

Report On
Sustainable Supply Chain Practice at Walton Hi-Tech Industries PLC.

By
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A report submitted to the BRAC Institute of Governance & Development (BIGD),
BRAC University in partial fulfillment of the requirements for the degree of
'Masters in Procurement & Supply Management'

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BRAC University
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Declaration

It is hereby declared that

1. The report presented is my own original work completed during my studies at Brac University.
2. The report does not include any material previously published or written by another party, except for properly cited sources with complete and accurate references.
3. The report has not been submitted or accepted for any other degree or diploma at any university or institution.
4. I have given proper acknowledgment to all the key sources of assistance and support.

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Letter of Transmittal

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Subject: Submission of PSM-665: Supply Chain Management in Practice-
Report/ Practicum.

Dear Sir,

I would like to request the opportunity to present my report titled "Sustainable Supply Chain Practice at Walton Hi-Tech Industries PLC." as a partial requirement for the completion of my MPSM program at BIGD, BRAC University. Drawing upon my work experience with WHIL, I have endeavored to encapsulate the comprehensive Sustainable Supply Chain practices employed by the company in this report.

I have devoted my utmost effort to compile the report, ensuring it contains all necessary information and proposed recommendations in a highly crucial, concise and comprehensive manner. I am confident that this report meets the standards expected of an academic report.

Sincerely yours,

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Non-Disclosure Agreement

This agreement is made and entered into by and between WALTON HI-TECH INDUSTRIES PLC., hereinafter referred to as the First Party and the undersigned student at the BRAC Institute of Governance and Development, BRAC University, hereinafter referred to as the Second Party.

The First Party has granted permission to the Second Party to prepare a report on Sustainable Supply Chain Practices as part of the requirements for the degree of Master of Procurement and Supply Management.

The Second Party will have the opportunity to collaborate with the officials of the organization and gain access to relevant official data and information. Based on the work experience, data and information collected, the Second Party will compile and prepare a report.

The Second Party agrees to use all data and information solely for academic purposes and commits not to disclose any of it to third parties in a manner that could harm the interests of the First Party.

Md. Shafiqul Islam

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Masters in Procurement and Supply Management

BRAC Institute of Governance and Development (BIGD), BRAC University

Acknowledgement

First and foremost, I express my deepest gratitude to the Almighty for His endless blessings and guidance throughout my journey. I am also profoundly thankful to my beloved parents, whose unwavering support, sacrifices and encouragement have been my greatest strength in completing my Master's in Procurement and Supply Management (MPSM).

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I would also like to extend my appreciation to **BIGD, BRAC University**, for offering the MPSM program, which has equipped me with essential knowledge and skills in procurement and supply chain management. The program's rigorous curriculum and real-world applications have been instrumental in my professional growth.

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Sincerely yours,

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Executive Summary

Walton Hi-Tech Industries PLC. is a leading Bangladeshi conglomerate renowned for its manufacturing capabilities in the electronics sector, producing refrigerators, freezers, air conditioners, mobile phones and a variety of home appliances. Founded in 1977 and operating as a public company since 2018, Walton has developed one of South Asia's most advanced manufacturing facilities located in Chandra, Gazipur, Bangladesh. As it continues to meet the growing demand for electronic goods, Walton also aims to integrate sustainable practices throughout its supply chain processes.

The report focuses on Walton's sustainable supply chain practices, analyzing the company's approach to reducing environmental impact, fostering social responsibility and maintaining economic efficiency. Through a combination of hands-on industry experience and research, the report evaluates Walton's sustainability efforts, particularly in procurement and supply chain management. It also provides recommendations for improvements based on global best practices.

The key objectives of this practicum are to assess Walton's sustainability performance, identify challenges in integrating sustainable practices and offer strategies to enhance its supply chain sustainability. The research incorporates both qualitative and quantitative methods, including interviews with stakeholders and analysis of secondary data from industry reports and Walton's sustainability documents.

The findings indicate that Walton has made considerable progress in energy efficiency, waste management and the adoption of renewable energy sources. However, challenges persist, especially in achieving full lifecycle sustainability and supplier engagement. Additionally, Walton's sustainability practices show room for growth in terms of packaging waste reduction and strengthening supplier sustainability standards.

The report concludes with recommendations aimed at enhancing Walton's sustainable supply chain, emphasizing the importance of adopting global best practices, increasing supplier collaboration and expanding the use of eco-friendly materials. By addressing these areas, Walton can strengthen its sustainability initiatives and further differentiate itself in the competitive global market.

List of Acronyms

SSCM - Sustainable Supply Chain Management

TBL - Triple Bottom Line

GSCM - Green Supply Chain Management

EMS - Environmental Management System

CAGR - Compound Annual Growth Rate

UNDP - United Nations Development Programme

ISO - International Organization for Standardization

BIDA - Bangladesh Investment Development Authority

MPSM - Master of Procurement and Supply Management

BIGD - BRAC Institute of Governance and Development

WHIPLC. - Walton Hi-Tech Industries PLC.

ESG - Environmental, Social and Governance

CSR - Corporate Social Responsibility

R&D - Research and Development

PMS - Procurement Management System

GPA - Green Procurement Activities

ERP - Enterprise Resource Planning

KPIs - Key Performance Indicators

SLA - Service Level Agreement

ROI - Return on Investment

LED - Light Emitting Diode

CO2 - Carbon Dioxide

B2B - Business-to-Business

B2C - Business-to-Consumer

CSR - Corporate Social Responsibility

TQM - Total Quality Management

PPE - Personal Protective Equipment

LCA - Life Cycle Assessment

KPI - Key Performance Indicator

SCM - Supply Chain Management

Glossary of Key Terms

1. **Sustainable Supply Chain Management (SSCM)**

The integration of environmental, social and economic considerations into supply chain processes to minimize negative impacts and promote long-term viability.

2. **Triple Bottom Line (TBL)**

A framework that evaluates business performance based on three pillars: **People** (social responsibility), **Planet** (environmental sustainability) and **Profit** (economic viability).

3. **Green Supply Chain Management (GSCM)**

Practices aimed at reducing the environmental footprint of supply chain activities, such as eco-friendly sourcing, energy efficiency and waste reduction.

4. **Environmental Management System (EMS)**

A structured framework (e.g., ISO 14001) for managing an organization's environmental responsibilities, including compliance and sustainability goals.

5. **Circular Economy Model**

An economic system focused on reusing, refurbishing and recycling products to minimize waste and resource consumption.

6. **Corporate Social Responsibility (CSR)**

A company's commitment to ethical practices, community engagement and social welfare alongside business operations.

7. **Life Cycle Assessment (LCA)**

Analysis of a product's environmental impact from raw material extraction to disposal.

8. **Key Performance Indicators (KPIs)**

Metrics used to evaluate the effectiveness of sustainability initiatives (e.g., energy reduction, waste diversion rates).

9. **ISO 14001:2015**

An international standard for environmental management systems, certifying organizations like Walton for sustainable practices.

10. **Carbon Footprint**

The total greenhouse gas emissions caused by an organization, measured in CO₂ equivalents.

11. Renewable Energy

Energy derived from natural sources (e.g., solar, wind) that replenish over time, reducing reliance on fossil fuels.

12. Zero-Waste Policy

A strategy to eliminate waste sent to landfills by reusing, recycling, or composting materials.

13. Supplier Sustainability Audits

Evaluations to ensure suppliers adhere to environmental and social standards.

14. Lean and Green Supply Chain

Combines lean manufacturing (efficiency) with green practices (sustainability) to reduce waste and emissions.

15. ESG (Environmental, Social and Governance)

Criteria used to assess a company's ethical impact and sustainability practices.

16. Stakeholder Engagement

Involving employees, suppliers, customers and communities in sustainability decision-making.

17. Eco-Certifications

Labels (e.g., Energy Star, Fair Trade) indicating products meet specific environmental or ethical standards.

18. Closed-Loop System

A supply chain model where materials are continuously recycled or reused, minimizing waste.

19. Ethical Sourcing

Procuring materials from suppliers who uphold fair labor practices and environmental stewardship.

20. Carbon Neutrality

Achieving net-zero carbon emissions by balancing emissions with offsets or removals (e.g., reforestation).

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Chapter 1: Introduction

1.1 Overview of Walton Hi-Tech Industries PLC.

Business started since 1977 and early 2008 WHIPLC. started manufacturing of Refrigerator, Freezer, Air Conditioner, Compressor and now onward expanding its operation in Television, Home & Electrical Appliances. Walton & Marcel have become the most trusted and prestigious Brand in the E&E industry in Bangladesh through its strong manufacturing base, quality products, competitive price, extensive market coverage and last but not the least, the prompt after sales services. As a result, within a very short period of time, both the Brands have captured substantial market share and positioned itself as the most dominant performer in the E&E sector in Bangladesh. Product portfolio of WHIPLC. includes Refrigerator (Frost & Non-Frost), Freezer, Air Conditioner, Compressor and Television.

The Manufacturing Plant & Headquarters of WHIPLC. is located at Chandra, Kaliakoir, Gazipur, Bangladesh. The plant is treated as one of the sophisticated manufacturing plants in Bangladesh as well as in South Asia. Walton innovates to build a more advanced, sustainable and environment friendly society through the combination of sophisticated technologies and expertise. The manufacturing plant of WHIPLC. is approx. 5,000,000 sft. of working space consisting of 19 Buildings and Shades.

Walton has been maintaining 100% compliances since its inception and certified ISO 14001:2004 Refrigerators & Air Conditioner Division, ISO 9001:2015 Refrigerators & Air Conditioner Division and OHSAS 18001:2007 Certificate for successfully adopting sound occupational health and safety management systems, efficient staff management, minimizing the risk of accidents and achieving adequate corporate reputation ensuring the standard of products and combining the above to minimize the production cost.



Globally Achieved Safety, Energy & Quality Ensuring Certificate:



Bangladesh Standards and Testing Institution
(Mandatory in Bangladesh for Product Conformity)



Certification Body
(Globally Accepted for Product Safety)



Conformité Européenne
(Mandatory in Europe for Product Conformity)



Mandatory in US & Canada as
Product Safety Certification



Electromagnetic Compatibility



Gulf Cooperation Council
(Mandatory in Middle East Countries
for Product Conformity)



ISO 9001: 2015, ISO 14001: 2015 &
ISO 45001: 2018 Certified Company



Mandatory requirement for
global market access



Mandatory Conformity
Assessment Programme
(Nigeria)



Norma Oficial
Mexicana certification



Mandatory in Europe for
Product chemical compliance



Saudi Arabian Standards Organization
(Mandatory in KSA for Product Conformity)

1.2 Importance of Sustainable Supply Chains

In recent years, the concept of sustainable supply chain management (SSCM) has become critical for organizations striving to align their operational practices with global environmental and social standards. A sustainable supply chain integrates environmentally responsible practices, ethical labor policies and economic considerations into the decision-making processes at every stage, from sourcing raw materials to the delivery of finished products to customers.

The growing focus on sustainability in supply chains is driven by several factors:

Environmental Concerns:

As industries continue to expand, environmental impact has become a significant issue. Companies are expected to reduce carbon emissions, minimize waste and conserve resources.

Social Responsibility:

Consumers and investors are increasingly holding companies accountable for their social and ethical practices. Transparency in the treatment of workers, community engagement and fair trade practices have become key performance indicators.

Economic Efficiency:

Sustainable practices often lead to long-term cost savings, such as through energy efficiency and waste reduction, which improve profitability and business resilience.

For Walton Hi-Tech Industries PLC., embracing sustainable supply chain practices is not only an ethical imperative but also a strategic business decision that can enhance its competitive edge, improve brand value and meet the expectations of both local and international consumers.

1.3 Objective of the Practicum

The primary objective of this practicum is to examine the sustainable supply chain practices at Walton Hi-Tech Industries PLC. The study will focus on identifying the company's existing sustainability practices within its supply chain and assessing their effectiveness. The practicum will also highlight the challenges faced by Walton in integrating sustainability into its operations and propose actionable recommendations for improving its supply chain sustainability.

Key research objectives include:

- Assessing Walton's sustainability performance across environmental, social and economic dimensions.
- Analyzing Walton's existing sustainable supply chain models and practices.
- Identifying gaps and areas for improvement in Walton's sustainability initiatives.
- Proposing strategies for enhancing sustainability in Walton's supply chain, based on best practices in the industry.

The findings of this practicum will contribute to Walton's efforts to become a leader in sustainable supply chain management in Bangladesh, aligning with global sustainability trends.

1.4 Research Methodology

To achieve the objectives of this study, a mixed-method approach will be used:

- **Primary Data Collection:** Surveys and interviews will be conducted with Walton's employees, suppliers and customers to gather insights on the company's sustainability practices, challenges and perceptions.
- Surveys will include both quantitative and qualitative questions to gauge employee and customer awareness, as well as their perceptions of Walton's environmental and social initiatives.
- Interviews will provide in-depth qualitative data from key stakeholders, including supply chain managers, sustainability officers and external partners.
- **Secondary Data Collection:** Industry reports, academic literature and Walton's sustainability reports will be reviewed to gain a broader understanding of supply chain sustainability trends and Walton's role in the global supply chain network.
- **Data Analysis:** Data collected will be analyzed using both qualitative and quantitative techniques. Survey results will be analyzed using statistical tools, while interview transcripts will undergo thematic analysis to identify common patterns and insights.

Chapter 2: Theoretical Background

2.1 Definition of Sustainable Supply Chain Management (SSCM)

Sustainable Supply Chain Management (SSCM) refers to the strategic integration of environmental, social and economic considerations into the management of the supply chain. The objective of SSCM is to minimize environmental impact, enhance social welfare and ensure economic profitability throughout the entire supply chain process, from the sourcing of raw materials to the delivery of finished products to consumers.

SSCM involves adopting practices that reduce waste, promote resource efficiency and ensure fairness and equity in the treatment of workers and communities. Companies adopting SSCM must aim to not only fulfill customer expectations but also contribute positively to society and the environment.

2.2 Key Principles of Sustainable Supply Chains

A sustainable supply chain is built on the following three key principles:

1. Environmental Sustainability

This involves reducing the ecological footprint of supply chain activities, focusing on energy consumption, waste management and minimizing carbon emissions. It includes practices such as using renewable energy, reducing transportation costs and promoting the recycling of products and materials.

2. Social Sustainability

Social sustainability emphasizes fair labor practices, promoting equality and ensuring the well-being of workers. It requires companies to focus on ethical business practices, community development and stakeholder engagement.

3. Economic Sustainability

This aspect involves maintaining profitability while adopting sustainable practices. Economic sustainability ensures that companies can remain competitive and viable in the long term while achieving sustainability objectives

2.3 Supply Chain Models

Various supply chain models provide frameworks for integrating sustainability into supply chain management:

1. Triple Bottom Line (TBL) Model

The Triple Bottom Line Model (TBL) emphasizes achieving a balance between three critical pillars: people, planet and profit. In the context of supply chain management, TBL advocates for companies to adopt practices that are beneficial to the environment, society and their financial bottom line. Walton can apply TBL by ensuring its operations contribute positively to environmental conservation, social welfare and economic performance.

2. Lean and Green Supply Chain Model

This model integrates lean manufacturing techniques with sustainable practices. Lean manufacturing focuses on eliminating waste and improving operational efficiency, while the green aspect ensures that operations are environmentally friendly. Walton can adopt this model to reduce excess production and improve resource utilization.

3. Circular Economy Model

The Circular Economy Model encourages a closed-loop system where products are designed for reuse, refurbishment and recycling. Walton could embrace this model by designing products that are easier to recycle or reuse, thus reducing waste and conserving resources.

4. Green Supply Chain Management (GSCM)

Green Supply Chain Management focuses on incorporating environmental thinking into supply chain management. It involves practices such as sourcing environmentally friendly materials, reducing energy consumption and enhancing waste disposal. Walton can implement GSCM by selecting suppliers that adhere to green standards and by optimizing the use of energy and materials.

2.4 Benefits and Challenges of Sustainable Supply Chains:

Benefits:

Enhanced Brand Image:

Companies that demonstrate a commitment to sustainability build stronger reputations, attracting environmentally and socially conscious customers.

Cost Savings:

Sustainable supply chain practices, such as energy-efficient manufacturing and waste reduction, can lead to significant cost savings.

Regulatory Compliance:

As governments tighten environmental regulations, adopting sustainable practices ensures compliance and mitigates legal risks.

Long-term Profitability:

Sustainable practices create value in the long run by promoting efficiency and reducing resource consumption, which can contribute to more stable profit margins.

Challenges:

High Initial Investment:

The implementation of sustainable practices often requires significant capital investment in new technologies and processes.

Supply Chain Complexity:

Managing sustainability across a global supply chain can be complex, especially when dealing with multiple suppliers, regions and products.

Lack of Clear Standards:

The absence of universally accepted sustainability standards can make it difficult for companies to measure and track their sustainability efforts.

Resistance to Change:

Shifting to a more sustainable supply chain can face internal resistance from employees and stakeholders who may be hesitant to embrace new processes or technologies.

Chapter 3: Supply Chain of Walton Hi-Tech Industries PLC.

3.1 Overview of Walton's Supply Chain Structure

Walton Hi-Tech Industries PLC. operates a complex and integrated supply chain, designed to support the production and distribution of a wide range of consumer electronics and home appliances. The company has an extensive manufacturing network, which includes both in-house production and sourcing from external suppliers. Walton's supply chain spans across multiple functions, including procurement, manufacturing, logistics and distribution.

The supply chain is structured in the following key stages:

1. Sourcing and Procurement:

Walton sources raw materials and components from both local and international suppliers. This includes essential items like steel, electronic components, plastic materials and packaging.

2. Manufacturing:

Walton operates several production facilities, where raw materials are transformed into finished products. These include its factories for electronics, home appliances and mobile phones.

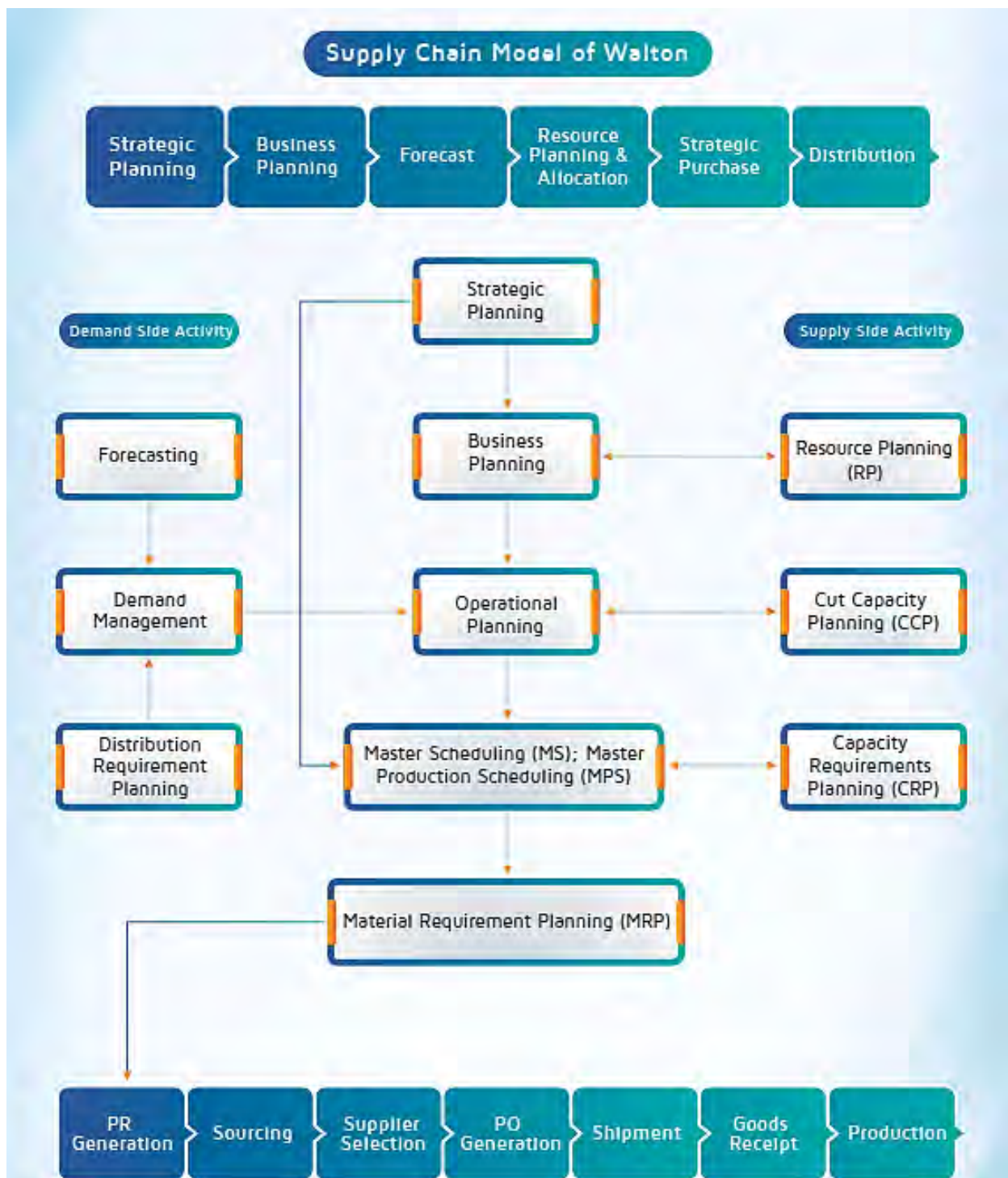
3. Warehousing and Inventory Management:

Finished products are stored in warehouses before being shipped to distributors and retailers. Walton's warehouses are strategically located to ensure quick access to markets across Bangladesh and international locations.

4. Distribution and Retail:

Walton uses both traditional distribution channels and modern e-commerce platforms to reach its customers. The distribution network is a key component of Walton's strategy to ensure its products are available nationwide.

3.2 Supply Chain Model:



3.3 Key Stakeholders in Walton's Supply Chain

Walton's supply chain involves various stakeholders, each playing a critical role in the overall success of the company's operations.

Suppliers:

Walton works with a diverse set of suppliers, both domestic and international, to source raw materials and components. Suppliers are expected to meet Walton's quality standards and the company has a strong preference for those who implement environmentally friendly practices.

Manufacturers:

Walton operates its own manufacturing plants, where it assembles and manufactures products. The company also works with third-party manufacturers for certain product lines.

Distributors:

Walton partners with regional and national distributors who manage the wholesale distribution of products. This includes retailers, dealers and online platforms that sell Walton products to end consumers.

Retailers:

Walton's retail network includes branded showrooms, multi-brand outlets and online e-commerce platforms. These retail channels ensure that Walton's products are available to a wide range of consumers.

Customers:

The ultimate recipients of Walton's products, including individual consumers, businesses and institutions, are crucial stakeholders in the supply chain. Customer satisfaction plays a significant role in shaping Walton's sustainability efforts.

3.4 Walton's Approach to Sustainability in its Supply Chain

Walton's commitment to sustainability is evident throughout its supply chain. The company has integrated sustainability into its operations through various practices:

Sourcing Practices:

Walton strives to source raw materials and components from suppliers who adhere to environmental and social sustainability standards. This includes ensuring that materials are ethically sourced and that suppliers comply with local labor laws and environmental regulations.

Production Processes:

Walton has introduced energy-efficient technologies in its manufacturing plants, such as renewable energy sources like solar panels. The company also emphasizes reducing the carbon footprint of its production activities through waste reduction, recycling and the use of eco-friendly materials.

Waste Management:

Walton has implemented waste management strategies in its production plants, focusing on minimizing waste generation. Materials that are no longer usable are either recycled or disposed of responsibly. The company also encourages suppliers to adopt similar waste reduction practices.

Transportation and Logistics:

Walton optimizes its logistics operations to reduce emissions and ensure energy efficiency. The company uses a mix of road, air and sea transportation to deliver goods efficiently, while maintaining a focus on minimizing environmental impact.

3.5 Sustainable Practices and Initiatives by Walton

Walton has undertaken several initiatives to promote sustainability within its supply chain:

Renewable Energy Usage:

Walton has invested in renewable energy sources, particularly solar power, to reduce dependence on fossil fuels. Several manufacturing plants are now powered by solar panels, helping reduce carbon emissions.

Green Procurement Practices:

Walton integrates sustainability into its procurement decisions, selecting suppliers who meet environmental and social standards. This includes working with suppliers who use eco-friendly materials and adopt green manufacturing practices.

Waste Minimization:

Walton has implemented programs to minimize waste generation during production. This includes recycling production by-products, reusing materials wherever possible and ensuring that waste is disposed of responsibly.

Sustainable Packaging:

Walton has taken steps to reduce the environmental impact of packaging materials. This includes using recyclable materials for product packaging and reducing excessive packaging.

Chapter 4: Assessment of Walton's Current Sustainable Supply Chain Practices

4.1 Evaluation of Walton's Sustainability Performance

Walton Hi-Tech Industries PLC. has implemented various sustainability practices within its supply chain. To evaluate its sustainability performance, we examine Walton's environmental impact, social responsibility efforts and economic efficiency.

Environmental Impact

Walton has made notable strides in reducing its carbon footprint. The company has implemented energy-efficient processes and uses renewable energy sources, particularly solar power, in its manufacturing facilities. Furthermore, Walton has integrated waste management and recycling programs to reduce landfill contributions and minimize production-related waste.

The company's products are designed with eco-friendly materials and efforts are being made to reduce the environmental impact at the product's end of life.

Social Impact

Walton's commitment to social sustainability is evident in its fair labor practices and worker welfare programs. The company adheres to local labor laws and promotes a safe working environment for its employees. Walton also supports community development through various outreach initiatives.

In terms of supply chain relationships, Walton fosters strong partnerships with suppliers who meet its social and environmental standards, ensuring that sustainability is ingrained throughout the supply chain.

Economic Impact

Walton's sustainable practices have led to cost savings in areas such as energy consumption, waste reduction and resource optimization. By implementing green practices, the company has improved operational efficiency and ensured compliance with government regulations, which helps avoid penalties and legal risks.

Furthermore, Walton's sustainability initiatives have increased its attractiveness to customers who value environmental and social responsibility, boosting brand reputation and customer loyalty.

4.2 SWOT Analysis of Walton's Sustainable Supply Chain

A SWOT analysis of Walton's sustainable supply chain helps identify the strengths, weaknesses, opportunities and threats associated with its sustainability practices.

Strengths

- Strong brand reputation for sustainability.
- Significant investment in renewable energy and energy-efficient technologies.
- Established waste management and recycling programs.
- Strong supplier network with a focus on sustainability.

Weaknesses

- Limited local sourcing of raw materials, leading to higher transportation costs and environmental impact.
- Lack of uniform sustainability standards across all suppliers.
- Challenges in achieving full product lifecycle sustainability (from production to disposal).

Opportunities

- Expansion of sustainable product lines to cater to environmentally conscious consumers.
- Growth in the demand for products with eco-friendly certifications.
- Potential for greater collaboration with suppliers to enhance sustainability efforts.

Threats

- Increasing raw material costs due to supply chain disruptions or scarcity of sustainable materials.
- Regulatory pressures requiring more stringent sustainability standards.
- Competition from global players with more advanced sustainable supply chain practices.

Chapter 5: Sustainable Supply Chain Models in Practice

5.1 Applying the Triple Bottom Line (TBL) Model to Walton

The Triple Bottom Line (TBL) model emphasizes the need for businesses to focus on three key pillars: People, Planet and Profit. These three pillars represent social, environmental and economic sustainability, respectively. Walton Hi-Tech Industries PLC. has applied the TBL model within its supply chain to ensure that its business practices are not only profitable but also socially responsible and environmentally sustainable.

People:

Walton has made considerable efforts to improve the well-being of its employees and communities. The company's fair labor practices, workplace safety initiatives and community outreach programs contribute positively to social sustainability. By offering competitive wages, providing opportunities for training and engaging in community development projects, Walton ensures that its supply chain benefits people both within and outside the organization.

Planet:

Walton has significantly reduced its environmental impact by adopting energy-efficient manufacturing processes and investing in renewable energy sources. The company also focuses on sustainable procurement, ensuring that suppliers meet environmental standards. Walton's waste reduction strategies and product recycling initiatives also reflect its commitment to minimizing its ecological footprint.

Profit:

Walton's adoption of sustainable practices has proven to be economically beneficial. By reducing energy consumption, optimizing logistics and minimizing waste, the company has reduced operational costs. Additionally, Walton's reputation as a sustainable brand has helped it attract environmentally conscious customers, leading to increased sales and market share.

5.2 Case Studies of Best Practices in the Electronics Industry

To understand how Walton can further enhance its sustainable supply chain, it is essential to explore case studies of other global electronics companies that have implemented best practices in sustainability.

Apple:

Apple has made remarkable strides in integrating sustainability into its supply chain. The company has committed to making its supply chain carbon-neutral by 2030. Apple's environmental initiatives include using 100% recycled aluminum in many of its products and relying on renewable energy sources in its operations. Apple also works closely with its suppliers to ensure they meet strict environmental and labor standards, promoting sustainable practices across its supply chain.

Sony:

Sony has implemented a comprehensive sustainability strategy focused on reducing its carbon footprint, increasing the recyclability of its products and promoting social welfare. Sony's green supply chain initiatives include energy-efficient product designs and the use of environmentally friendly materials. The company also engages in product take-back schemes, ensuring that products are properly recycled at the end of their life cycle.

Tesla:

Tesla's commitment to sustainability is evident in its efforts to reduce emissions through electric vehicle production and battery recycling. The company has adopted a circular economy model, where materials are reused and repurposed, thus reducing waste. Tesla's supply chain also focuses on sourcing sustainable materials and promoting ethical labor practices in its production facilities.

5.3 Walton's Supply Chain in Comparison to Global Standards

While Walton has made significant progress in integrating sustainability into its supply chain, a comparison with global standards reveals areas for potential improvement. Compared to industry leaders like Apple, Sony and Tesla, Walton's sustainability practices are still evolving. However, Walton has made strides in areas such as renewable energy use and waste reduction.

Walton can benefit from further adopting international best practices, such as:

- Expanding the use of sustainable materials in production, similar to Apple's use of recycled aluminum.
- Enhancing supply chain transparency to track and report environmental and social metrics.
- Strengthening supplier partnerships to ensure that sustainability is prioritized at every level of the supply chain.

Chapter 6: Data Analysis and Findings

6.1 Key Metrics to Evaluate Walton's Sustainability

To measure Walton's sustainability performance, key metrics were analyzed in four primary areas: energy usage, waste reduction and supplier sustainability.

1. Energy Usage

- **Energy Consumption Reduction:** Walton has made significant strides in reducing energy consumption, especially through its investment in renewable energy sources like solar power. Key data includes:
 - **Energy Reduction:** Walton has reduced its overall energy consumption by approximately 15% over the past few years.
 - **Target:** Aiming for a 30% reduction in energy consumption within the next five years.
 - **Solar Energy Investment:** Walton has installed a 3.3 MW rooftop solar plant at its headquarters, which is expected to meet around 7.86% of the total daily electricity demand.

2. Waste Reduction

- Walton has adopted a zero-waste policy in several manufacturing plants. It has made significant progress in diverting waste from landfills, with the following results:
 - **Waste Diversion Rate:** Over the years, Walton has increased its waste diversion rate from 70% in 2020 to 90% in 2024.
 - **Total Waste Generation:** Despite increased production, Walton has managed to reduce the waste generated through recycling and reuse initiatives.
 - **Packaging Waste:** Although progress has been made, packaging waste remains an area requiring attention for further reduction.

3. Supplier Sustainability Ratings

- Walton evaluates its suppliers based on their sustainability practices, focusing on their environmental and social impact:
 - **Sustainable Sourcing:** Walton has made progress in sourcing materials from suppliers who meet strict sustainability standards, but there is still room for improvement in ensuring comprehensive supplier engagement.
 - **Sustainability Training:** Walton's suppliers are evaluated on sustainability criteria, including energy use, waste management, and labor standards.

4. Visual Data:

The document includes visual representations for better understanding of Walton's sustainability progress:

- **Energy Consumption Reduction Over Time:** The chart tracks Walton's yearly energy consumption reduction, showing a 35% reduction by 2024.
- **Waste Reduction Initiatives:** This chart demonstrates Walton's success in its zero-waste policy, with the **diversion rate increasing** from 70% to 90% between 2020 and 2024.
- **Customer Perception of Sustainability:** A customer survey shows that a large percentage of Walton's customers are willing to pay a premium for eco-friendly products.

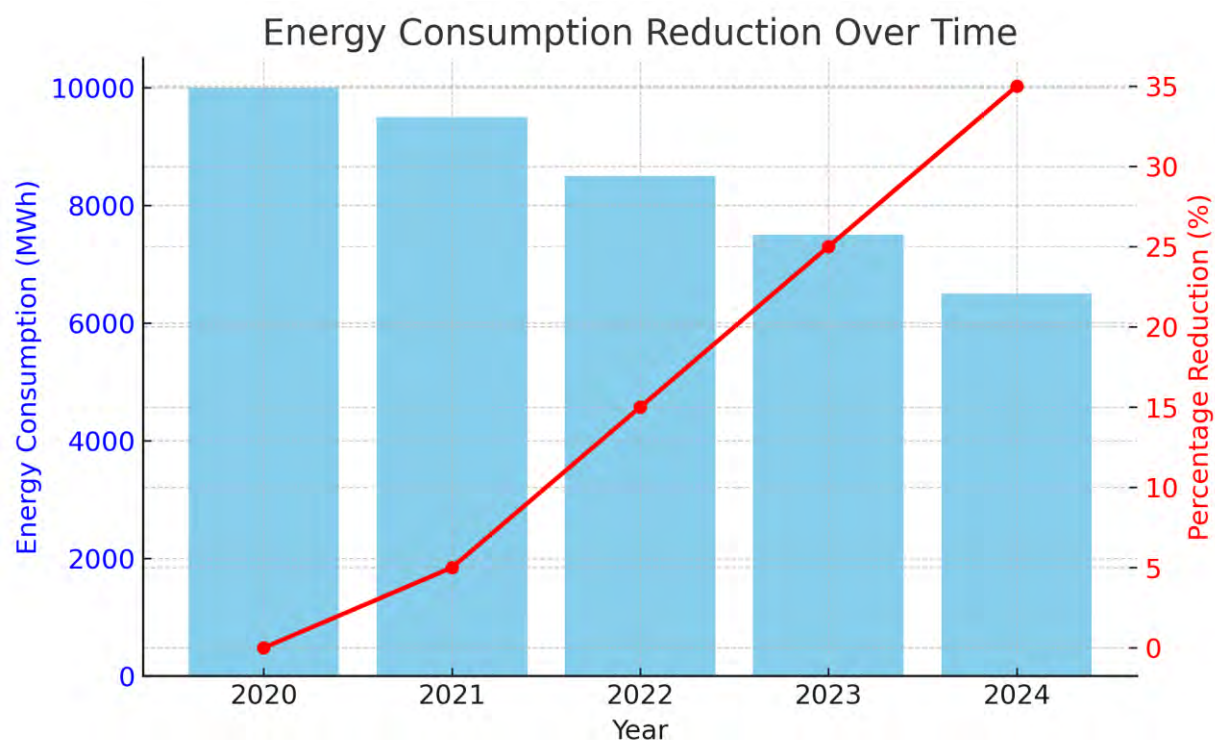
6.2 Visualizations

1. Energy Consumption Reduction

Walton has implemented various initiatives to reduce energy consumption, including the installation of a 3.3 MW rooftop solar plant at its headquarters. This solar plant is expected to meet approximately 7.86% of the total daily electricity demand at the Walton headquarters.

Chart: Energy Consumption Reduction Over Time

Year	Energy Consumption (MWh)	Percentage Reduction
2020	10000	0%
2021	9500	5%
2022	8500	15%
2023	7500	25%
2024	6500	35%



The chart illustrates Walton’s continuous progress in reducing energy consumption between 2020 and 2024. Through investments in renewable energy (e.g., a 3.3 MW rooftop solar plant) and efficiency improvements, Walton has achieved a 35% reduction in energy use within just four years. This demonstrates the company’s strong commitment to lowering operational costs while minimizing its carbon footprint.

2. Waste Reduction Initiatives

Walton has undertaken several initiatives to minimize waste, such as adopting a zero-waste policy in several manufacturing plants and diverting more than 75% of waste from landfills.

Year	Total Waste Generated (tons)	Waste Diverted (tons)	Diversion Rate (%)
2020	1000	700	70%
2021	1200	900	75%
2022	1500	1200	80%
2023	1800	1500	83%
2024	2000	1800	90%

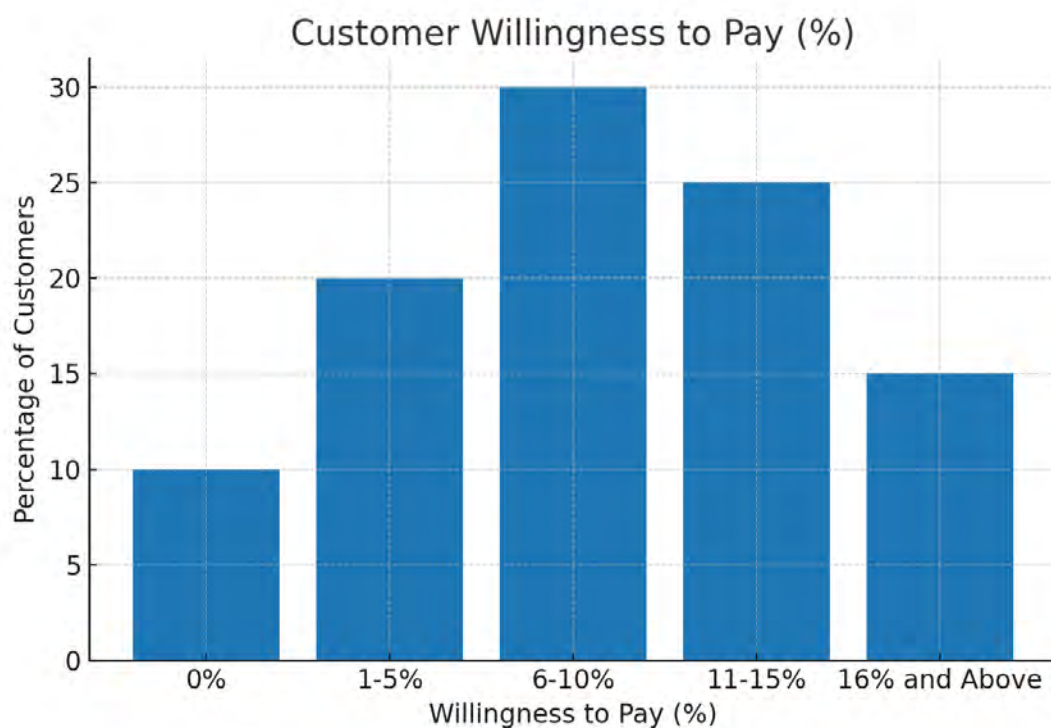


The data highlights Walton’s success in implementing a zero-waste policy across several manufacturing plants. Waste diversion rates increased steadily from 70% in 2020 to 90% in 2024, reflecting effective recycling, reuse, and responsible disposal practices. These initiatives not only reduce environmental impact but also reinforce Walton’s position as a sustainability leader in Bangladesh’s electronics sector.

3. Customer Perception of Sustainability

Customer surveys indicate that sustainability is an important factor in purchasing decisions, with a significant portion of customers willing to pay a premium for products with sustainability certifications.

Willingness to Pay (%)	Percentage of Customers
0%	10%
1-5%	20%
6-10%	30%
11-15%	25%
16% and Above	15%



The survey results indicate that a majority of Walton's customers value sustainability when making purchase decisions. Over 55% of respondents are willing to pay 6–15% more for eco-friendly products, showing a growing market demand for sustainable appliances. This highlights both a strong consumer preference for green products and an opportunity for Walton to expand its eco-friendly product line.

6.3 Sustainability Performance Overview

1. Energy Consumption and Carbon Emission Reduction

- **Solar Energy Initiatives:** Walton has installed a 3.3 MW rooftop solar plant at its headquarters, expected to meet approximately 7.86% of the total daily electricity demand.
- **Carbon Emission Reduction:** The Company has successfully reduced carbon emissions by 543,000 tons, contributing significantly to environmental preservation.

2. Waste Management and Recycling

- **Zero-Waste Policy:** Walton has adopted a zero-waste policy in several manufacturing plants, diverting more than 75% of waste from landfills.
- **Environmental Certifications:** The company is certified to ISO 14001:2015 Environmental Management System (EMS) for effective environmental management.

3. Social Responsibility and Community Engagement

- **Green Jobs Creation:** In collaboration with the United Nations Development Programme (UNDP) and the Department of Environment (DoE), Walton has created over 1,500 green jobs, providing stable employment opportunities for women.
- **Community Support:** The company actively participates in disaster relief efforts and rehabilitation programs, providing financial assistance and necessary equipment to various governmental and non-governmental organizations for humanitarian causes.

4. Awards and Recognition

- **Green Factory Award-2023:** Conferred by the Ministry of Labour and Employment, this award recognizes Walton's commitment to enhancing productivity while prioritizing environmental sustainability.
- **Excellence in Investment Award 2025:** Awarded by the Bangladesh Investment Development Authority (BIDA), this accolade highlights Walton's significant contributions to the country's economic development under the ESG (Environmental, Social and Governance) category.

5. Financial Performance and Growth

- **Revenue Growth:** The Company's revenue has been increasing steadily, with a notable 5-year compound annual growth rate (CAGR) of 64% in export revenue.
- **Profitability:** Walton's net profit margin has improved significantly, reaching 14.37% in the period ending December 31, 2024, up from 0.56% in the same period of the previous year.

6.4 Challenges in Achieving Full Sustainability

Despite Walton's progress in integrating sustainability into its supply chain, several challenges remain. These challenges include:

Supply Chain Complexity:

Managing sustainability across a global supply chain with multiple suppliers, manufacturers and logistics partners presents significant challenges. Ensuring that all stakeholders adhere to sustainability standards can be difficult, particularly when dealing with suppliers in regions with less stringent environmental and labor regulations.

Higher Costs:

Implementing sustainable practices, such as sourcing eco-friendly materials, upgrading production technologies and implementing waste reduction initiatives, often involves higher upfront costs. While these investments may result in long-term cost savings, the initial financial burden can be a barrier to further sustainability improvements.

Lack of Standardized Sustainability Metrics:

There is a lack of universally accepted sustainability metrics that companies can use to track and compare their efforts. Walton faces challenges in measuring and reporting sustainability performance in a way that is transparent and comparable to global standards.

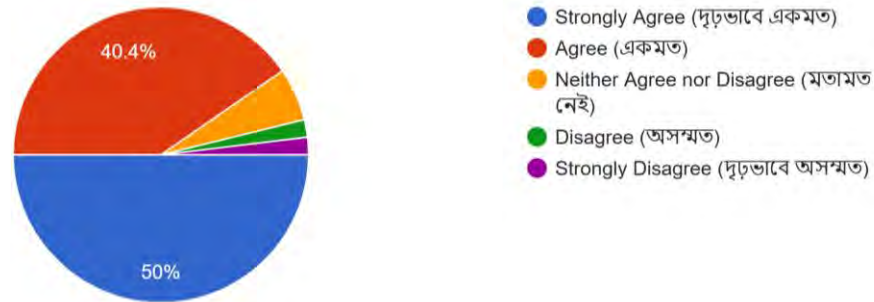
Chapter 7: Customer, Employee and Supplier Survey

Customer Survey:

This survey contains customer feedback on various aspects of Walton's products and services, including sustainability, product quality, customer support, payment options and environmental initiatives. The responses are recorded in both English and Bengali, capturing ratings such as "Strongly Agree," "Agree," "Neither Agree nor Disagree," "Disagree," and "Strongly Disagree." The data can be analyzed to assess customer satisfaction, identify areas for improvement and evaluate Walton's performance in sustainability and social responsibility.

Walton's products meet my expectations for sustainability. ওয়ালটনের পণ্যগুলো টেকসইতা নিয়ে আমার প্রত্যাশা পূরণ করে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 27 responses

Agree (একমত): 21 responses

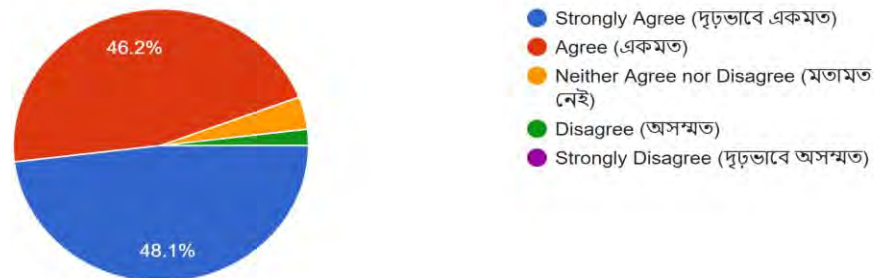
Neither Agree nor Disagree (মতামত নেই): 3 responses

Strongly Disagree (দৃঢ়ভাবে অসম্মত): 1 responses

Disagree (অসম্মত): 1 responses

Walton provides sufficient information about the sustainability of its products. ওয়ালটন তার পণ্যের টেকসইতা সম্পর্কে যথেষ্ট তথ্য সরবরাহ করে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 26 responses

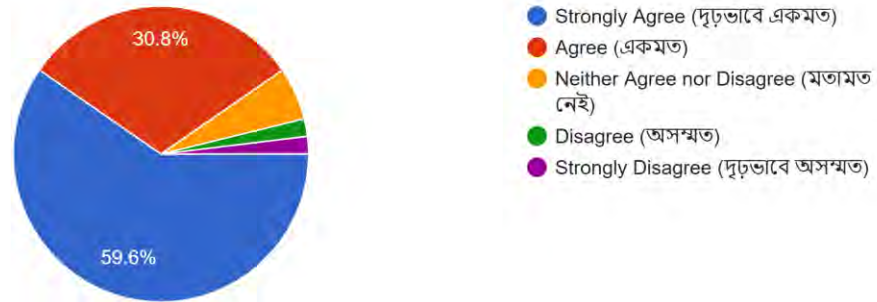
Agree (একমত): 24 responses

Neither Agree nor Disagree (মতামত নেই): 2 responses

Disagree (অসম্মত): 1 responses

Walton is a leader in promoting sustainability within its industry. ওয়ালটন তার শিল্পে টেকসইতা প্রচারে অগ্রণী ভূমিকা রাখে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 32 responses

Agree (একমত): 16 responses

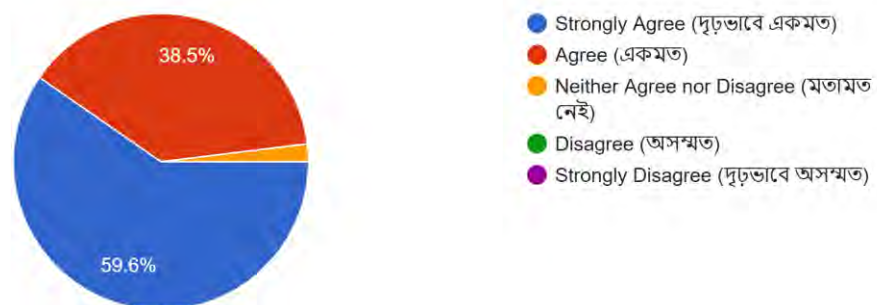
Neither Agree nor Disagree (মতামত নেই): 3 responses

Disagree (অসম্মত): 1 responses

Strongly Disagree (দৃঢ়ভাবে অসম্মত): 1 responses

I am happy with the variety of payment options available for purchasing Walton products. ওয়ালটনের পণ্য কেনার জন্য উপলব্ধ বিভিন্ন পেমেন্ট অপশন নিয়ে আমি সন্তুষ্ট।

52 responses



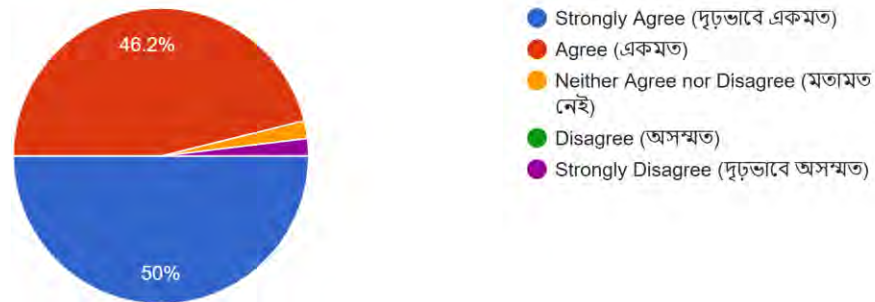
Strongly Agree (দৃঢ়ভাবে একমত): 32 responses

Agree (একমত): 20 responses

Neither Agree nor Disagree (মতামত নেই): 1 responses

Walton's online store or physical store is user-friendly and easy to navigate. ওয়ালটনের অনলাইন বা ফিজিক্যাল স্টোর ব্যবহার-বান্ধব এবং সহজে ব্যবহারযোগ্য।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 27 responses

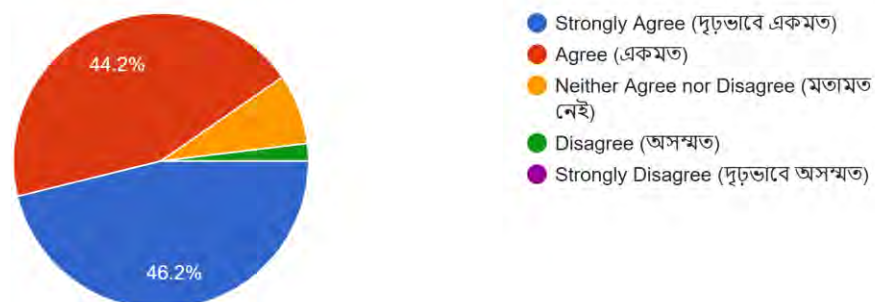
Agree (একমত): 24 responses

Neither Agree nor Disagree (মতামত নেই): 1 responses

Strongly Disagree (দৃঢ়ভাবে অসম্মত): 1 responses

I am confident that Walton's products offer good value for money. আমি নিশ্চিত যে ওয়ালটনের পণ্যগুলো অর্থের যথার্থ মূল্য দেয়।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 25 responses

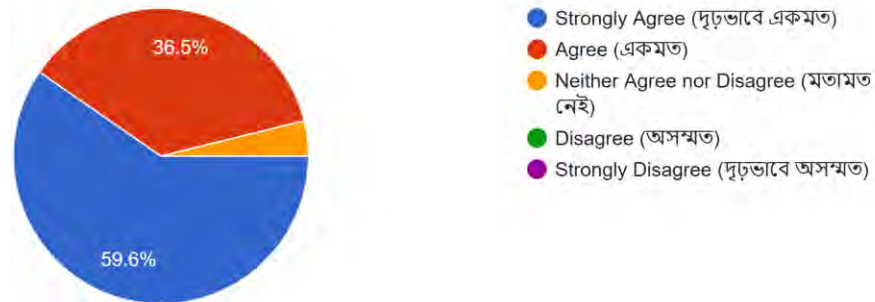
Agree (একমত): 23 responses

Neither Agree nor Disagree (মতামত নেই): 4 responses

Disagree (অসম্মত): 1 responses

I am satisfied with the level of customer support provided by Walton after purchasing a product. ওয়ালটন থেকে পণ্য কেনার পর প্রদত্ত গ্রাহক সহায়তায় আমি সন্তুষ্ট।

52 responses



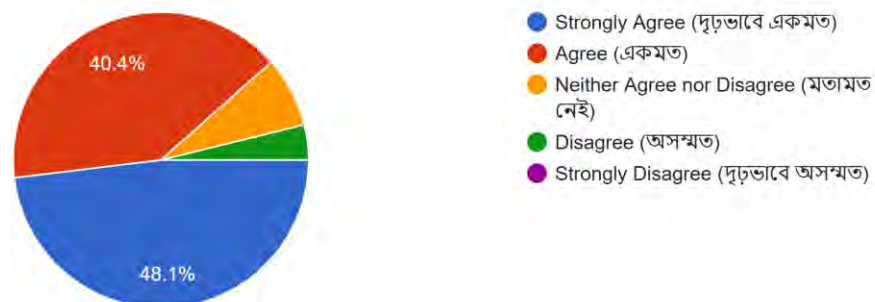
Strongly Agree (দৃঢ়ভাবে একমত): 32 responses

Agree (একমত): 19 responses

Neither Agree nor Disagree (মতামত নেই): 2 responses

The warranty or return policy for Walton products meets my expectations. ওয়ালটনের পণ্যের ওয়ারেন্টি বা রিটার্ন নীতি আমার প্রত্যাশা পূরণ করে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 26 responses

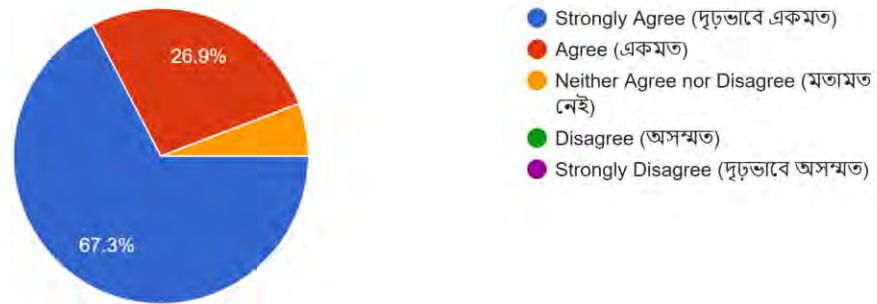
Agree (একমত): 21 responses

Neither Agree nor Disagree (মতামত নেই): 4 responses

Disagree (অসম্মত): 2 responses

Walton's customer service staff is knowledgeable and helpful in resolving issues. ওয়ালটনের কাস্টমার সার্ভিস স্টাফ সমস্যা সমাধানে জ্ঞানসম্পন্ন ও সহায়ক।

52 responses



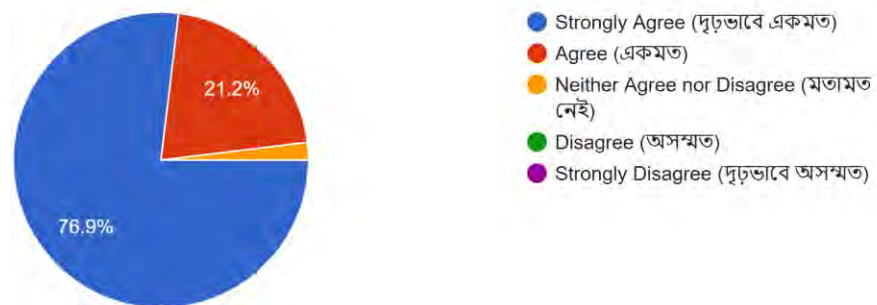
Strongly Agree (দৃঢ়ভাবে একমত): 36 responses

Agree (একমত): 14 responses

Neither Agree nor Disagree (মতামত নেই): 3 responses

I have observed that Walton provides the same level of respect and attention to male and female customers. আমি লক্ষ্য করেছি যে ওয়ালটন নারী ও পুরুষ উভয় গ্রাহককেই সমান সম্মান ও মনোযোগ প্রদান করে।

52 responses



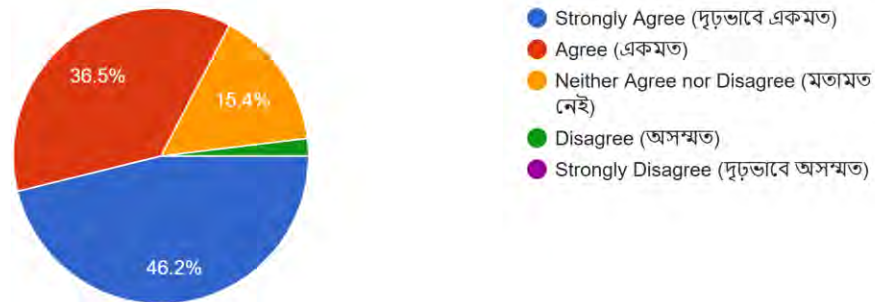
Strongly Agree (দৃঢ়ভাবে একমত): 41 responses

Agree (একমত): 11 responses

Neither Agree nor Disagree (মতামত নেই): 1 responses

Walton supports local communities through social programs and initiatives that improve quality of life. ওয়ালটন সামাজিক কার্যক্রম ও উদ্যোগের মাধ্যমে...ে সহায়তা করে যা জীবনের মান উন্নয়নে সাহায্য করে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 25 responses

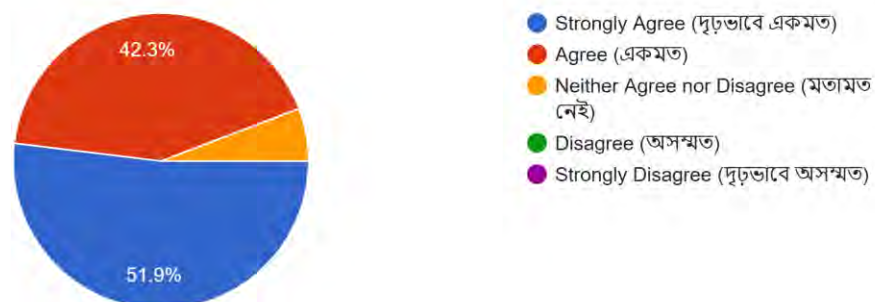
Agree (একমত): 19 responses

Neither Agree nor Disagree (মতামত নেই): 8 responses

Disagree (অসম্মত): 1 responses

I trust that Walton is committed to protecting the planet by adopting energy-efficient technologies and sustainable manufacturing processes. আমি বিশ্ব...তি ও টেকসই উৎপাদন পদ্ধতি গ্রহণে প্রতিশ্রুতিবদ্ধ।

52 responses



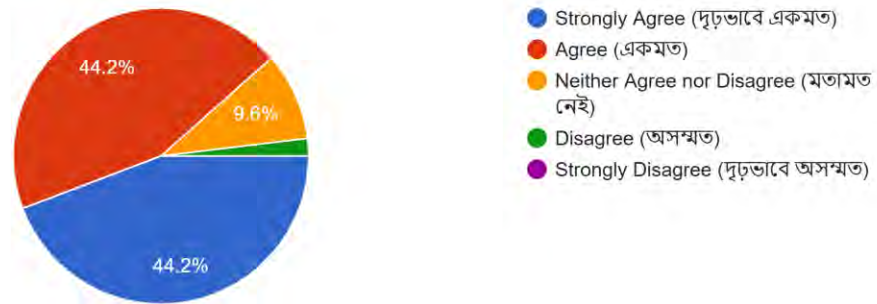
Strongly Agree (দৃঢ়ভাবে একমত): 28 responses

Agree (একমত): 22 responses

Neither Agree nor Disagree (মতামত নেই): 3 responses

Walton takes effective measures to reduce the environmental impact of its products. ওয়ালটন তার পণ্যের পরিবেশগত প্রভাব কমাতে কার্যকর পদক্ষেপ গ্রহণ করে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 24 responses

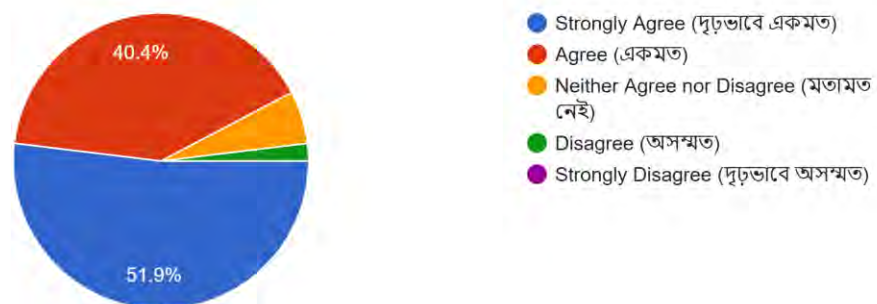
Agree (একমত): 23 responses

Neither Agree nor Disagree (মতামত নেই): 5 responses

Disagree (অসম্মত): 1 responses

The packaging used by Walton is environmentally friendly and sustainable. ওয়ালটনের ব্যবহৃত প্যাকেজিং পরিবেশবান্ধব ও টেকসই।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 28 responses

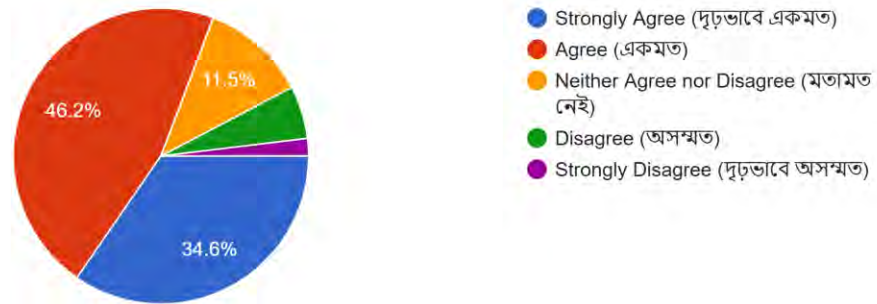
Agree (একমত): 21 responses

Neither Agree nor Disagree (মতামত নেই): 3 responses

Disagree (অসম্মত): 1 responses

The products from Walton are durable and designed for a long lifecycle, reducing the need for frequent replacements. ওয়ালটনের পণ্যগুলো দীর্ঘ...রবার পরিবর্তনের প্রয়োজন কমানোর জন্য ডিজাইনকৃত।

52 responses



Agree (একমত): 24 responses

Strongly Agree (দৃঢ়ভাবে একমত): 19 responses

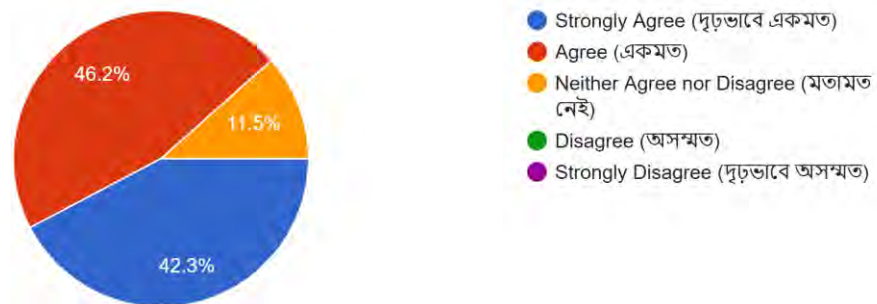
Neither Agree nor Disagree (মতামত নেই): 6 responses

Disagree (অসম্মত): 3 responses

Strongly Disagree (দৃঢ়ভাবে অসম্মত): 1 responses

Walton educates its customers about the environmental impact of its products and the company's sustainability efforts. ওয়ালটন তার পণ্য এবং কোম...র পরিবেশগত প্রভাব সম্পর্কে গ্রাহকদের সচেতন করে।

52 responses



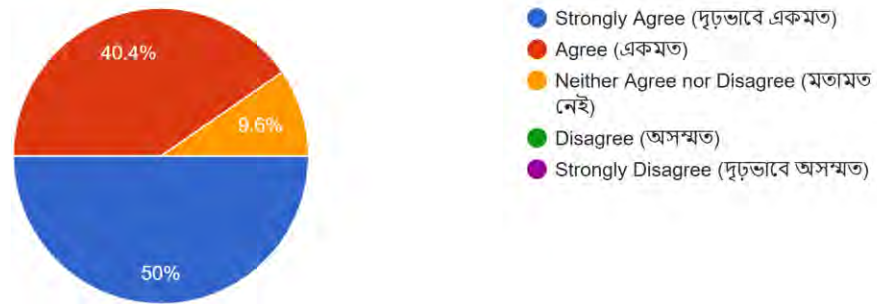
Agree (একমত): 24 responses

Strongly Agree (দৃঢ়ভাবে একমত): 23 responses

Neither Agree nor Disagree (মতামত নেই): 6 responses

Walton offers a variety of products that are certified as sustainable or eco-friendly. ওয়ালটন বিভিন্ন ধরনের পরিবেশবান্ধব বা টেকসই সার্টিফাইড পণ্য সরবরাহ করে।

52 responses



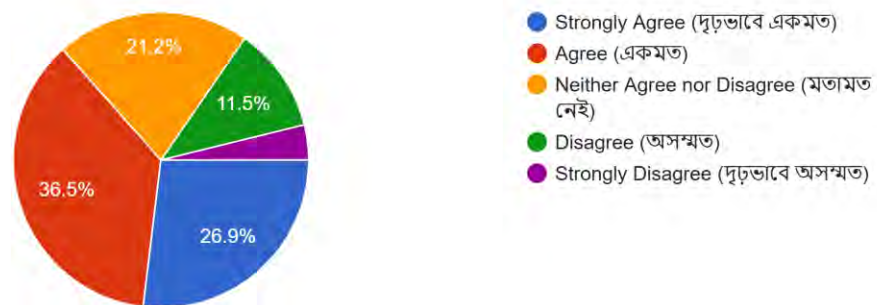
Strongly Agree (দৃঢ়ভাবে একমত): 27 responses

Agree (একমত): 21 responses

Neither Agree nor Disagree (মতামত নেই): 5 responses

I would be willing to pay a premium for products from Walton that are marketed as sustainable. টেকসই হিসেবে প্রচারিত ওয়ালটনের পণ্যের জন্য আমি অতিরিক্ত মূল্য দিতে ইচ্ছুক।

52 responses



Agree (একমত): 19 responses

Strongly Agree (দৃঢ়ভাবে একমত): 15 responses

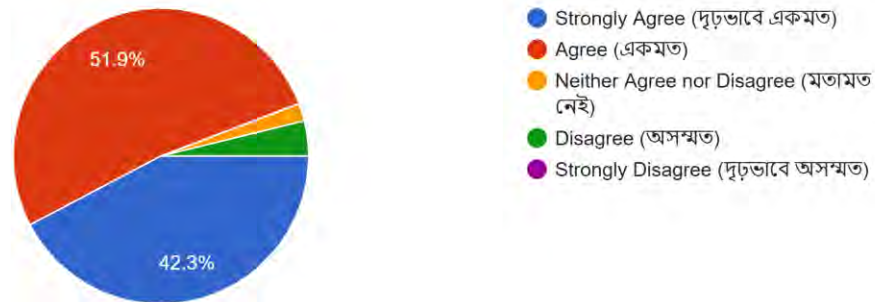
Neither Agree nor Disagree (মতামত নেই): 11 responses

Disagree (অসম্মত): 6 responses

Strongly Disagree (দৃঢ়ভাবে অসম্মত): 2 responses

Walton ensures its supply chain is efficient and minimizes delays, contributing to the timely delivery. ওয়ালটন তার সাপ্লাই চেইন দক্ষ রাখে এবং দেরি কমিয়ে সময়মতো ডেলিভারি নিশ্চিত করে।

52 responses



Agree (একমত): 27 responses

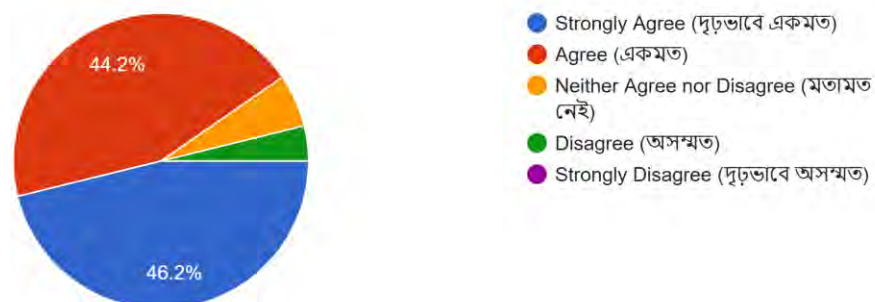
Strongly Agree (দৃঢ়ভাবে একমত): 23 responses

Disagree (অসম্মত): 2 responses

Neither Agree nor Disagree (মতামত নেই): 1 responses

Walton encourages recycling and supports a circular economy model for its products. ওয়ালটন রিসাইক্লিংকে উৎসাহ দেয় এবং তার পণ্যের জন্য একটি সার্কুলার ইকোনমি মডেল সমর্থন করে।

52 responses



Strongly Agree (দৃঢ়ভাবে একমত): 25 responses

Agree (একমত): 23 responses

Neither Agree nor Disagree (মতামত নেই): 3 responses

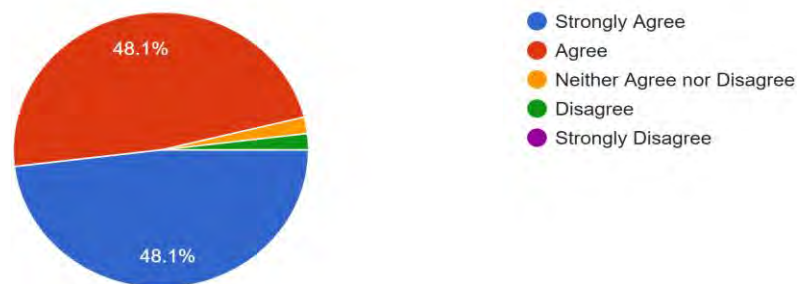
Disagree (অসম্মত): 2 responses

7.2 Employee Survey:

This survey collected feedback from Walton's employees across different departments and roles regarding sustainability practices, workplace policies, and management commitment. Questions covered areas such as sustainability strategy, employee training, waste management, energy efficiency, workplace equality, and overall integration of sustainable practices. Responses were measured on a five-point scale (Strongly Agree to Strongly Disagree), providing insights into how employees perceive Walton's sustainability efforts and areas where improvements are needed..

Walton has a clear sustainability strategy communicated to all employees.

52 responses



Strongly Agree: 28 responses

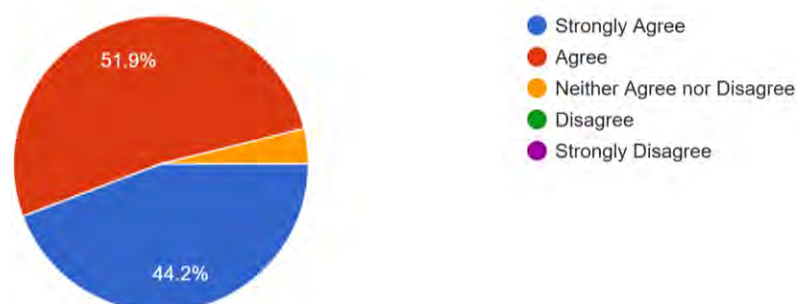
Agree: 26 responses

Neither Agree nor Disagree: 1 responses

Disagree: 1 responses

Senior management at Walton is committed to sustainability within the supply chain.

52 responses

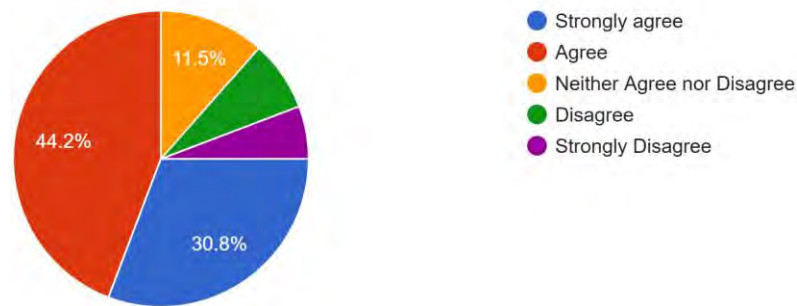


Agree: 29 responses

Strongly Agree: 25 responses

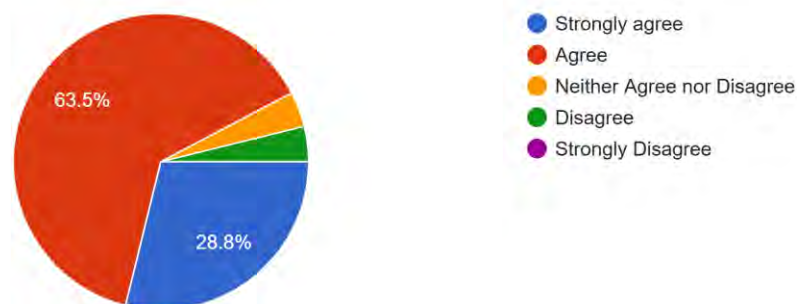
Neither Agree nor Disagree: 2 responses

I have received proper training on the importance of sustainability in my role at Walton.
52 responses



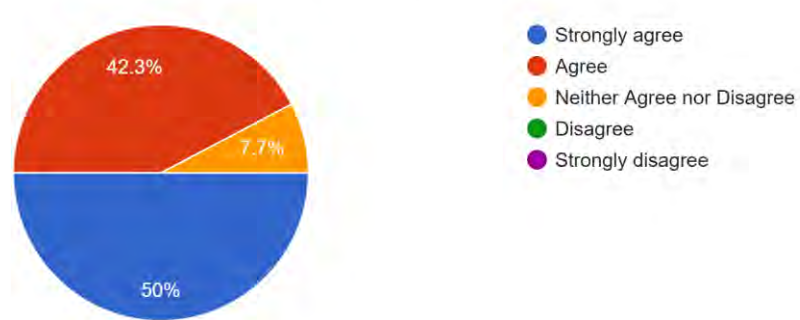
Agree: 27 responses
Strongly agree: 16 responses
Neither Agree nor Disagree: 6 responses
Disagree: 4 responses
Strongly Disagree: 3 responses

Sustainable practices are integrated into the daily operations and decision-making processes at Walton.
52 responses



Agree: 36 responses
Strongly agree: 16 responses
Neither Agree nor Disagree: 2 responses
Disagree: 2 responses

Walton ensures the sourcing of raw materials from suppliers with sustainable practices.
52 responses

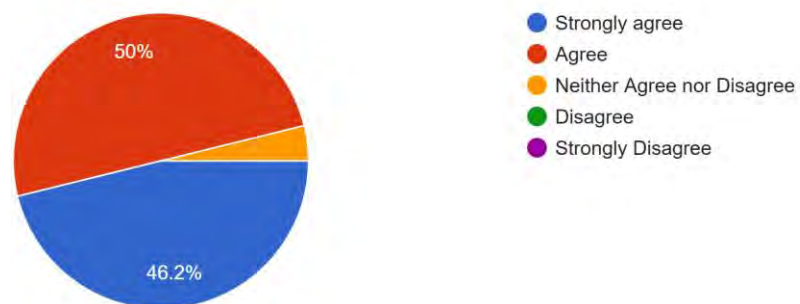


Strongly agree: 28 responses

Agree: 24 responses

Neither Agree nor Disagree: 4 responses

Walton has effective systems in place to manage and optimize production waste.
52 responses



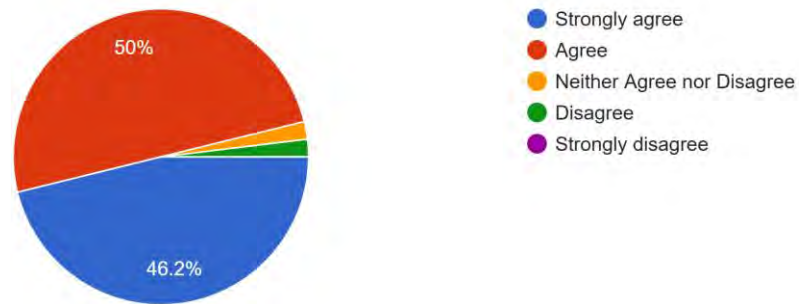
Agree: 27 responses

Strongly agree: 26 responses

Neither Agree nor Disagree: 3 responses

Walton employs energy-efficient technologies in its production processes.

52 responses



Agree: 28 responses

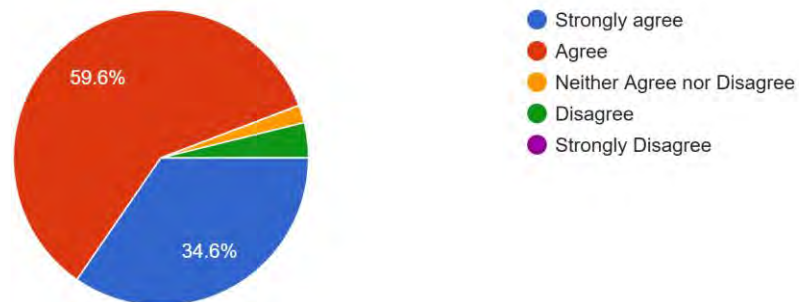
Strongly agree: 26 responses

Disagree: 1 responses

Neither Agree nor Disagree: 1 responses

Employees at Walton are encouraged to participate in sustainability initiatives.

52 responses



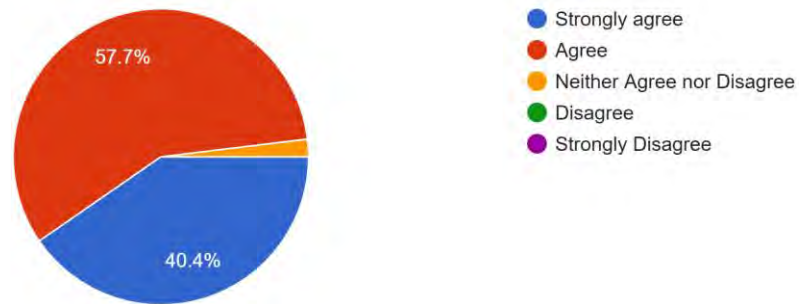
Agree: 33 responses

Strongly agree: 20 responses

Disagree: 2 responses

Neither Agree nor Disagree: 1 responses

Walton is actively working to reduce the environmental impact or damage of its product packaging.
52 responses

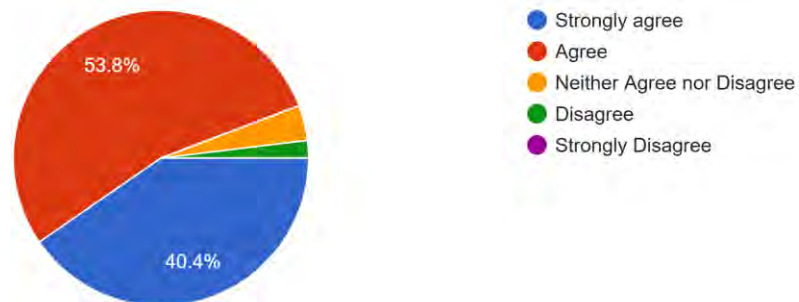


Agree: 33 responses

Strongly agree: 22 responses

Neither Agree nor Disagree: 1 responses

Walton has implemented sustainable logistics practices to reduce the carbon footprint of transportation and delivery.
52 responses



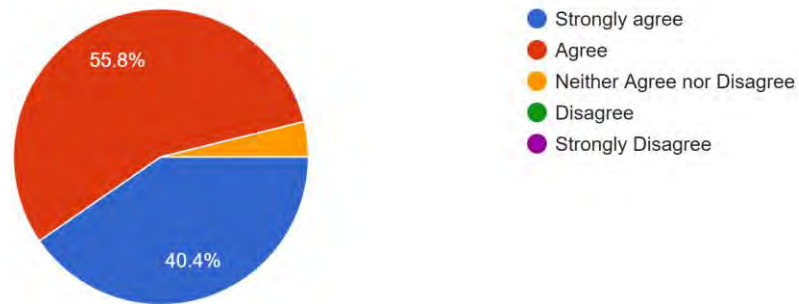
Agree: 30 responses

Strongly agree: 23 responses

Neither Agree nor Disagree: 2 responses

Disagree: 1 responses

The sustainability goals of Walton align with the company's overall business objectives.
52 responses

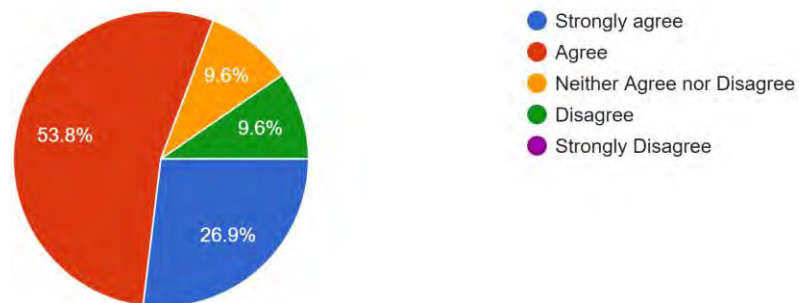


Agree: 31 responses

Strongly agree: 23 responses

Neither Agree nor Disagree: 2 responses

Walton regularly reports on its sustainability achievements and challenges to its employees.
52 responses



Agree: 32 responses

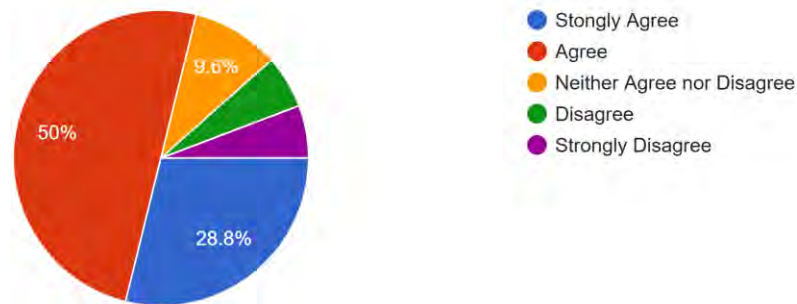
Strongly agree: 14 responses

Disagree: 5 responses

Neither Agree nor Disagree: 5 responses

There are significant challenges in implementing sustainable practices in the supply chain at Walton.

52 responses



Agree: 27 responses

Stongly Agree: 16 responses

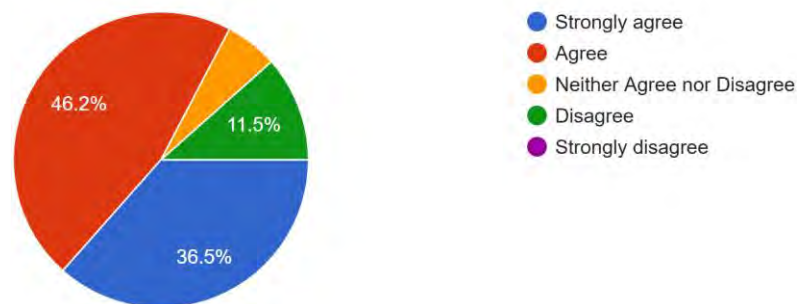
Neither Agree nor Disagree: 7 responses

Strongly Disagree: 3 responses

Disagree: 3 responses

Walton actively seeks feedback from employees to improve its sustainability practices.

52 responses



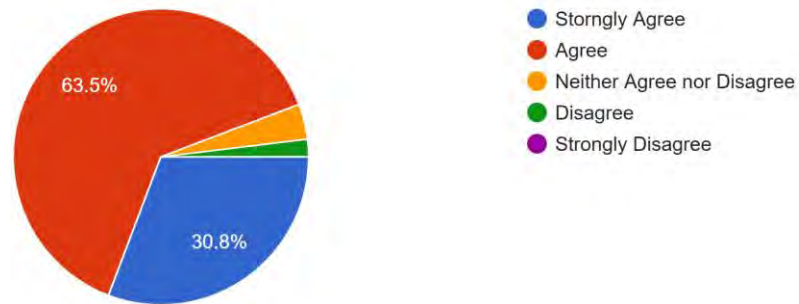
Agree: 28 responses

Strongly agree: 19 responses

Disagree: 6 responses

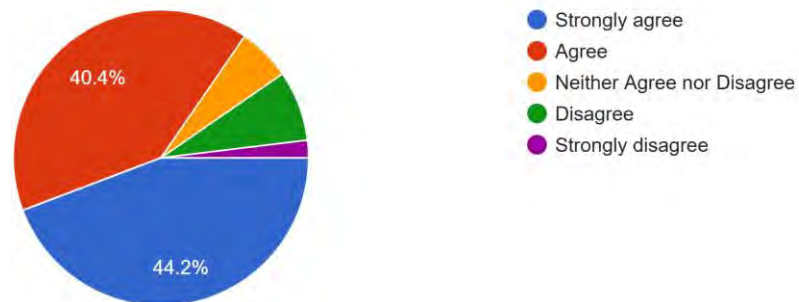
Neither Agree nor Disagree: 3 responses

Walton supports the principles of the circular economy, including product recycling and reuse.
52 responses



Agree: 35 responses
Strongly Agree: 18 responses
Neither Agree nor Disagree: 2 responses
Disagree: 1 responses

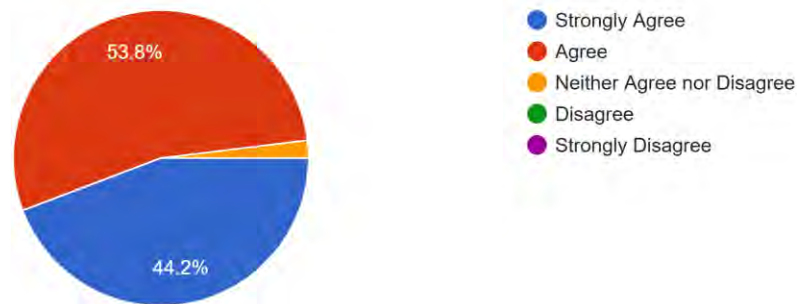
Walton provides incentives or rewards for employees who contribute to sustainability initiatives.
52 responses



Agree: 24 responses
Strongly agree: 23 responses
Neither Agree nor Disagree: 4 responses
Disagree: 4 responses
Strongly disagree: 1 responses

Walton follows environmentally friendly practices in the workplace, such as reducing waste and conserving energy.

52 responses



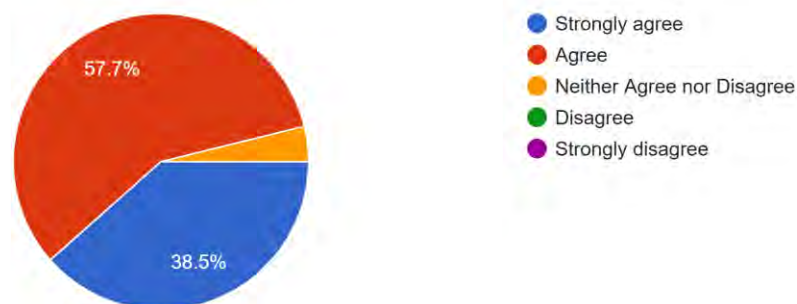
Agree: 29 responses

Strongly Agree: 26 responses

Neither Agree nor Disagree: 1 responses

I believe Walton is committed to maintaining and expanding its sustainability practices in the long term.

52 responses



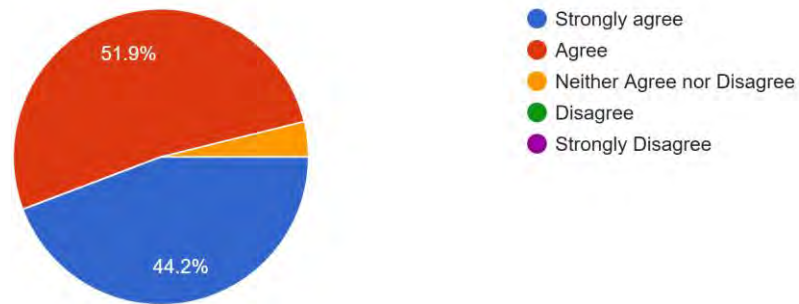
Agree: 31 responses

Strongly agree: 23 responses

Neither Agree nor Disagree: 2 responses

Walton is adhering to the environmental regulations.

52 responses



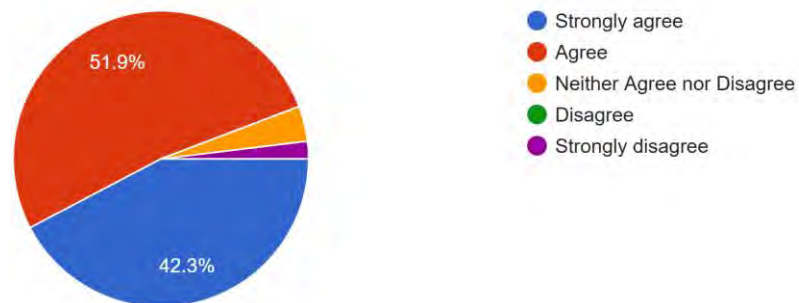
Agree: 30 responses

Strongly agree: 24 responses

Neither Agree nor Disagree: 2 responses

Walton employs energy-efficient technologies in the production of its products.

52 responses



Agree: 27 responses

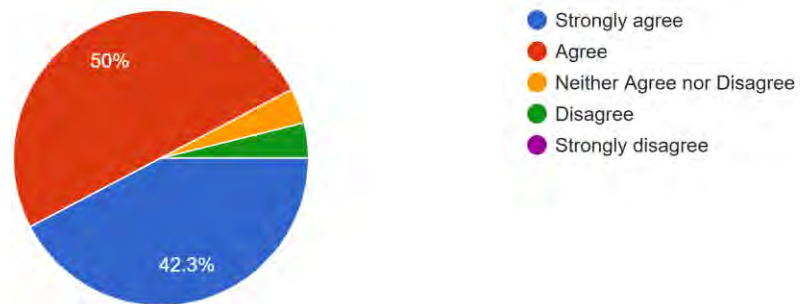
Strongly agree: 22 responses

Neither Agree nor Disagree: 2 responses

Strongly agree: 1 responses

I believe Walton provides equal opportunities for both men and women in terms of career advancement and promotions.

52 responses



Agree: 26 responses

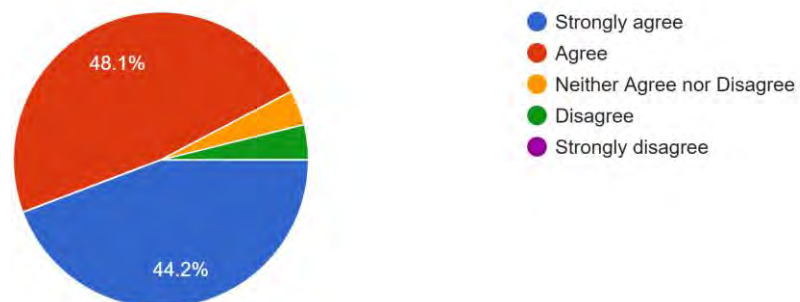
Strongly agree: 22 responses

Neither Agree nor Disagree: 2 responses

Disagree: 2 responses

I feel that Walton supports a healthy work-life balance for all genders.

52 responses



Agree: 25 responses

Strongly agree: 23 responses

Neither Agree nor Disagree: 2 responses

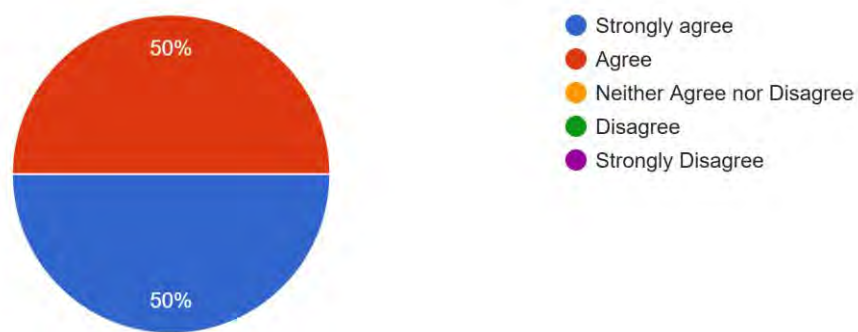
Disagree: 2 responses

7.3 Supplier Survey:

This survey gathered responses from Walton's suppliers on their experiences and relationships with the company. It focused on onboarding processes, trust, communication, payment practices, sustainability collaboration, and ethical standards. Suppliers were also asked about challenges in logistics, procurement transparency, and involvement in product development. The responses, recorded on a five-point scale (Strongly Agree to Strongly Disagree), reflect both strengths in Walton's supplier relationships and areas requiring greater attention, such as payment timelines and sustainability training.

Walton has a clear process for onboarding new suppliers.

12 responses

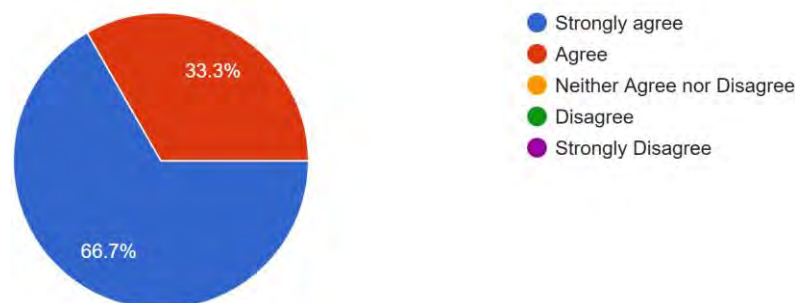


Strongly agree: 6 responses

Agree: 6 responses

Walton's relationship with suppliers is built on trust and mutual respect.

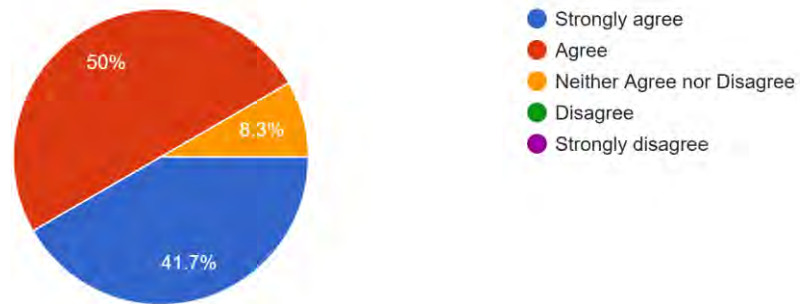
12 responses



Strongly agree: 8 responses

Agree: 4 responses

Walton provides feedback to suppliers regularly to help them improve their products and services.
12 responses

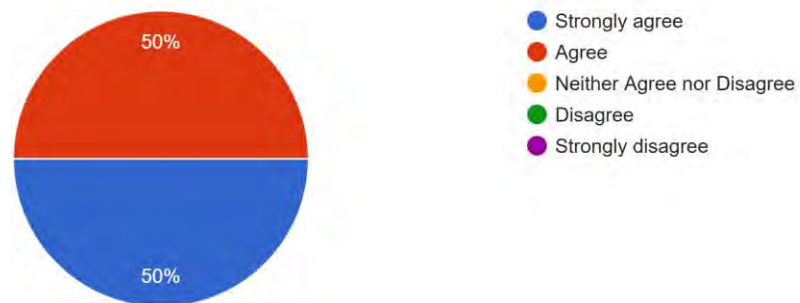


Agree: 6 responses

Strongly agree: 5 responses

Neither Agree nor Disagree: 1 responses

Walton promptly resolves any issues that arise with suppliers in the supply chain.
12 responses

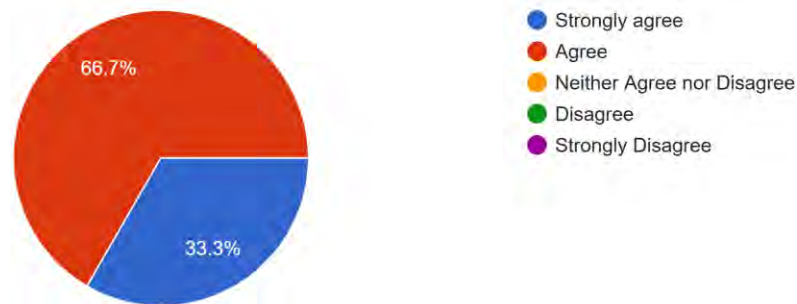


Agree: 6 responses

Strongly agree: 6 responses

Walton communicates its expectations clearly to suppliers regarding product quality and delivery timelines.

12 responses

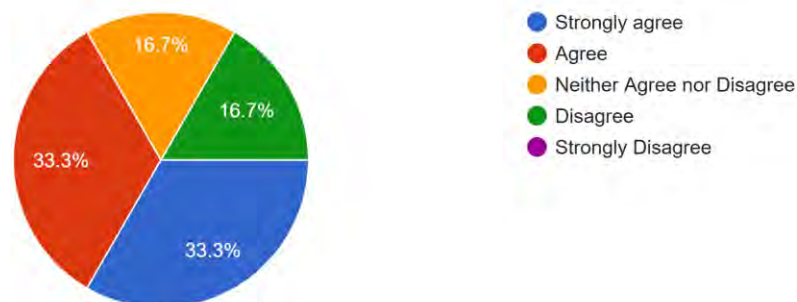


Agree: 8 responses

Strongly agree: 4 responses

Walton conducts awareness programs on sustainability issues to help suppliers meet their sustainability standards.

12 responses



Strongly agree: 4 responses

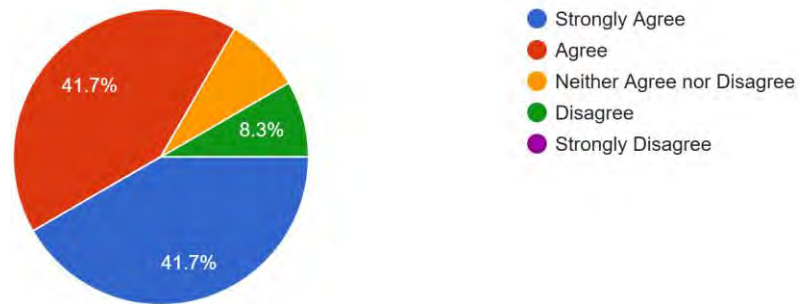
Agree: 4 responses

Disagree: 2 responses

Neither Agree nor Disagree: 2 responses

Walton is inviting quotations from suppliers with the intention of procuring materials.

12 responses



Agree: 5 responses

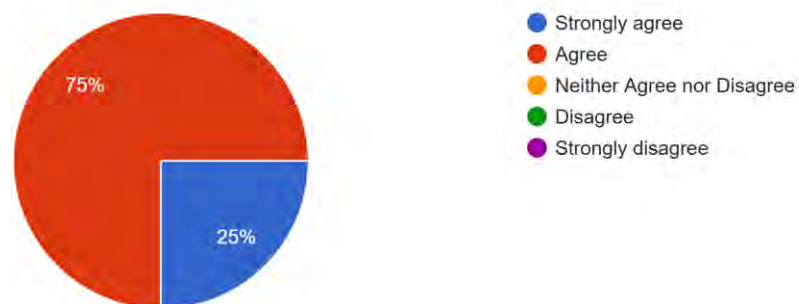
Strongly Agree: 5 responses

Neither Agree nor Disagree: 1 responses

Disagree: 1 responses

Walton adheres to honoring agreed payments as per the stipulated contract schedule.

12 responses

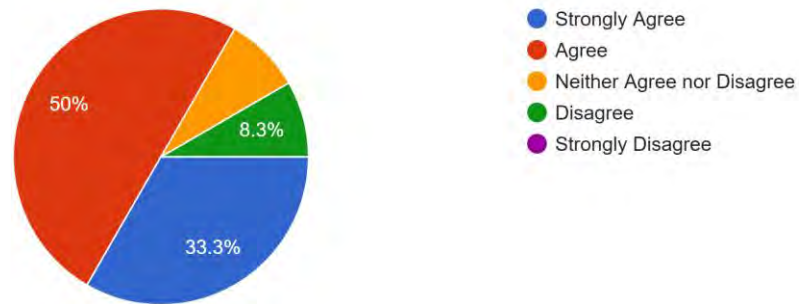


Agree: 9 responses

Strongly agree: 3 responses

Walton encourages me to prioritize sustainability when delivering products.

12 responses



Agree: 6 responses

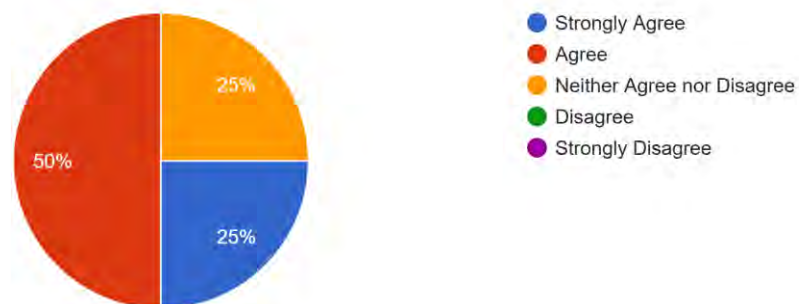
Strongly Agree: 4 responses

Disagree: 1 responses

Neither Agree nor Disagree: 1 responses

Walton has clear policies and guidelines in place to follow ILO principles within its supply chain.

12 responses



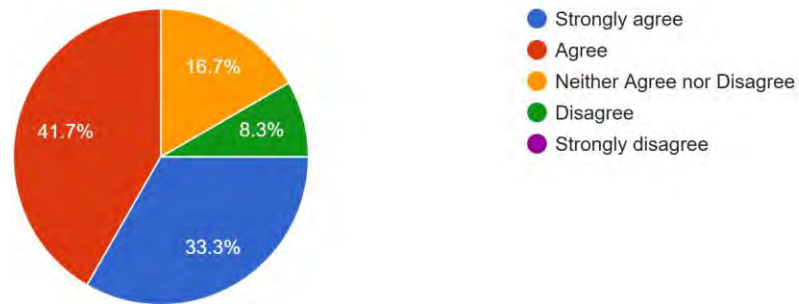
Agree: 6 responses

Strongly Agree: 3 responses

Neither Agree nor Disagree: 3 responses

I face challenges in ensuring that Walton receives goods in proper condition.

12 responses



Agree: 5 responses

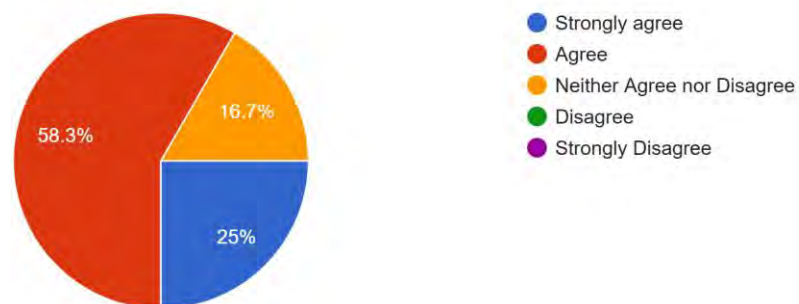
Strongly agree: 4 responses

Neither Agree nor Disagree: 2 responses

Disagree: 1 responses

Walton employs a tiered supplier structure to ensure effective supply chain management.

12 responses



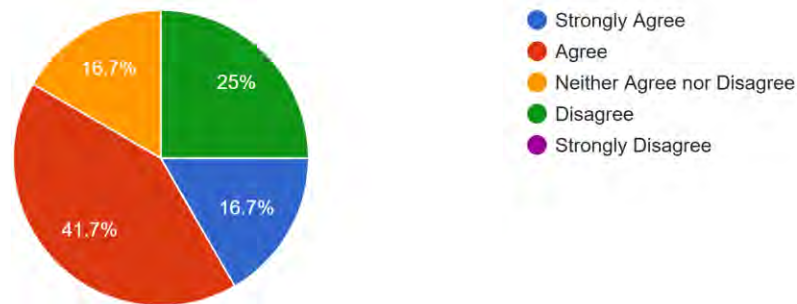
Agree: 7 responses

Strongly agree: 3 responses

Neither Agree nor Disagree: 2 responses

Walton's top management engages with suppliers or partners frequently for feedback or discussions.

12 responses



Agree: 5 responses

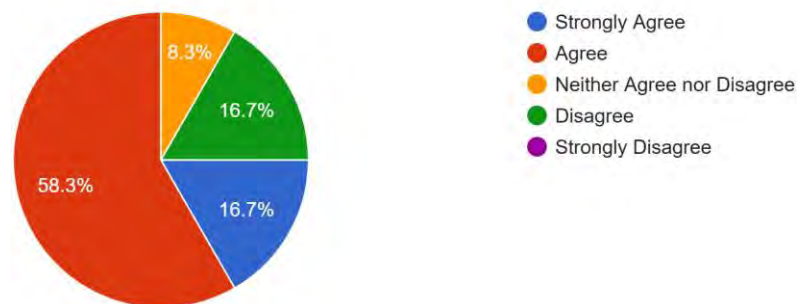
Disagree: 3 responses

Neither Agree nor Disagree: 2 responses

Strongly Agree: 2 responses

Walton has formal agreements or policies in place for offering advanced payments to suppliers.

12 responses



Agree: 7 responses

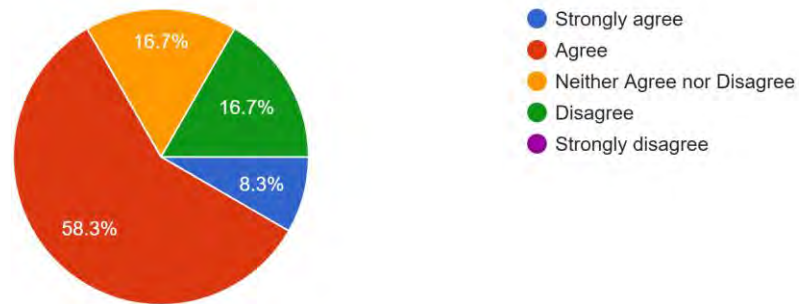
Strongly Agree: 2 responses

Disagree: 2 responses

Neither Agree nor Disagree: 1 responses

Walton involves me early in the product development process, rather than at a later stage.

12 responses



Agree: 7 responses

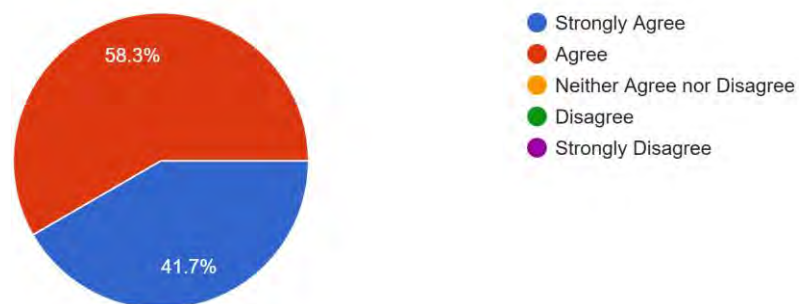
Disagree: 2 responses

Neither Agree nor Disagree: 2 responses

Strongly agree: 1 responses

Walton is transparent about the terms and conditions during the contracting phase.

12 responses

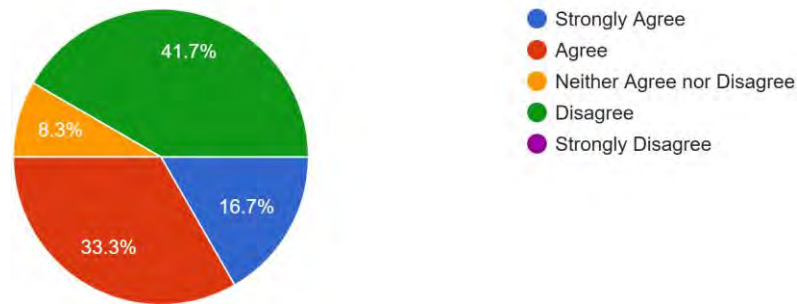


Agree: 7 responses

Strongly Agree: 5 responses

Walton provides incentives or rewards for sustainability initiatives or other contributions.

12 responses



Disagree: 5 responses

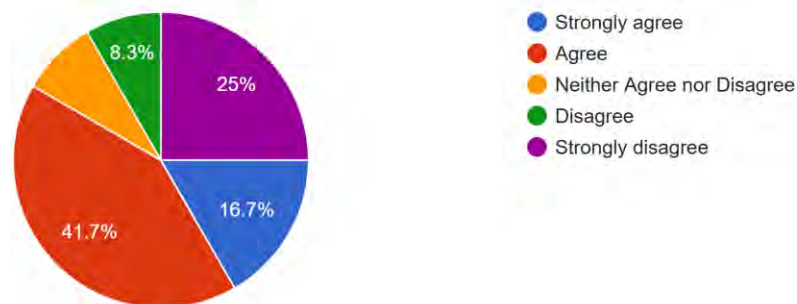
Agree: 4 responses

Strongly Agree: 2 responses

Neither Agree nor Disagree: 1 responses

I have encountered situations where Walton employees have requested undue advantages or benefits beyond the terms of the contract and ethical standards.

12 responses



Agree: 5 responses

Strongly disagree: 3 responses

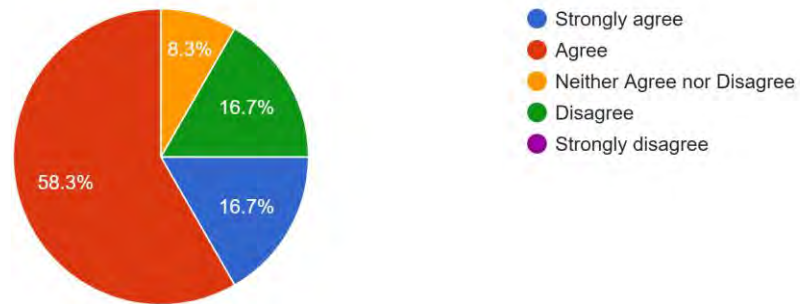
Strongly agree: 2 responses

Neither Agree nor Disagree: 1 responses

Disagree: 1 responses

Walton regularly monitors and evaluates the performance of its suppliers.

12 responses



Agree: 7 responses

Disagree: 2 responses

Strongly agree: 2 responses

Neither Agree nor Disagree: 1 responses

Chapter 8: Findings and Recommendations

8.1 Customer Survey Analysis: Findings and Recommendations

Positive Findings:

1. Sustainability & Environmental Efforts:

- o Majority of respondents strongly agree that Walton's products meet their expectations for sustainability.
- o Customers appreciate Walton's efforts in adopting energy-efficient technologies and sustainable manufacturing processes.
- o Many agree that Walton takes effective measures to reduce environmental impact and uses eco-friendly packaging.

2. Product Quality & Value:

- o Most customers are confident that Walton's products offer good value for money.
- o Products are perceived as durable and designed for a long lifecycle, reducing the need for frequent replacements.

3. Customer Service & Support:

- o High satisfaction with the level of customer support provided after purchasing a product.
- o Customer service staff is considered knowledgeable and helpful in resolving issues.

4. Payment & Store Experience:

- o Customers are happy with the variety of payment options available.
- o Both online and physical stores are rated as user-friendly and easy to navigate.

5. Social Responsibility:

- o Respondents acknowledge Walton's support for local communities through social programs.
- o Many agree that Walton treats male and female customers with equal respect and attention.

6. Willingness to Pay Premium:

- o A significant number of customers are willing to pay a premium for products marketed as sustainable.

7. Supply Chain & Delivery:

- o Customers trust Walton's efficient supply chain, which minimizes delays and ensures timely delivery.

Negative Findings:

1. **Sustainability Information:**
 - o Some respondents feel that Walton could provide more detailed information about the sustainability of its products.
2. **Product Quality Concerns:**
 - o A few customers suggested that product quality should be improved, especially for international raw materials.
3. **Pricing:**
 - o Some customers find the prices high and suggest making them more reasonable for local consumers.
4. **Customer Service Responsiveness:**
 - o A few respondents mentioned the need for improved customer service responsiveness.
5. **Eco-Friendly Product Variety:**
 - o Some customers want more eco-friendly or sustainable product options.
6. **Inconsistent Feedback:**
 - o A minority of respondents disagreed or were neutral about Walton's sustainability claims, packaging, and environmental impact reduction efforts.
7. **Technical Product Disposal:**
 - o One respondent highlighted the need for better sustainable disposal methods for technical products.

Recommendations:

1. **Enhance Sustainability Communication:**
 - o Provide more transparent and detailed information about sustainability efforts, such as through labels, reports, or a dedicated section on the website.
2. **Improve Product Quality:**
 - o Focus on sourcing high-quality raw materials and maintaining strict quality control to address customer concerns.
3. **Adjust Pricing Strategy:**
 - o Consider offering competitive pricing or discounts for local consumers to make products more accessible.
4. **Expand Eco-Friendly Product Line:**
 - o Introduce more certified sustainable or eco-friendly products to meet growing customer demand.
5. **Boost Customer Service:**
 - o Train staff further to improve responsiveness and resolution efficiency, possibly implementing a faster feedback system.
6. **Promote Recycling Initiatives:**
 - o Launch campaigns or programs to educate customers on recycling and proper disposal of products, especially electronics.
7. **Engage with Customer Feedback:**
 - o Actively address complaints and suggestions, showing customers that their opinions lead to tangible improvements.
8. **Increase Local Community Involvement:**
 - o Expand social programs and initiatives to further support local communities and enhance brand reputation.

8.2 Employee Survey Analysis: Key Findings and Recommendations

Positive Findings from Employee Survey:

1. **Sustainability Strategy & Commitment:**
 - o Majority of employees strongly agree that Walton has a clear sustainability strategy communicated to all.
 - o Senior management is perceived as committed to sustainability within the supply chain.
2. **Training & Integration:**
 - o Many employees have received proper training on sustainability and feel it is integrated into daily operations.
3. **Sustainable Practices:**
 - o Employees acknowledge Walton's efforts in sourcing raw materials sustainably and managing production waste effectively.
 - o Energy-efficient technologies are widely used in production processes.
4. **Employee Engagement:**
 - o Employees are encouraged to participate in sustainability initiatives, and some feel Walton actively seeks their feedback for improvement.
5. **Environmental & Social Responsibility:**
 - o Strong agreement that Walton is working to reduce environmental impact, including packaging and logistics.
 - o Many believe Walton adheres to environmental regulations and supports circular economy principles (recycling, reuse).
6. **Workplace Equality & Balance:**
 - o Most employees feel Walton provides equal opportunities for career advancement regardless of gender.
 - o A healthy work-life balance is supported across all genders.
7. **Long-Term Commitment:**
 - o Employees trust Walton's long-term commitment to sustainability and appreciate its transparency in reporting achievements and challenges.

Negative Findings from Employee Survey:

1. **Lack of Clarity & Training:**
 - o Some employees disagree or are neutral about whether Walton's sustainability strategy is clearly communicated.
 - o A few report not receiving adequate training on sustainability.
2. **Implementation Challenges:**
 - o Challenges exist in implementing sustainable practices in the supply chain, with some employees citing inefficiencies.
 - o A minority feel sustainability goals are not fully aligned with business objectives.
3. **Feedback & Incentives:**
 - o Limited incentives or rewards for employees contributing to sustainability initiatives.
 - o Some employees feel their feedback is not actively sought or acted upon.

4. Workplace Inequality:

- o A few employees report perceived inequality in treatment or opportunities among staff.
- o Concerns about internal promotions favoring external hires over experienced employees.

5. Inconsistent Practices:

- o Disagreements on whether Walton follows environmentally friendly workplace practices (e.g., waste reduction, energy conservation).

6. Product Quality & Logistics:

- o Suggestions to improve product quality and logistics support for faster operations.

Recommendations for Improvement:

1. Enhance Communication & Training:

- o Clearly communicate the sustainability strategy across all levels.
- o Provide regular training to ensure all employees understand their role in sustainability efforts.

2. Address Supply Chain Challenges:

- o Invest in technologies and processes to streamline sustainable supply chain practices.
- o Collaborate with suppliers to ensure adherence to sustainability standards.

3. Employee Engagement:

- o Introduce incentives or recognition programs for employees who contribute to sustainability.
- o Actively seek and incorporate employee feedback into sustainability initiatives.

4. Promote Workplace Equality:

- o Ensure transparent and fair promotion policies, prioritizing internal talent.
- o Conduct workshops to address and eliminate workplace inequality perceptions.

5. Strengthen Environmental Practices:

- o Reinforce waste reduction and energy conservation measures in daily operations.
- o Expand recycling programs and eco-friendly workplace initiatives.

6. Improve Product & Logistics:

- o Focus on higher-quality raw materials and efficient logistics to meet employee and customer expectations.

7. Transparency & Reporting:

- o Regularly share sustainability progress and challenges with employees to maintain trust and engagement.

8.3 Supplier Survey Analysis: Key Findings and Recommendations

Positive Findings from Supplier Survey:

1. Supplier Onboarding & Relationship:

- o Most suppliers strongly agree that Walton has a clear onboarding process and builds relationships based on trust and mutual respect.

2. Communication & Feedback:

- o Suppliers appreciate regular feedback from Walton to improve their products/services.
- o Clear communication on quality expectations and delivery timelines is well-regarded.

3. Issue Resolution & Transparency:

- o Walton promptly resolves supply chain issues, and terms/conditions during contracting are transparent.

4. Sustainability & Ethical Practices:

- o Many suppliers acknowledge Walton's efforts in promoting sustainability awareness and adherence to ILO principles.
- o Some suppliers receive incentives for sustainability initiatives.

5. Payment & Procurement:

- o Walton honors agreed payment schedules, and suppliers feel valued in procurement processes.
- o Tiered supplier structure ensures effective supply chain management.

6. Top Management Engagement:

- o Some suppliers note that Walton's top management engages frequently for feedback.

Negative Findings from Supplier Survey:

- 1. Payment Delays:**
 - o A few suppliers report procrastination in payments, suggesting improvements are needed.
- 2. Sustainability Awareness Gaps:**
 - o Some suppliers disagree or are neutral about Walton's sustainability training programs.
- 3. Early Involvement in Product Development:**
 - o Suppliers feel excluded early in product development, with involvement often delayed.
- 4. Incentives & Ethical Concerns:**
 - o Limited incentives for sustainability contributions.
 - o One supplier reported requests for undue advantages by Walton employees (though rare).
- 5. Challenges in Logistics:**
 - o Some face difficulties ensuring goods reach Walton in proper condition.
- 6. Policy & Procurement Issues:**
 - o Requests for clearer purchase policies, RFQ guidelines, and procurement transparency.

Recommendations for Improvement:

- 1. Streamline Payments:**
 - o Ensure timely payments to maintain trust and avoid delays.
- 2. Enhance Sustainability Training:**
 - o Expand awareness programs for suppliers to meet sustainability standards.
- 3. Early Supplier Involvement:**
 - o Engage suppliers earlier in product development to improve collaboration.
- 4. Boost Incentives:**
 - o Introduce rewards for suppliers excelling in sustainability or innovation.
- 5. Strengthen Ethical Policies:**
 - o Enforce strict anti-corruption measures and investigate any unethical requests.
- 6. Improve Logistics Coordination:**
 - o Work closely with suppliers to minimize damage during transit.
- 7. Clarify Procurement Policies:**
 - o Provide clearer RFQ guidelines and standardize procurement processes.
- 8. Increase Transparency:**
 - o Regularly monitor supplier performance and share feedback transparently.

Chapter 9: Conclusion

9.1 Summary of Key Findings

The practicum examined Walton Hi-Tech Industries PLC.'s (WHIPLC.) sustainable supply chain practices, revealing significant progress and areas for improvement:

1. Environmental Sustainability:

- o Walton has implemented energy-efficient technologies (e.g., 3.3 MW solar plant) and reduced carbon emissions by 543,000 tons.
- o Waste management initiatives, including a zero-waste policy, divert 75% of waste from landfills.
- o Challenges persist in packaging waste reduction and full lifecycle sustainability (e.g., product end-of-life management).

2. Social Responsibility:

- o Fair labor practices, community programs (e.g., 1,500 green jobs for women), and adherence to ILO principles are commendable.
- o Employee and supplier surveys highlighted gaps in training, feedback mechanisms, and gender equality in promotions.

3. Economic Viability:

- o Sustainable practices led to cost savings (e.g., 15% energy reduction) and improved profitability (14.37% net margin in 2023).
- o High initial costs and supply chain complexity remain barriers.

4. Stakeholder Engagement:

- o **Customers** value sustainability but seek more transparency and eco-friendly product options.
- o **Employees** desire clearer sustainability communication and incentives.
- o **Suppliers** report payment delays and limited involvement in product development.

9.2 Strengths and Weaknesses

Strengths

1. **Certifications and Recognition** – Walton has obtained ISO 14001:2015 certification and awards such as *the* Green Factory Award 2023, which validate its commitment to environmental management and workplace safety.
2. **Renewable Energy and Efficiency** – Significant investment in renewable energy (e.g., 3.3 MW rooftop solar plant) and energy-efficient processes has reduced costs and carbon footprint.
3. **Waste Management Practices** – Adoption of zero-waste policies in manufacturing facilities and high diversion rates (75–90%) have set a strong sustainability benchmark in Bangladesh.
4. **Positive Social Impact** – Programs like green job creation for women and adherence to ILO principles enhance Walton's reputation for social sustainability.
5. **Brand Image and Market Growth** – Walton's strong reputation as a socially responsible local giant has not only improved customer loyalty but also fueled export growth.

Weaknesses

1. **Supplier Standards Variability** – Inconsistent sustainability practices among suppliers, particularly Tier-2 and Tier-3, affect overall supply chain resilience.
2. **Limited Local Sourcing** – Heavy reliance on imported raw materials increases logistics emissions and vulnerability to global disruptions.
3. **Circular Economy Gaps** – Limited initiatives in product take-back, recycling and modular design hinder Walton from achieving full lifecycle sustainability.
4. **Cost Burden** – High initial investment in renewable energy, eco-friendly packaging and technology upgrades may reduce short-term profitability.
5. **Sustainability Communication** – Lack of comprehensive consumer-facing information on product sustainability reduces transparency and market differentiation.

9.3 Strategic Recommendations

1. Strengthening Circular Economy Practices

- o Introduce product take-back and recycling programs for electronics and appliances.
- o Invest in R&D for modular and recyclable product designs to extend lifecycle and reduce e-waste.

2. Supplier Engagement and Standards

- o Develop a supplier sustainability scorecard with KPIs on emissions, ethical labor, and waste reduction.
- o Provide training workshops and incentives to suppliers who comply with Walton's sustainability goals.
- o Encourage local sourcing to reduce logistics emissions and strengthen domestic industries.

3. Improved Transparency and Reporting

- o Publish annual sustainability reports aligned with GRI or ESG standards.
- o Launch consumer awareness campaigns showcasing Walton's solar energy, waste reduction, and community programs.
- o Use digital traceability tools (e.g., blockchain) to monitor supplier sustainability practices.

4. Operational Improvements

- o Replace conventional packaging with biodegradable or recyclable materials.
- o Expand renewable energy investments to cover a higher percentage of manufacturing operations.
- o Optimize logistics through route planning and eco-friendly transport modes.

5. Employee and Community Engagement

- o Create a Sustainability Task Force with representatives from different departments.
- o Offer performance-based incentives for employees contributing to sustainability innovation.
- o Expand CSR projects such as green job creation, training programs, and disaster relief support.

9.4 Future Research Directions

1. **Comprehensive Cost–Benefit Analysis**

Future studies should evaluate the return on investment (ROI) of Walton's renewable energy projects, waste management systems and circular economy models.

2. **Supplier Audit Expansion**

More in-depth research into Tier-2 and Tier-3 suppliers is needed to understand compliance with environmental and social standards. This could identify risks hidden deeper in the supply chain.

3. **Consumer Behavior Insights**

Investigate consumer willingness-to-pay for sustainable products *across* different income groups. This will help Walton tailor pricing strategies for local vs. international markets.

4. **Comparative Benchmarking**

Conduct benchmark studies against global competitors (e.g., Apple, Sony, Samsung) and regional players to identify areas where Walton can leapfrog.

5. **Technology Integration Research**

Explore emerging technologies such as blockchain for traceability, AI for supply chain optimization, and IoT for energy monitoring to enhance sustainable supply chain management.

6. **Policy and Regulatory Studies**

Assess the impact of Bangladesh's green financing guidelines, environmental laws, and SDG alignment on Walton's long-term sustainability strategies.

9.5 Limitations of the Report

While this study provides valuable insights into the sustainable supply chain practices of Walton Hi-Tech Industries PLC., it has certain limitations that should be acknowledged:

1. Scope and Time Constraints

- The study focused primarily on Walton's internal operations and key suppliers, but a more extensive analysis of downstream supply chain partners (e.g., distributors, retailers) could provide a holistic view.
- Due to time limitations, the research could not conduct in-depth interviews with all stakeholders, relying instead on surveys and secondary data.

2. Data Availability and Reliability

- Some proprietary data related to Walton's supply chain operations (e.g., detailed carbon footprint metrics, supplier audit reports) were not fully accessible, limiting the depth of analysis.
- Survey responses, particularly from suppliers, had a relatively small sample size, which may affect generalizability.

3. Subjectivity in Survey Responses

- Employee and customer survey responses may be influenced by personal biases or limited awareness of Walton's sustainability initiatives, leading to potential inaccuracies in perception-based data.

4. Lack of Comparative Benchmarking

- While global best practices (e.g., Apple, Sony) were referenced, a direct comparative analysis with competitors in Bangladesh was not conducted due to data unavailability.

5. Dynamic Nature of Sustainability Practices

- Sustainability strategies evolve rapidly with technological advancements and regulatory changes. The findings reflect Walton's practices at a specific point in time (2025) and may require updates as policies and industry standards progress.

6. Focus on Quantitative Over Qualitative Metrics

- The study emphasized measurable KPIs (e.g., energy reduction, waste diversion rates) but could have explored qualitative aspects such as cultural shifts toward sustainability within the organization.

7. External Factors Beyond Control

- Macroeconomic factors (e.g., inflation, supply chain disruptions) and regulatory changes in Bangladesh could impact the feasibility of implementing recommended strategies.

9.6 Final Conclusion

Walton Hi-Tech Industries PLC. has made remarkable progress in embedding sustainability into its supply chain, positioning itself as a leader in Bangladesh's electronics sector. The company's initiatives in renewable energy adoption, waste management, green procurement, and community development reflect a strong alignment with the Triple Bottom Line (People, Planet, Profit) framework. Achievements such as ISO 14001:2015 certification, the Green Factory Award (2023), and the creation of more than 1,500 green jobs highlight Walton's capacity to balance economic growth with environmental and social responsibility.

However, the practicum findings also reveal that Walton faces ongoing challenges in achieving full sustainability. Issues such as inconsistent supplier compliance, reliance on imported raw materials, limited circular economy adoption, and high initial investment costs remain areas of concern. Addressing these weaknesses is critical if Walton aims to match global best practices demonstrated by companies like Apple, Sony, and Tesla.

The strategic recommendations outlined in this report—such as expanding circular economy practices, enhancing supplier collaboration, improving sustainability communication, and investing in localized sourcing—provide a roadmap for Walton to strengthen its sustainable supply chain. Furthermore, engaging employees, suppliers, and customers in a shared sustainability vision will ensure long-term resilience and competitiveness.

In conclusion, Walton has laid a strong foundation for sustainable supply chain management in Bangladesh. By embracing innovation, enhancing transparency, and aligning with international sustainability standards, Walton can not only achieve operational excellence but also emerge as a global role model for sustainable electronics manufacturing. Ultimately, this will help Walton contribute significantly to the United Nations Sustainable Development Goals (SDGs) while securing long-term profitability and stakeholder trust.

Appendix-A

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Appendix-B

B-1 Survey question for Customers

1. Walton's products meet my expectations for sustainability.
2. Walton provides sufficient information about the sustainability of its products.
3. Walton is a leader in promoting sustainability within its industry.
4. I am happy with the variety of payment options available for purchasing Walton products.
5. Walton's online store or physical store is user-friendly and easy to navigate.
6. I am confident that Walton's products offer good value for money.
7. I am satisfied with the level of customer support provided by Walton after purchasing a product.
8. The warranty or return policy for Walton products meets my expectations.
9. Walton's customer service staff is knowledgeable and helpful in resolving issues.
10. I have observed that Walton provides the same level of respect and attention to male and female customers.
11. Walton supports local communities through social programs and initiatives that improve quality of life.
12. I trust that Walton is committed to protecting the planet by adopting energy-efficient technologies and sustainable manufacturing processes.
13. Walton takes effective measures to reduce the environmental impact of its products.
14. The packaging used by Walton is environmentally friendly and sustainable.
15. The products from Walton are durable and designed for a long lifecycle, reducing the need for frequent replacements.
16. Walton educates its customers about the environmental impact of its products and the company's sustainability efforts.
17. Walton offers a variety of products that are certified as sustainable or eco-friendly.
18. I would be willing to pay a premium for products from Walton that are marketed as sustainable.
19. Walton ensures its supply chain is efficient and minimizes delays, contributing to the timely delivery.
20. Walton encourages recycling and supports a circular economy model for its products.

B-2 Survey question for Employees

1. Walton has a clear sustainability strategy communicated to all employees.
2. Senior management at Walton is committed to sustainability within the supply chain.
3. I have received proper training on the importance of sustainability in my role at Walton.
4. Sustainable practices are integrated into the daily operations and decision-making processes at Walton.
5. Walton ensures the sourcing of raw materials from suppliers with sustainable practices.
6. Walton has effective systems in place to manage and optimize production waste.
7. Walton employs energy-efficient technologies in its production processes.
8. Employees at Walton are encouraged to participate in sustainability initiatives.
9. Walton is actively working to reduce the environmental impact or damage of its product packaging.
10. Walton has implemented sustainable logistics practices to reduce the carbon footprint of transportation and delivery.
11. The sustainability goals of Walton align with the company's overall business objectives.
12. Walton regularly reports on its sustainability achievements and challenges to its employees.
13. There are significant challenges in implementing sustainable practices in the supply chain at Walton.
14. Walton actively seeks feedback from employees to improve its sustainability practices.
15. Walton supports the principles of the circular economy, including product recycling and reuse.
16. Walton provides incentives or rewards for employees who contribute to sustainability initiatives.
17. Walton follows environmentally friendly practices in the workplace, such as reducing waste and conserving energy.
18. I believe Walton is committed to maintaining and expanding its sustainability practices in the long term.
19. Walton is adhering to the environmental regulations.
20. Walton employs energy-efficient technologies in the production of its products.
21. I believe Walton provides equal opportunities for both men and women in terms of career advancement and promotions.
22. I feel that Walton supports a healthy work-life balance for all genders.

B.3 Survey question for suppliers

1. Walton has a clear process for onboarding new suppliers.
2. Walton's relationship with suppliers is built on trust and mutual respect.
3. Walton provides feedback to suppliers regularly to help them improve their products and services.
4. Walton promptly resolves any issues that arise with suppliers in the supply chain.
5. Walton supports its suppliers in improving their sustainability practices.
6. Walton communicates its expectations clearly to suppliers regarding product quality and delivery timelines.
7. Walton provides sufficient training or resources to suppliers to help them meet sustainability standards.
8. Walton follows a standard procedure for requesting quotations from suppliers.
9. Walton adheres to the agreed payment schedule in contracts consistently.
10. Walton encourages me to prioritize sustainability when delivering products.
11. Walton has clear policies or guidelines in place to prevent child labor in its supply chain.
12. I face challenges in ensuring that Walton receives goods in proper condition.
13. Walton uses a tiered system to manage its supply chain effectively.
14. Walton's top management engages with suppliers or partners frequently for feedback or discussions.
15. Walton has formal agreements or policies in place for offering advanced payments to suppliers.
16. Walton involves me early in the product development process, rather than at a later stage.
17. Walton is transparent about the terms and conditions during the contracting phase.
18. Walton provides incentives or rewards for sustainability initiatives or other contributions.
19. I have encountered situations where Walton employees have asked for payments or financial benefits outside the contract terms.
20. Walton regularly monitors and evaluates the performance of its suppliers.