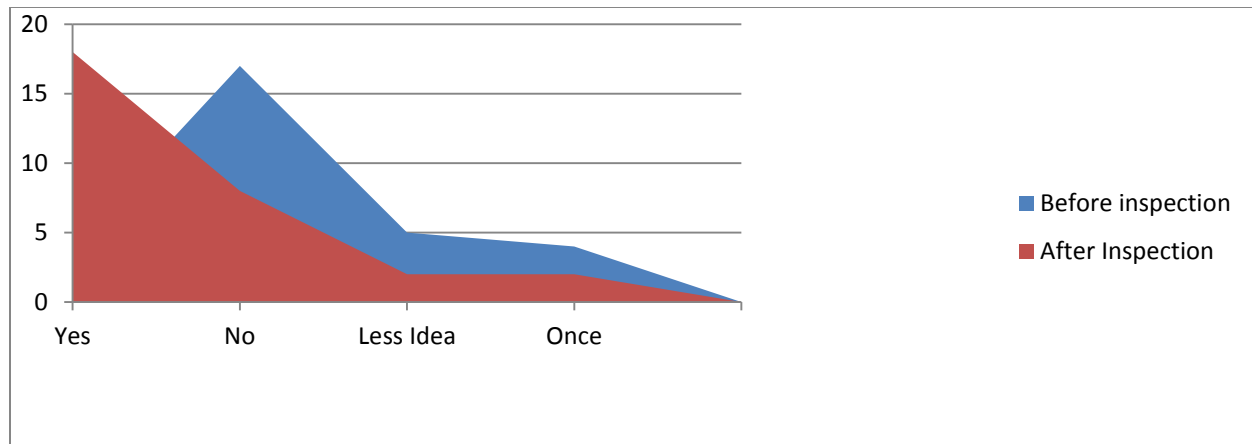


Environment Policy of Organization

In this graph red level is after inspection which has given upper result in terms of taking action. For unknown practices some of the organizations are unable to understand which precaution need to take for the environmental safety but after giving feed to those organization are took necessary step for environmental safety. Before inspection no organization are able to do take necessary steps for good steps but after inspection ten organization instantly took necessary step for and those all are goods production organization.

Anti-Corruption Program

Anti-Corruption laws was applicable for Bangladesh from the very beginning but organization are not aware as a Grameenphone suppliers organizations must have to maintain anti corruption law. Practices of anti corruption policy few organization does any many of them are not aware about this organization always meet always competitors in a honest was and professional way. Organizations should take breach of applicable laws and regulations. In terms of corruption, fraud, bribery organization shall comply with applicable regulation and laws concern. Organization must have to maintain some of regulation like they shall not offer or give or ask and receive any types of gifts, facilities, and bribe from any third party from any public and private company. Organization also shall maintain anti corruption program in an effective way to ensure compliance with applicable anti corruption laws.



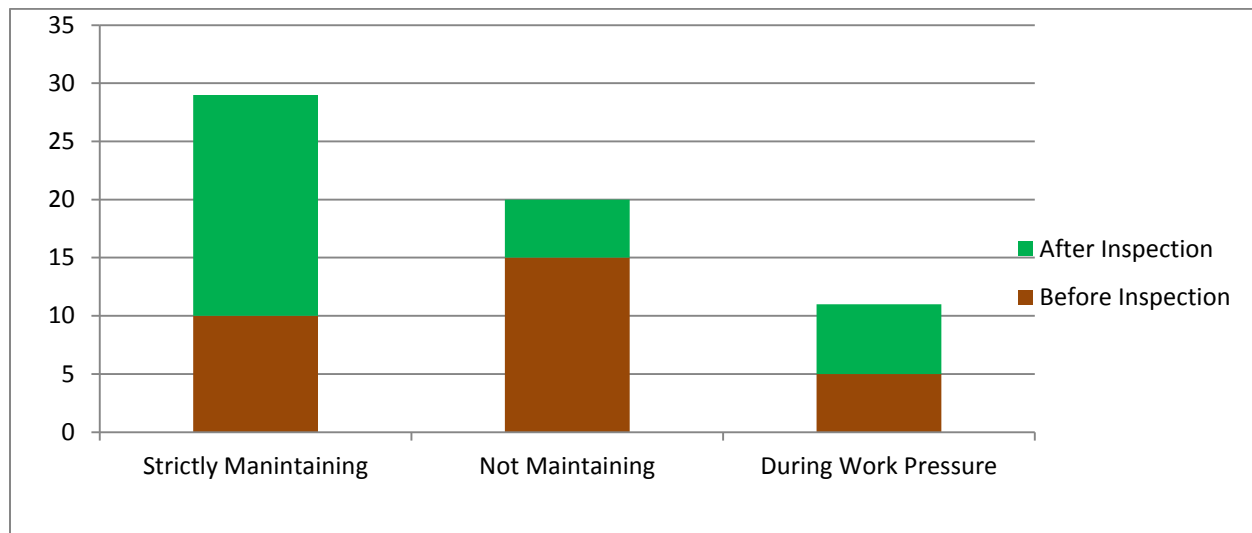
Before and After Inspection "Anti Corruption Program"

Overtime Policy Maintaining

According to Bangladesh labor law overtime policy is very much recent issues and workers should get overtime for their work time. Overtime hours respect of work week and total hours excess of 8 hours in a day or in a week in employees excess 44 hours work time then overtime will calculate. Overtime calculation in Bangladesh (Hourly pay rate x 2.00) = over time payment (Dessler G. , 2014-2015)

In 2015-2016 Bangladesh government put great emphasizes over the labor law and human resources development government gives some extra effort no labor compensation as well. Overtime policy is one of them great emphasizes area of government. Overtime compensation calculated as rates not less than one and half time and rates applicable to the same work when performed during normal time and it is a agreement between employees and employers before performed work. Both the employee and employers must have an agreement during performed and that time a legal written paper will be there for both party agreement of signed

Grameenphone wants their suppliers maintain overtime policy in terms of Bangladesh labor law so that organization can run smoothly government regulations. So below the graph will shows thirty organization how they are mantling or not maintaining overtime policy.



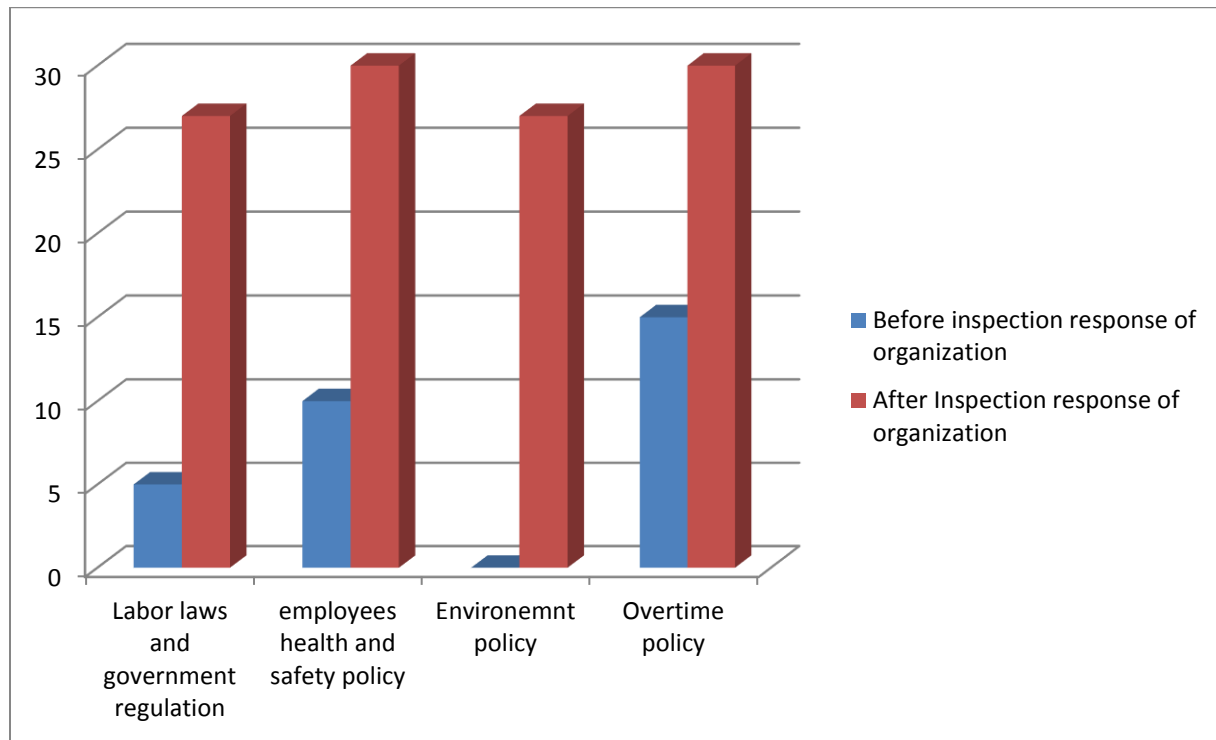
Overtime Policy Maintaining Before and After Inspection

In this graph showing after and before inspection how they performing overtime policy some organization says that they are strictly maintain overtime policy and some said they are not maintain and also some organization said that during work pressure only they are maintain overtime policy. Among 30 organization 10 organization reply they are strictly maintaining overtime policy and 15 organization are not maintaining properly and only 5 reply they are maintaining during work pressure but after inspection the view has changed and nineteen organization maintain overtime policy with evidence.

Overall Finding based on different Variables

In his research paper five variables and based on 30 respondents means thirty organizations and their Labor law practice, employees health safety and security as environment safety anti corruption policy and finally overtime policy was all over the graph and after and before inspection what was their perception their changes and feedback giving of them was main purposes of the research paper and below diagram will represent the five variables and overall findings of the different variables. In context of Bangladesh its quite tough to giving feedback to

organization about their HR practices but from these thirty organization and from Grameenphone suppliers I got enough information so that I could fulfill the demand towards them. Below diagram will be enough to understand the whole variables result.



Findings with the overall variables

In this graph I took the respondents before who were use to maintain and understand these five variables and after inspection how many organization are maintaining these five variables. There were some organization those are maintained these five variables from before and they are very less in number but after inspection almost all the organization took feedback and improved their area. So from these findings it is clear showing that improvement are huge and organization like situated in Bangladesh they are taking these issues very seriously and took precaution in sensitive area and moreover they are very much active in terms of maintaining labor law and government after giving them feedback about their lacking.

Graph showing red bar after inspection responses of organization and blue bar before inspection response of organization. So the graph is showing to positive vibe of organization that they are taking feedback very positively.

Chapter 4

Discussion and Conclusion

Discussion

After analysis the thirty respondents' means 30 suppliers of Grameenphone all they are a single organization and they have their own HR policy still somehow their HR policy was not developed. After audit those company and after surveying that company the result was not satisfying and sometimes they were not able to understand the international environment policy as well labor code of Bangladesh.

In this report from details analysis in the first survey some of the organization was not aware about the Bangladesh labor law properly. According to Bangladeshi laws every organization if they want to run smoothly their business they have to maintain labor code of Bangladesh. In context of Bangladesh many organization are not aware how to develop supply chain sustainability but Grameenphone is doing their suppliers sustainable in term of Bangladeshi code of conduct. They also take care of their suppliers are they maintaining labor code or not. Another issues is employees health and safety, production organization are not aware about environment safety after inspection they are aware about it and taking necessary precaution. An organization should take safety awareness training program in public and private industries. Moreover rules regulation and safety policy drafting for individual organization is mandatory according to law. Different seminar and workshop about the occupation safety, health and environment issue is necessary for organization.(OSBB, 2014) Many organizations among these 30 were not aware about HSSE after giving them feedback they are aware to maintaining this issues.

Environment safety is another important issue of this research paper an organization have to take precautionary approach towards environmental impact in terms of Labor law Bangladesh.(ABA, 2014) Before doing survey much organization even doesn't know the issues after inspection and giving them feedback many of the organization among 30 are aware about environmental impact and taking issues.

Anti corruption is another big issue of this paper before inspection some of the organization even doesn't know how corruption happen in the organization but after giving feedback almost every organization try to arrange the program of anti corruption. Awareness program of anti corruption is much more effective where organization can show the how to ignore anticorruption issue including money laundering, bribery etc. Last survey question about overtime policy which is

most important for production organization and after inspection they are aware of calculation overtime payment.

Improvement& Recommendations

Grameenphone supply chain sustainability department is doing inspection of their suppliers, distributor and vendors and they are doing amazing job and operations not only for their organization but also for whole context of Bangladesh they are doing good job. In term of Bangladesh it's very tough to maintain labor code of conduct if every organization maintains labor code Bangladesh will be place of sustainable business place.



Supply Chain Sustainability mainly depends on three areas business. Environment, society and Grameenphone also take care of those issues for sustainable business environment. Intense international pressure to improve conditions s for worker Bangladeshi industries almost every organization should know the industries law but still some of the organization doesn't maintain the laws and regulation after pressure of government. The government of Bangladesh has faced pressure to improve conditions for the nation's million workers of industries level so Grameenphone also take care of these issues in terms of their suppliers. Some of the issues they can improve also for the extreme case if any organization doesn't maintain the laws they can

dismiss the contract so that other organization and suppliers can be aware about the code of contract. Business leaders complain that Bangladeshi unions are highly political and sometimes stage disruptive strike a complementary tactic to political lobbying as Grameenphone does it before so they should maintain corruption free environment.

Conclusion

In this research paper as a part of internship report I got an opportunity to work with this kind of report which is telling the whole situation Bangladeshi organization as well among these 30 organizations. From this report people will get idea about the why and how a multinational organization can sustainable their suppliers as well small organization can get idea how they can be sustainable towards environment and towards united nation as well towards Bangladesh government . In this research paper five big things came to front firstly Bangladesh labor law implementation, Employees health, safety and security after that environmental safety moreover anti corruption policy and finally overtime policy of our country. Multinational organization doesn't inspect their suppliers all the time but Grameenphone does it for head of Telenor and for their brand value.

As an intern of Grameenphone I got an idea about whole sustainability department of suppliers and I have inspected more than 50 organizations to know their perception and to know their feedback about code of conduct. In our country I have found that only Grameenphone is doing suppliers inspection taking care of their sustainability and they are doing this inspection deeply from the root of organization. It is not easy to make them understandable for the code of conduct as far I have seen closely still they are doing and trying to make them sustainable.

In addition to the contractual requirement their main issues is compliance issue of suppliers. Standards on sustainability Grameenphone business units carry out suppliers training sessions on Health, Safety and Security as well and human rights and anti corruption issues so that organization make themselves sustainable towards government . After all I can that this initiative of Grameenphone is really appreciating and I tried to make my research paper towards small and big organization so that they can understand what they should do for themselves and for their suppliers as well.

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Appendix

Appendix 01: Output based on Bangladesh labor law

Appendix 02: Output based on Employees health, safety and Appendix 04: Percentage Based on Variables

Appendix 03: Output Based on Environment Safety

Appendix 04: Output based on Anti-Corruption

Appendix 05: Output based on overtime policy

Appendix 06: Questionnaire

Appendix 01: Output based on Bangladesh Labor Law and government Regulation

Company	Very Good	Good	Not Good	Fair
A. R. Construction	Yes			
Accenture Communications Infrastructure Solutions Ltd.	Yes			
Adex Corporation Ltd				
Aegis Services Limited	Yes			
AG Automobiles Ltd.		Yes		
Al-Amin Refrigeration and Engineering Works	Yes			
Alliance Computers Ltd.	Yes			
Al-Ready Courier Service		Yes		
Amaze Corporation Ltd.	Yes			
Angel Digitec	Yes			
Asiatic Experiential Marketing Limited				Yes
Asset Counselor Advocacy		Yes		
BD Link Communication Ltd.		Yes		
BdEx International (Pvt.) Ltd	Yes			
Beacon Auto Solution		Yes		
Bee Technologies	Yes			
Brothers Fabrication Engineering Ltd.	Yes			
Cellcomm Solutions Dhaka Ltd.	Yes			
Chittagong Steel Works Ltd.		yes		
Decor Link	Yes			

Design Tech			yes	
Dhaka Construction Company	Yes			
Dhaly Construction Limited	Yes			
Dreamland Courier Services Ltd	Yes			
Drizzling Water Purifying Industries Pvt. Ltd.				Yes
E M Power Limited	Yes			
EASTCOMPEACE SMART CARD (BANGLADESH) LIMITED	Yes			
EnergyPac Power Generation Limited	Yes		Yes	
Engineering and Support Services				yes
2RA Technology Limited			Yes	

Appendix: 2Environment Safety policy"

Company	Safety Policy	Risk Free environment	Recording Accident
A. R. Construction	Yes		
Accenture Communications Infrastructure Solutions Ltd.	Yes	YES	YES
Adex Corporation Ltd		YES	
Aegis Services Limited	YES		
AG Automobiles Ltd.		YES	
Al-Amin Refrigeration and Engineering Works	YES		
Alliance Computers Ltd.		YES	
Al-Ready Courier Service			YES
Amaze Corporation Ltd.	YES		YES
Angel Digitec		YES	
Asiatic Experiential Marketing Limited			YES
Asset Counselor Advocacy			
Sentry Security		YES	
RANGS Motor	YES		
BD Link Communication Ltd.		YES	
BdEx International (Pvt.) Ltd			YES
Beacon Auto Solution	YES		
Bee Technologies	YES		
Brothers Fabrication Engineering Ltd.	YES		

Cellcomm Solutions Dhaka Ltd.	YES		
Chittagong Steel Works Ltd.	YES		
Decor Link	YES		
Design Tech			YES
Dhaka Construction Company	YES		
Dhaly Construction Limited			
Rangs Motor	YES		
Dreamland Courier Services Ltd	YES		
Drizzling Water Purifying Industries Pvt. Ltd.	YES		
E M Power Limited	YES		
EASTCOMPEACE SMART CARD (BANGLADESH) LIMITED			YES
EnergyPac Power Generation Limited		Yes	
Engineering and Support Services	YES		
2RA Technology Limited	YES		

Appendix 3 Environment health and safety

Company	Very good	Good	Fair	Not Good
A. R. Construction	Yes			
Accenture Communications Infrastructure Solutions Ltd.		YES		
Adex Corporation Ltd			YES	
Aegis Services Limited			YES	
AG Automobiles Ltd.		YES		
Al-Amin Refrigeration and Engineering Works			YES	
Alliance Computers Ltd.				YES
Al-Ready Courier Service			YES	
Amaze Corporation Ltd.	YES			
Angel Digitec				YES
Asiatic Experiential Marketing Limited		Yes		
Asset Counselor Advocacy	YES			
BD Link Communication Ltd.				YES
BdEx International (Pvt.) Ltd		YES		
Beacon Auto Solution	YES			
Bee Technologies				YES
Brothers Fabrication Engineering Ltd.				YES

Cellcomm Solutions Dhaka Ltd.	YES			
Chittagong Steel Works Ltd.	YES			
Decor Link	YES			
Design Tech			YES	
Dhaka Construction Company	YES			
Dhaly Construction Limited				YES
Dreamland Courier Services Ltd	YES			
Drizzling Water Purifying Industries Pvt. Ltd.	YES			
E M Power Limited			YES	
EASTCOMPEACE SMART CARD (BANGLADESH) LIMITED			YES	
EnergyPac Power Generation Limited				YES
Rangs Assure	YES			
Sentry Security	Yes			
Nahin Motor				YES
Engineering and Support Services		Yes		
2RA Technology Limited			YES	

Appendix 04 Anti Corruption Policy:

Company	YES	NO	LESS	ONCE
A. R. Construction	Yes			
Accenture Communications Infrastructure Solutions Ltd.	YES			
Adex Corporation Ltd			YES	
Aegis Services Limited			YES	
AG Automobiles Ltd.		YES		
Al-Amin Refrigeration and Engineering Works	YES		YES	
Alliance Computers Ltd.			YES	
Al-Ready Courier Service	YES		YES	
Amaze Corporation Ltd.	YES			
Angel Digitec			YES	
Asiatic Experiential Marketing Limited		Yes		
Asset Counselor Advocacy	YES			
BD Link Communication Ltd.				
BdEx International (Pvt.) Ltd		yes		
Beacon Auto Solution	YES			
Bee Technologies				YES

Brothers Fabrication Engineering Ltd.				YES
Cellcomm Solutions Dhaka Ltd.	YES			
Chittagong Steel Works Ltd.	YES			
Decor Link	YES			
Design Tech			YES	
Dhaka Construction Company	YES			
Dhaly Construction Limited				YES
Dreamland Courier Services Ltd	YES			
Drizzling Water Purifying Industries Pvt. Ltd.	YES			
E M Power Limited		YES		
EASTCOMPEACE SMART CARD (BANGLADESH) LIMITED	YES			
EnergyPac Power Generation Limited			Yes	
Engineering and Support Services		Yes		
2RA Technology Limited	YES		YES	

Appendix 05: Overtime Policy

Company	Strictly Maintaining	Not Maintaining	During work pressure
A. R. Construction	YES		
Accenture Communications Infrastructure Solutions Ltd.	YES		
Adex Corporation Ltd	YES		
Aegis Services Limited	YES		
AG Automobiles Ltd.	YES		
Al-Amin Refrigeration and Engineering Works			YES
Alliance Computers Ltd.	YES		
Al-Ready Courier Service			YES
Amaze Corporation Ltd.	YES		
Angel Digitec	YES		
Asiatic Experiential Marketing Limited	YES		
Asset Counselor Advocacy	YES		
BD Link Communication Ltd.			YES
Esmart Tech			YES
Beacon Auto Solution		YES	

Bee Technologies	YES		
Brothers Fabrication Engineering Ltd.		YES	
Cellcomm Solutions Dhaka Ltd.	YES		
Chittagong Steel Works Ltd.			YES
Decor Link			YES
Design Tech	YES		YES
Dhaka Construction Company	YES		
Dhaly Construction Limited		YES	
Dreamland Courier Services Ltd	YES		
Drizzling Water Purifying Industries Pvt. Ltd.	YES		
A.R Limited		YES	

Appendix 06: Questionnaire

1. How many employees to you organization
2. Do you have any HR Policy in your organization?
3. Do you have any HR contract with your employees?

Five Variables Based question

1. What about organization's labor law and government rules condition?
 - a. Good b. Very good c. Not good d. Fair
2. Are taking environment safety for you organization according to United Nation?
 - a. Yes b. No c. less idea
3. Are you maintaining overtime policy properly?
 - a. strictly maintaining b. not maintaining c. Sometimes maintaining
4. What about safely condition for your employees?
 - a. Very Good b. Not Good c. Fair
5. According government laws did you take any Anti-corruption program?
 - a. Yes b. No c. Once d. Less idea