

EMTEL LIMITED
(the “Company” or “Eritel”)

POSITION STATEMENT OF THE GROUP CHIEF EXECUTIVE OFFICER
(“the Group CEO of EMTEL”)

The Group Chief Executive Officer, the highest-ranking executive of Eritel including its subsidiaries (altogether the “Eritel Group”), holds a critical leadership role that requires a visionary approach, operational expertise, and the ability to navigate the complexities of the Telecommunications, Technology and Fintech landscape. The Group CEO must balance Innovation and Operational Efficiency while maintaining a strong focus on customer satisfaction, regulatory compliance, and financial performance. Through effective leadership, the CEO guides the Eritel Group toward achieving its strategic objectives and delivering long-term value to shareholders, employees, customers, and the broader community.

As a telecommunications company listed on the official market of the Stock Exchange of Mauritius Ltd, the overriding accountability of the Group CEO, is to deliver sustainable long-term value for shareholders through consistent performance delivery and execution of the Eritel Group’s business in a manner that, at the same time, maintains the confidence of all other key stakeholders in the business including investors, customers, regulators and employees.

The Group CEO is responsible for the overall strategic direction, leadership, and operational performance of the Eritel Group and acts within a framework of a delegation of authority, which is reviewed regularly by the Board of Directors of the Company. The key responsibilities of the Group CEO of the Eritel Group include but are not be limited to:

Strategic Leadership and Vision

- To formulate and assist the Board in establishing a clear direction, strategic plan and long-term vision in alignment with market trends and opportunities in the technology, telecommunications and Fintech sector (e.g. 5G, digital transformation, IoT, etc.).
- To collaborate with the Board of Directors and Senior Management to develop and refine annual corporate strategies, ensuring that all business units remain aligned with the Eritel Group’s objectives and strategic direction.
- To lead the implementation of the Eritel Group’s long and short term plans in line with its strategy.
- To continuously assess market conditions and competition, ensuring that the Eritel Group remains a leader in the telecommunications industry by fostering innovation and adapting to emerging technologies.
- To build, protect and enhance the Eritel Group’s brand value.

Financial Performance and Corporate Governance

- In collaboration with the Group Chief Finance Officer, to ensure sound financial planning, budgeting, and forecasting to achieve revenue growth, profitability, and strong return on investment for shareholders and ensure financial statements and reports are accurate and transparent.

- To make key decisions on investments, mergers, acquisitions, and divestitures, ensuring capital is allocated efficiently to fuel growth and create shareholder value.
- To Maintain a strong understanding of regulations and compliance requirements for all business units, ensuring the Company adheres to local, regional, and global standards, statutory requirements and applicable laws and regulations.
- To lead with integrity and transparency, ensuring that Emtel Group adheres to the highest standards of governance and accountability in line with listing requirements and regulatory expectations.

Operational Oversight

- To ensure operation excellence and oversee the implementation of efficient business processes, resource management, and the delivery of high-quality products and services across the Emtel Group.
- To monitor the Emtel Group's performance through key financial and operational metrics, ensuring targets and KPIs are met. Regularly review business operations to identify areas for improvement.
- To identify potential business, operational, regulatory, and market risks, and implement mitigation strategies to protect the Emtel Group's assets, reputation, and market share.
- To ensure the Emtel Group's purpose and values are embedded in the business units.
- To ensure that resources of the Emtel Group are efficiently and effectively managed.
- To approve the delegation and limits of authority of all direct reportees and supervise, guide and mentor all Director's reportees and other employees of the Emtel Group.
- To carry performance management for designated executives and critical positions that report directly to the Group CEO and recommend for the approval of Emtel's Corporate Governance Committee, a detailed succession plan for those positions.
- To promote Emtel Group's culture and values within the wider operations.
- To lead and drive organizational change initiatives to adapt to evolving market conditions, technology advancements, and customer expectations, ensuring that the company maintains agility and responsiveness.

Stakeholder Engagement

- To serve as the main liaison between the Board of Directors and the Emtel Group's senior management team, providing regular updates on strategy, performance, and key business issues.
- To foster positive relationships with shareholders, institutional investors, analysts, and financial stakeholders, ensuring effective communication regarding Emtel Group's performance, strategy, and growth prospects.
- To build and maintain relationships with the authorities, regulators, and industry associations to ensure the Company is represented in policy discussions and regulatory frameworks that impact the telecommunications sector.
- To represent the Emtel Group in the broader community, ensuring that corporate social responsibility and sustainability (CSR) programs align with the Company's values and positively impact the regions in which the Company operates.

Talent Management and Leadership Development

- To provide leadership, guidance, and mentorship to the Senior Management team, ensuring that all executives are aligned with the Company's strategy and performance objectives.
- To foster a positive corporate culture that promotes diversity, inclusion, innovation, collaboration, and accountability.
- To Lead by example in promoting ethical business practices.
- To oversee succession planning and talent development programs to ensure the Company has the leadership pipeline needed to execute its strategic objectives and maintain operational success.

Customer and Market Focus

- To oversee customer service strategies that improve loyalty, engagement, and retention and ensure the Eritel Group maintains a strong customer-centric approach in delivering high-quality and services.
- To promote the Company's brand as a leader in innovation, technology, and customer service, ensuring a consistent and positive image in the market.

Innovation and Technology Leadership

- To lead the Company's efforts in adopting and integrating new technologies, including 5G, AI, data analytics, and IoT, ensuring that Eritel Group remains at the forefront of innovation in the telecommunications industry.
- To champion innovation within the Company, supporting the teams in developing new products, services, and solutions that respond to changing customer needs and market demands.

Risk Management

- To manage the Eritel Group's operations in line with the strategic plan and approved risk appetite and take responsibility for the operation of the internal control framework.
- To assess the principal risks of Eritel Group and to ensure that these risks are being monitored and managed.
- To ensure that an appropriate, sound and effective prudent compliant risk management and compliance framework and supporting policies and controls are in place and observed to safeguard the Eritel Group and stakeholders' interests and that these are regularly reviewed.
- In times of crisis, such as economic downturns, industry disruptions, or internal challenges, the Group CEO is responsible for leading the Company through difficult times by making decisive actions and communicating effectively to all stakeholders.
- To lead and drive organizational change initiatives to adapt to evolving market conditions, technology advancements, and customer expectations, ensuring that the company maintains agility and responsiveness.
- To implement robust risk management frameworks in line with SEM listing requirements and best practices.

Cybersecurity and Managing Cybersecurity Risks

- To establish and maintain a comprehensive cyber and technology risk management strategy and framework, aligned with the business strategy of the Emtel Group.
- To continuously promote a strong culture of awareness of cyber and technology risk management throughout the Emtel Group.
- To oversee the identification, assessment, and mitigation of cybersecurity risks and threats.
- To ensure compliance with Mauritian laws and regulations and best practices.

Approved by the Board of Directors on 20th March 2025.