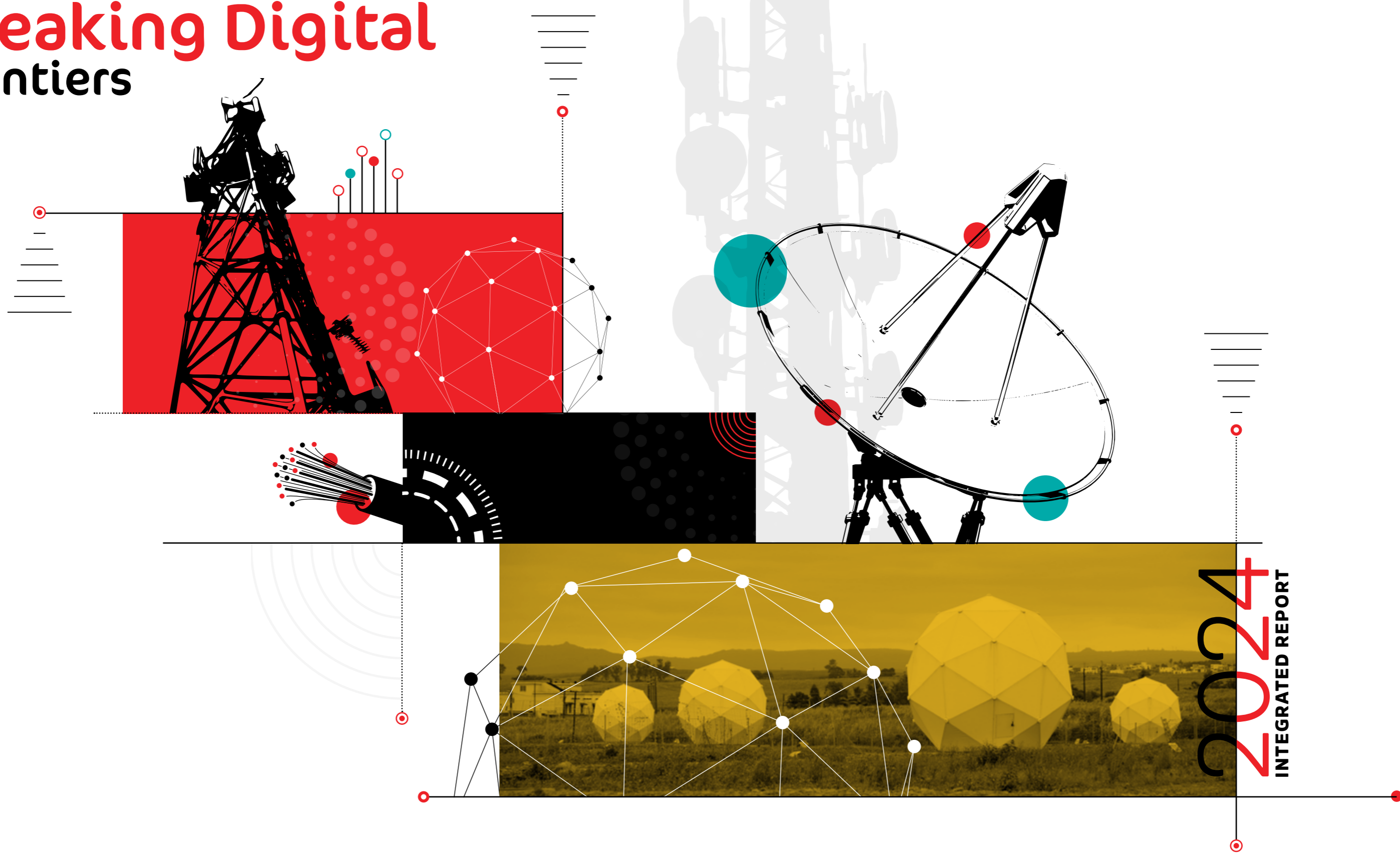


Breaking Digital Frontiers



2024
INTEGRATED REPORT

SUSTAINABILITY REPORT

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Sustainability Report

Emtel, We Care

At Emtel, sustainability is at the core of our mission, ensuring we meet our needs without compromising the ability of future generations to meet their own.

Our guiding philosophy, We Care, reflects our unwavering commitment towards a cleaner, more inclusive and equitable society. This is achieved by integrating environmental and social considerations into our business operations, decision-making processes, partnerships, and everyday practices.

The Company adopted its Sustainability Charter in 2023 which has reinforced our engagement.

Sustainability is now an integral aspect of our business strategy and operations, and we continuously strive to advance its integration across all levels of our organisation.

Our Sustainability Commitment

Our Sustainability Charter outlines our key engagements and summarises the operating principles for our business conduct:

1. Manage our operations in a sustainable manner for the wellbeing of future generations.
2. Consider sustainability aspects as an integral part of our business strategy and operating methods.
3. Recognise global sustainability challenges and diligently honour our responsibility to contribute to the solutions.
4. Engage and support our customers', employees', partners', the community's and our stakeholders' sustainability initiatives.
5. Continually monitor, improve and report our sustainability performance openly and voluntarily.

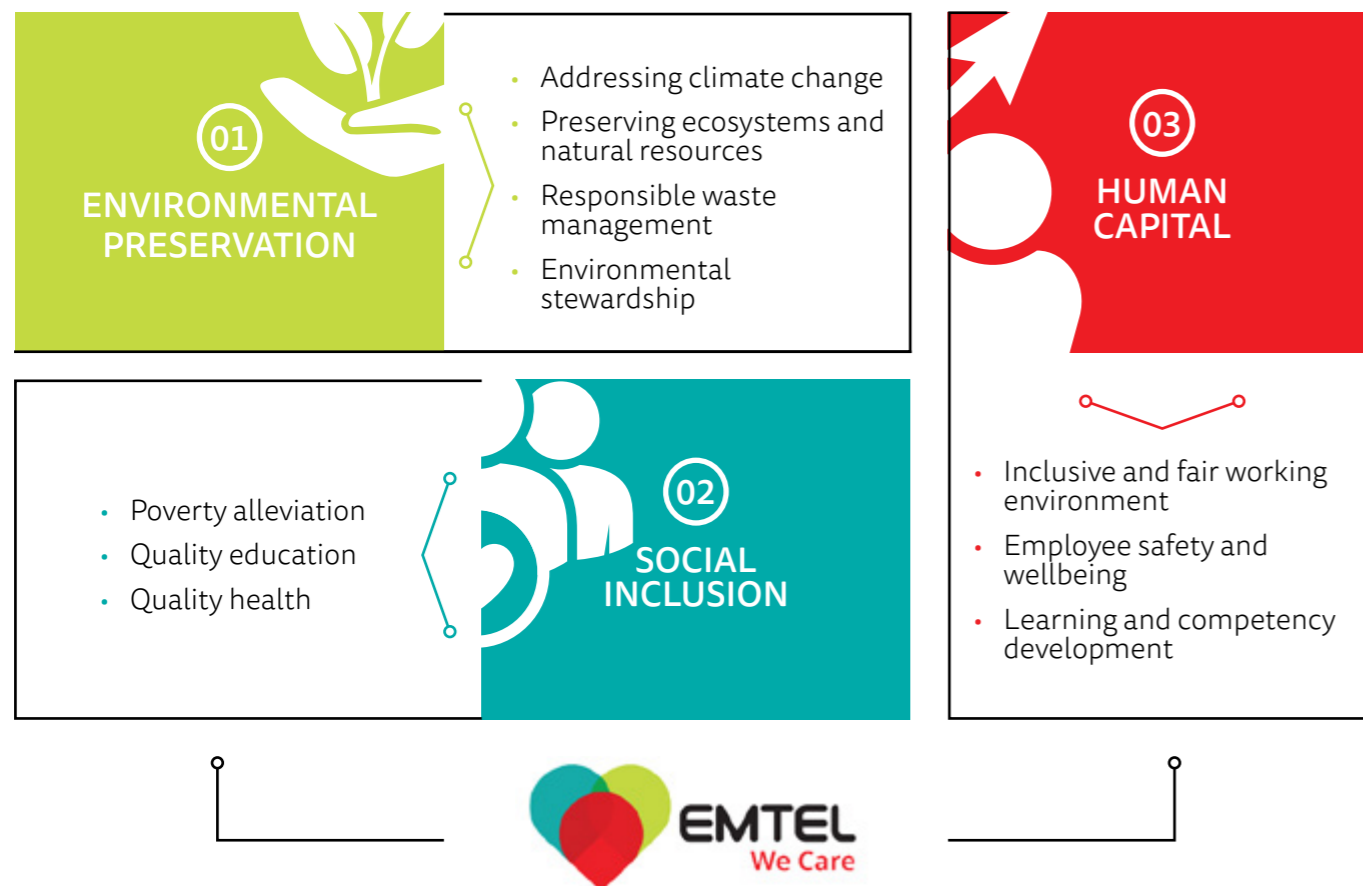
Governance structure

At Emtel, sustainability is central to our strategy, encompassing environmental, social and human capital responsibilities. The Company has appointed a Sustainability Champion, who reports to the CEO and leads the Eco-Warriors Team; a cross-functional team of employees who work on sustainability projects. The Sustainability Champion also oversees a CSR team focused on social inclusion initiatives.

We collaborate closely with the Currimjee Group's Environment & Sustainability team and the Currimjee Foundation to ensure all our sustainability goals are aligned within the Group and we ensure we meet the specific requirements of our industry.

The Board of Directors oversees our environmental, social and human capital efforts, and regular project reports are provided to the Human Resources Committee.

Through these efforts, we aim to comply with and outperform the relevant statutory requirements and contribute to the UN SDGs.



Message from Sustainability Champion



Embracing sustainability as a main element of our corporate strategy is crucial for the Company to address the global sustainability challenges faced by operators in the telecom industry. Emtel is committed to playing a key role in building a smarter future for Mauritius, Rodrigues and Agalega; a future where positive economic, environmental and societal outcomes are powered by technology. We strive to bring innovative technologies to the people of the Republic of Mauritius, while contributing to a sustainable tomorrow, a responsibility we have embraced for several years and which we continue to prioritise.

We are delighted to present this Sustainability Report, which testifies our strong commitment towards addressing our sustainability challenges, measuring and reporting on our sustainability goals, all aligned with the UN SDGs. We have embarked on this journey since 2016, and as we continue improve, we remain attentive that our value creation as a leading technology company can only be achieved together with a positive impact on the environment in which we operate and the communities we serve.

We strongly value the active collaboration with all our partners and institutions in the achievement of our sustainability goals. We also fully recognize the participation and involvement of all stakeholders concerned in our sustainability projects and activities, including our team members, our customers and the public at large.

As we look forward to strengthen our efforts in our sustainability dimensions, our focus remains on reducing and offsetting our carbon footprint, addressing the climate-related risks and opportunities, optimising our energy-efficiency initiatives and fostering digital inclusiveness. And most importantly, we strive to comply with and outperform the relevant legal and statutory requirements, while adhering to global sustainability standards.

Emtel, We Care!

Shezaad Auchoybur
Manager – Quality & Corporate Social Responsibility

Through these engagements, we aim to comply with and outperform the relevant statutory requirements.

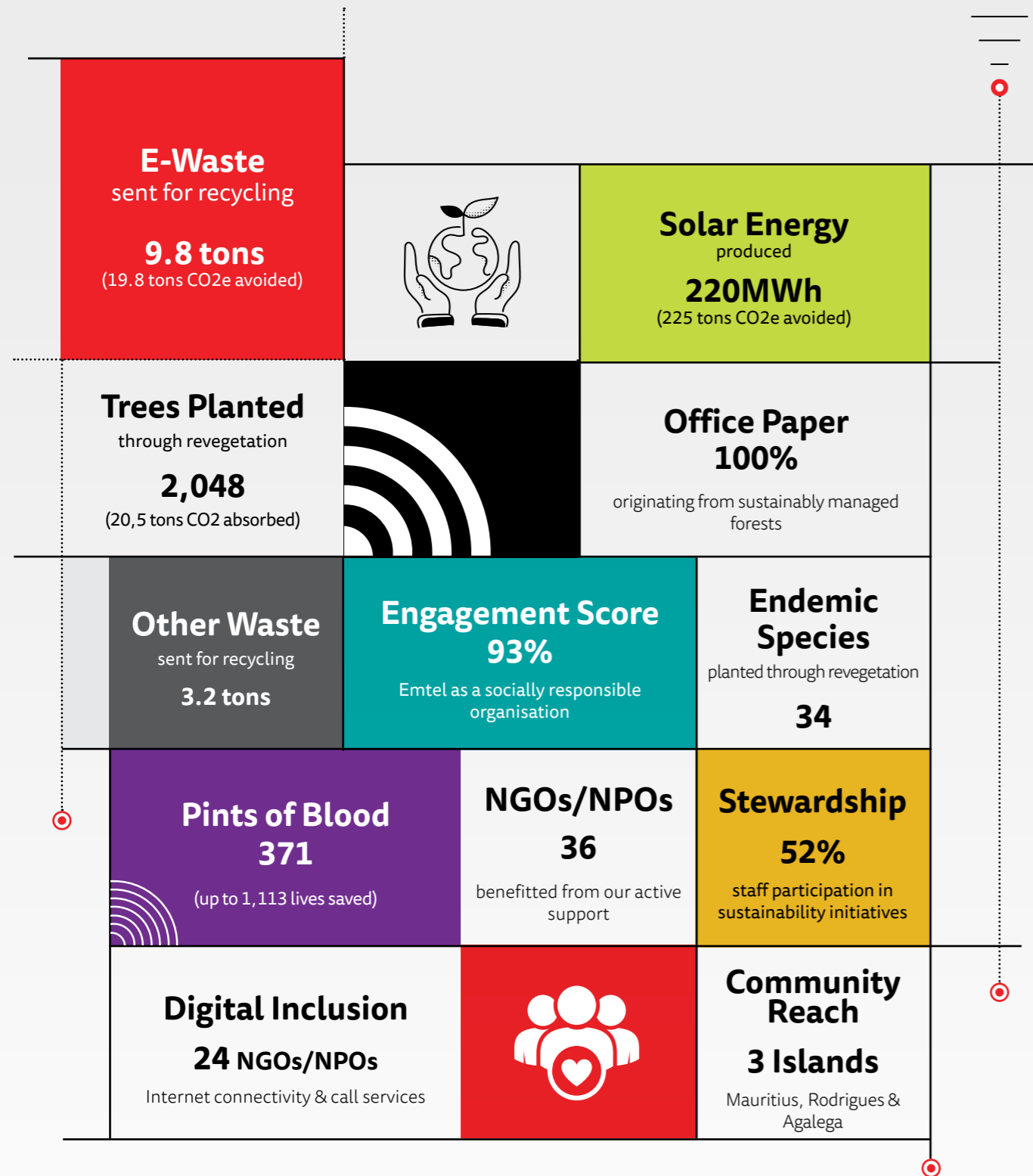
The United Nations Sustainable Development Goals (UN SDGs) provide a guiding framework in defining our sustainability strategy and we are committed to actively contributing towards these goals.

The Company works closely with the Currimjee Group's Environment & Sustainability team and the Currimjee Foundation team.



Sustainability report (Continued)

Snapshot of our sustainability Performance



Basis for Calculations:
E-Waste: The savings in terms of CO2 emissions have been calculated using the Life Cycle Thinking method approach (European Institute of Innovation and Technology)
Solar Energy: Standardized baseline - Grid emission factor of Mauritius (UN Clean Development Mechanism)
Trees planted: <https://onetreepanted.org>

Materiality Assessment

The Company conducted an initial materiality assessment to understand the relative importance of specific sustainability initiatives and identified the following focus areas:

Energy Efficiency

- **Monitoring and optimisation:** Close monitoring of electricity consumption across operations and implementation of timely corrective actions.
- **Energy solutions:** Integration of energy-efficient technologies across our network infrastructure.
- **Renewable energy production:** Production of renewable energy through photovoltaic solutions.
- **Energy audits:** Regular energy audits on our infrastructures to identify and act on opportunities.



Paperless Office

- **Paper usage:** Close monitoring of paper consumption and timely corrective measures to reduce waste.
- **Digitalisation:** Digitisation of internal documents and automation of processes.
- **Easy-to-use digital solutions:** Implementation of digital tools for customers and stakeholders to reduce reliance on paper.
- **Enhanced digital experience:** Improved digital experience for customers in our showrooms.



Digital Equity

- **Affordability:** Provision of affordable products and services to our customers.
- **Accessibility:** Equal access to all at the same price (One Nation, One Network).
- **Community Support:** Digital inclusion programmes to help the community via NGOs/NPOs.
- **Reliable connectivity:** Expansion of reliable and robust connectivity across Mauritius, Rodrigues and Agalega.



Team Emtel

- **Inclusivity:** Reinforcement of the Company's position as an equal opportunity employer.
- **Competence management:** Attraction, development and retention of the right talent.
- **Growth:** A culture of lifelong learning, agility and collaboration.
- **Living the brand:** Pursuit of Living the Brand initiatives and projects to promote our brand values and sustainability goals



Sustainability report (Continued)

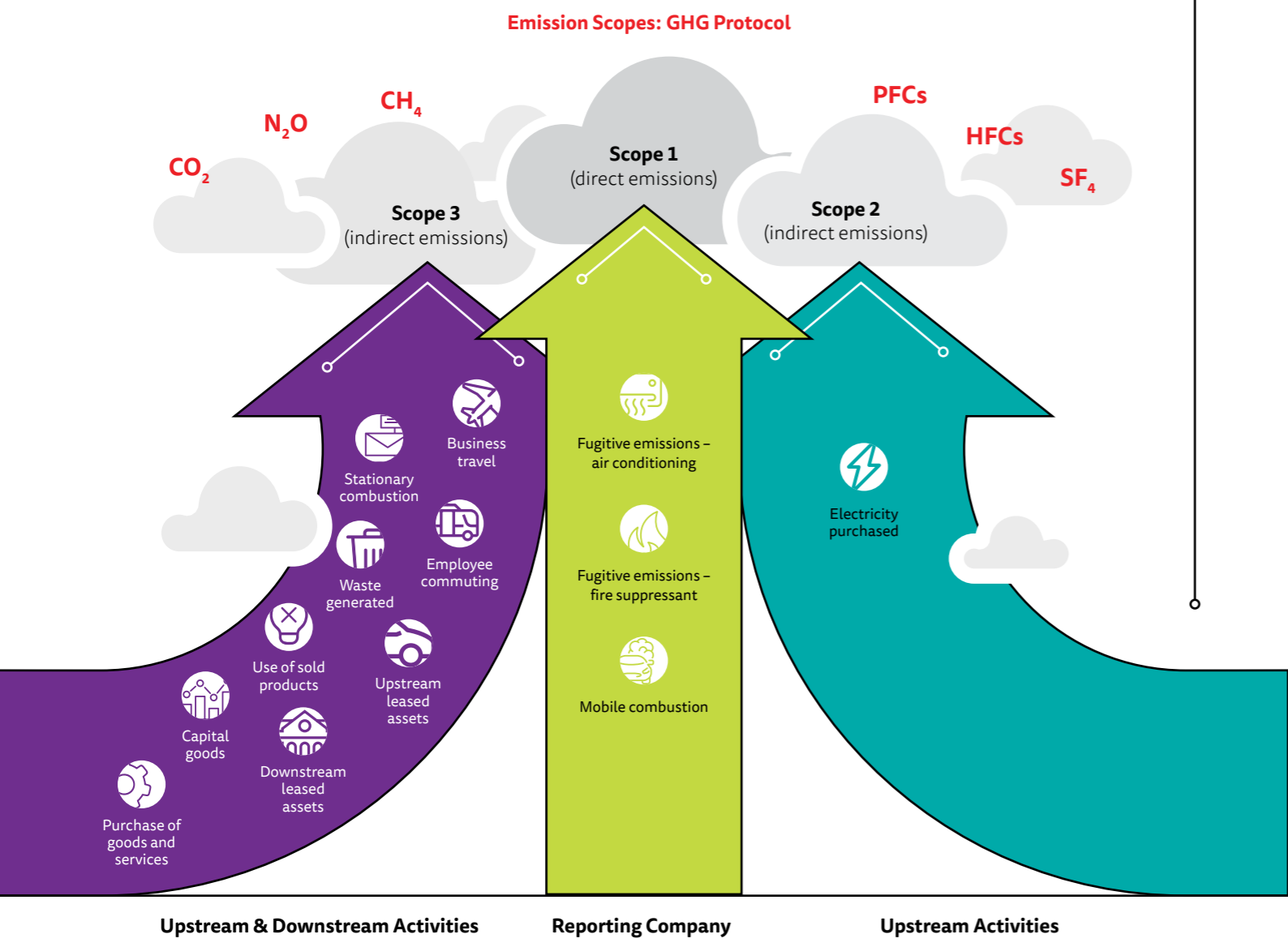
01 **Environmental Preservation**

Goal 1: Addressing Climate Change

Recognise our contribution to the global phenomenon of climate change and proactively take effective actions to minimise and offset our greenhouse gas emissions.

After identifying the most carbon-intensive operations in previous years, Emtel's main focus for 2024 was further integration of sustainability into our business model. This focus allowed us to refine both our short-term and long-term decarbonisation strategies, ensuring our efforts are targeted and effective in reducing emissions. Aligned with industry best practices, this approach has enabled us to make significant strides toward achieving our sustainability goals.

Emtel Carbon Footprint Assessment for 2024

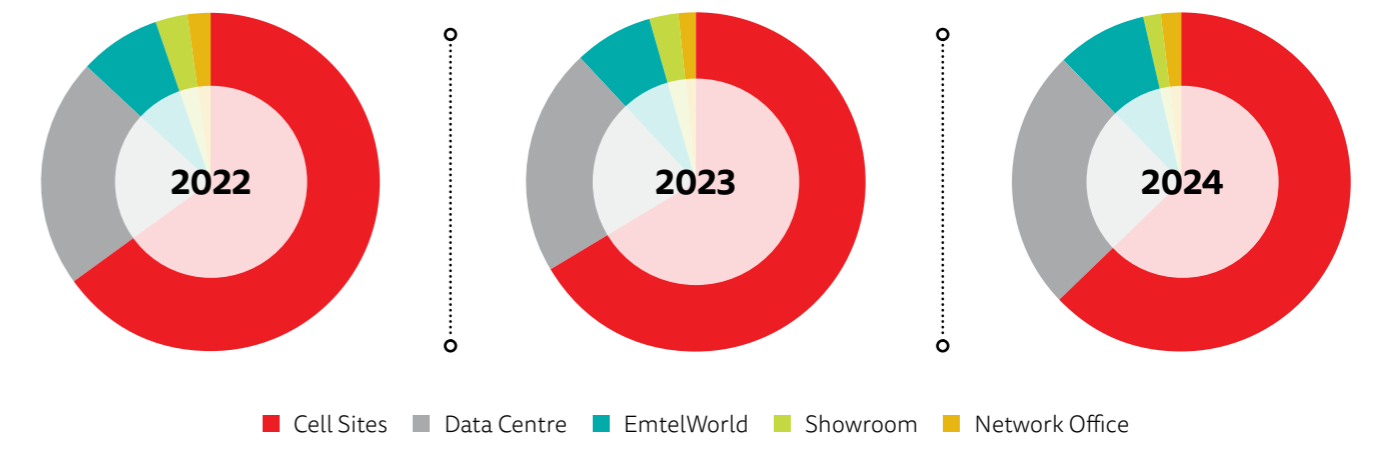


Results of Carbon Footprint Assessment (tCO₂e)

	Original Figures		Revised Figures		
	2022	2023	2022	2023	2024
Scope 1 (direct emissions)	568	716	481	973	1,213
Scope 2 (indirect emissions)	17,368	14,996	17,003	14,996	17,097
Scope 3 (indirect emissions)	28,346	91,908	28,346	91,908	36,816
Overall Carbon Footprint	46,282	107,620	45,830	107,877	55,126

Note: The carbon footprint data has been updated for previous years due to a formula correction. Revised figures are presented alongside original values for transparency and accuracy, ensuring alignment with established reporting standards.

Carbon Footprint by Operational Sites (tCO₂e)



Notes: Only for selected scope 1 (fugitive emissions) and scope 2 emissions.

As we progress in our sustainability journey, we refined our decarbonisation plans and initiated several actions to reduce our carbon emissions under each scope, reaffirming our commitment:

INDUSTRY PRIORITY ACTION AREAS

SCOPE 1
Direct Emissions

- Review and improve the company policy for staff allowance to encourage more sustainable vehicles.
- Adopt a new fleet of vehicles featuring improved fuel efficiency, lower emissions and reduced maintenance needs
- Promote ride sharing among employees to reduce the environmental impact of commutes.

SCOPE 2
Indirect Emissions

- Test and implement renewable energy solutions for our cell sites, reducing reliance on fossil fuels.
- Increase the use of clean energy sources in our office premises.
- Implement dynamic energy-saving solutions to optimise energy consumption on our networks.

SCOPE 3
Indirect Emissions

- Review and redesign our products according to environmentally friendly criteria.
- Collaborate with key suppliers in our supply chain to reduce the carbon footprint of our products and services.
- Partner with owners and tenants to adopt renewable energy sources for cell sites.



Sustainability report (Continued)

Environmental Preservation (Continued)

Energy Efficiency Initiatives

In 2024, the Company started the modernisation and innovation project, a strategic initiative designed to transition our infrastructure towards sustainability and more advanced technology. This project is built on the principles of energy efficiency, innovation and environmental responsibility, aiming to significantly reduce our carbon footprint while enhancing our operational performance. Some of the key initiatives we have implemented include upgrading infrastructure to incorporate more energy-efficient equipment that meets our capacity needs, installing solar panels to reduce our reliance on non-renewable energy sources, and replacing equipment as well as refurbishing existing systems to optimise cooling in our data centre. By 2030, the Company's efforts around the Modernisation and Innovation Project will enable us to minimise our environmental impact while optimising the quality of our services.

Additionally, we are on our way to sunsetting our 3G networks, which will free up our spectrum and infrastructure to power faster 5G networks. This will also enable us to be more energy efficient and reduce our e-waste from the disposal of obsolete equipment.

The Company has implemented solar photovoltaic panels at its main head-office in Ebene Cybercity and for the base stations in Agalega:

	Capacity		YR 2024	YR 2023
	kWp	MWh	MWh	MWh
PV Production				
Emtel Head Office	127	190	180	
Agalega Base Station	23	30	23	
	150	220	203	



Emtel Head Office, Ebene

Goal 2: Preserving Ecosystems and Natural Resource



Minimise the impacts of our activities on our ecosystems and reduce our pressure on natural resources.



Emtel renews its commitment towards environmental preservation through ecosystem restoration programmes across the Republic of Mauritius and by reducing the use of non-renewable resources such as energy, water, fuel and paper.

In alignment with our sustainability framework, we have implemented conservation initiatives in collaboration with local NGOs, focused on regenerating both terrestrial and marine ecosystems and protecting biodiversity.

As part of our ongoing efforts, Emtel has partnered with the Mauritian Wildlife Foundation at the Grande Montagne Nature Reserve on Rodrigues Island, where we support the conservation and restoration of endemic plant species. Additionally, Emtel works alongside the Currimjee Foundation on reforestation and revegetation projects, which contribute to the restoration of the natural Mauritian landscapes.

<p>Revegetation of La Citadelle</p>	<p>Emtel has collaborated with the Currimjee Foundation and the NGO Friends of the Environment for the revegetation of La Citadelle, contributing to the restoration of our native ecosystems.</p> <p>In 2024, a total of 2,408 plants of 34 species were planted, adding to a total of 12,102 endemic plants planted across 3.0 hectares since the start of the project in 2015.</p> <p>The purpose behind this project is to recreate a native dry forest, preserving local biodiversity while also addressing climate change mitigation and reducing the risk of forest fires in the Port Louis region.</p>	
<p>Reforestation at Ebony Forest Reserve</p>	<p>The reforestation project is a collaboration with the Ebony Forest Reserve team. The Ebony Forest Reserve has been dedicated to reversing habitat degradation and invasive species impacts to create a sanctuary for the island's unique biodiversity. In 2024, Emtel continued to support the maintenance of 700 endemic plants planted on a dedicated plot of land of 0.5 hectares managed by the Currimjee Foundation. Our efforts focus on restoring the native endemic forest by removing invasive and exotic species, thereby enhancing biodiversity and ecosystem health. This initiative reflects our commitment to long-term environmental stewardship and the restoration and preservation of the Mauritian ecosystem.</p>	
<p>Preservation and Conservation at Grande Montagne Nature Reserve</p>	<p>Emtel has continued its collaboration with the Mauritian Wildlife Foundation at the Grande Montagne Nature Reserve on Rodrigues Island, focusing on the conservation and preservation of endemic plant species. This project aims to restore the flora and fauna of the natural reserve, prevent further degradation, and promote biodiversity recovery. Our restoration efforts also foster community engagement and enhance ecotourism opportunities in Rodrigues. In 2024, our focus was on maintaining the 31 endemic plant species planted in our 900m² plot.</p>	
<p>Restoration of Marine Ecosystem (Shoals and EcoMode Society)</p>	<p>Since 2022, Emtel has invested in six frames for the active restoration, management and preservation of Rodrigues Island's coral reefs in collaboration with Shoals Rodrigues and its partner, Bluer Ocean Project.</p> <p>To continue our commitment towards restoration of marine ecosystems, we are supporting the coral nursery in La Cambuse, an initiative led by the Currimjee Foundation and EcoMode Society. The nursery has made significant progress, increasing the number of coral fragments planted to 671. The project also emphasises community involvement through educational coral awareness sessions; the project expanded its outreach to 271 students, 9 teachers, 15 community members and 13 staff.</p>	

Sustainability report (Continued)

Environmental Preservation (Continued)

Ensuring the judicious use of non-renewable natural resources

Paper Usage

Emtel embarked on a company-wide digitalisation journey in 2016, which has significantly reduced our paper consumption. We ensure that 100% of the paper we purchase comes from sustainably managed forests, sourced from PEFC-, ISO-, and FSC-certified suppliers. Since 2020, we have accelerated our digitalisation efforts, with 92% of our pospaid customers now opting to receive their bills through digital channels instead of traditional printed bills. Several initiatives are being implemented to reach a target of 95% in the coming years. This transition is a key part of our commitment to reducing environmental impact and supporting a paperless future, in line with industry best practices.

Advancing Digital Transformation

Emtel reaffirms its commitment to innovation and sustainability through significant strides in digital transformation. The Company focused on streamlining processes and improving operational efficiency by implementing various tools and applications. A cornerstone of this transformation was the implementation of digital forms on Microsoft SharePoint, which enhanced workflow efficiency and minimised reliance on paper-based systems. Key initiatives included the Ebill solution for paperless billing, the iCRM portal to streamline service activation, and Clappia for creating digital tools like customer feedback forms. Additionally, Planado optimised technician scheduling and mass emailing replaced paper communications. Emtel also digitised inventory dispatch and visitor logs, while the Vista App enabled performance tracking. Throughout the year, 18 forms were in the pipeline for automation, with 16 successfully digitised, leading to improvements in turnaround times and resource optimisation. The E-Invoicing system automated invoice fiscalisation, ensuring compliance and reducing physical documentation. These efforts reflect our ongoing commitment to innovation, operational excellence and sustainability, positioning the Company for continued growth and environmental responsibility.

Advocating for Responsible Agricultural Practices

Emtel recognises that responsible agricultural practices are essential for environmental preservation. To support this, for the second year, we have provided training in Basics of Organic Home Gardening to 15 employees, empowering them to adopt bio-organic gardening techniques and promote safe, sustainable farming practices. Organic agriculture not only enhances soil health but also contributes to mitigating global warming by sequestering carbon in the soil. Through this initiative, we continue to foster a deeper commitment to environmental sustainability within our workforce.



Words from an ambassador



Participating in the “Basics of Organic Home Gardening” training was an enriching experience that reinforced the importance of sustainable agricultural practices. This training provided valuable insights into soil health management, composting, organic pest control, and sustainable cultivation methods. Beyond promoting self-sufficiency, it highlighted the broader impact of responsible farming practices on environmental conservation and food security. By integrating organic gardening into our daily lives, we contribute to a more sustainable future while fostering a culture of environmental consciousness. I appreciate the opportunity to be part of this initiative and commend Emtel for its continued efforts in driving sustainability and responsible living among employees.



Geshna Ballgobin

Executive – Strategy and Innovation



Objectives for 2025

- Pursue our active participation in the revegetation of La Citadelle and the reforestation of the Ebony Forest Reserve to mitigate the effects of climate change and help restore our native biodiversity.
- Encourage the Mauritian Wildlife Foundation in restoring Rodrigues Island's biodiversity through the ongoing conservation and preservation efforts.
- Pursue our collaboration for active coral resettlement and coral farming projects across the Republic of Mauritius.
- Increase our rainwater harvesting capacity across existing operational sites.
- Pursue our digitalization strategy to achieve our goal of having a “Paperless Office” by 2030.

Sustainability report (Continued)

Environmental Preservation (Continued)

Goal 3: Responsible Waste Management



Promote a circular economy model in the local context.

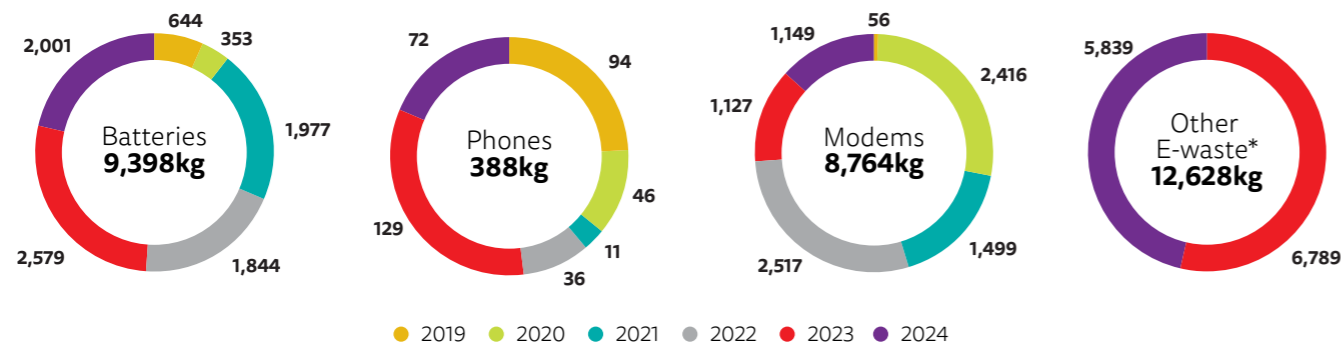


Emtel implemented a waste management system across our business operations to reduce waste generation, manage and valorise most recyclable wastes generated and, simultaneously, disseminate a responsible waste management culture in the community at large. We set up a national e-waste recycling initiative in collaboration with the NGO Mission Verte, aimed at providing the local population with a recycling solution for old or damaged mobile phones, tablets, household batteries and accessories. Through this initiative, we also encourage the local population to become more responsible about the disposal of e-waste.

Since 2023, we have conducted 13 e-waste recycling roadshows across Mauritius to create awareness of the importance of disposing of e-waste responsibly while making it easier for the public to dispose of e-waste. Last year, Emtel collected and sent for recycling 9 tons of e-waste, adding up to 31 tons of e-waste since the initiative was launched in 2019. With every step, we are contributing towards reducing the amount of e-waste in landfills.

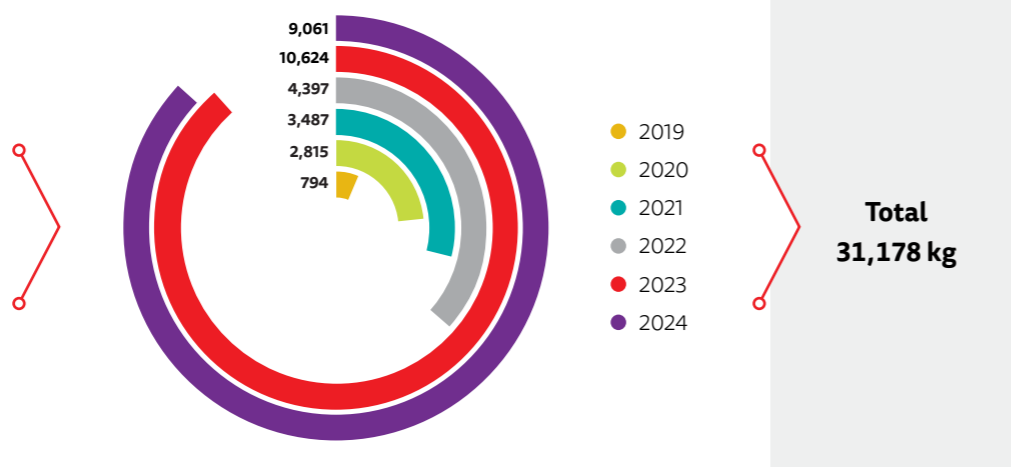


E-waste sent for recycling through the e-waste national project



*Others e-waste includes laptops, monitors, scanners, keyboards and printers

E-waste sent for Recycling since 2019 (kg)



Waste Recycling within Operations

As a responsible service provider, the Company has embraced responsible waste management practices within its operations. We also empower our staff to be eco-warriors and to recycle at work.

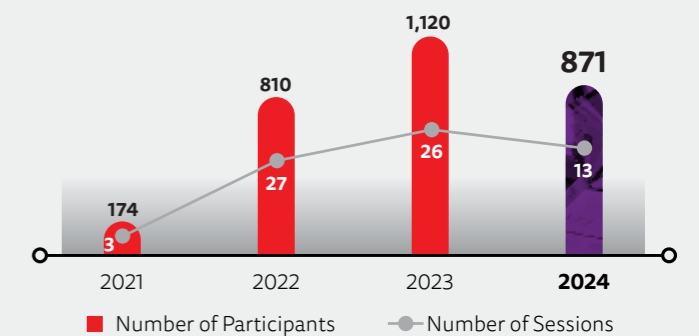


*excl. national campaign

● 2022 ● 2023 ● 2024

Public Awareness on Responsible Waste Management

Emtel in collaboration with Mission Verte is committed to spread responsible waste management practices in order to empower the Mauritian community. This programme is delivered within educational institutions, corporate and in public areas. This allows the audience to foster a culture of environmental responsibility and allow them to make informed decisions when disposing of their waste



Objectives for 2025

- Continue with our commitment to help the public dispose of e-waste in a responsible manner by being a trustworthy partner.
- Encourage the community to use refurbished before buying new items.
- Increase the number of collection points for e-waste throughout the island.
- Create more public awareness of the importance of e-waste recycling within our local community.



Sustainability report (Continued)

Environmental Preservation (Continued)

Goal 4: Environmental Stewardship



Create an eco-conscious culture to help achieve common goals for the planet.



Emtel has always engaged its employees, customers and the community at large in its environmental initiatives. We organise regular activities to encourage employees to contribute to the preservation of the environment, with 52% staff participation in 2024. We invite stakeholders to take part in our activities and conduct awareness sessions on the importance of environmental preservation.

Earth Day Expo at Emtel

For Earth Day 2024, Emtel in collaboration with the NGO Mission Verte, organised an exposition open to the public and our staff. The Earth Day Expo was not only an educational event but also a call to action for the public to adopt eco-friendly practices in their daily lives. The Expo's activities were designed to reinforce the message that protecting the environment is a shared responsibility and requires collective effort: "Sak Zest Konte Pu Later!"



As part of our ongoing commitment to sustainability, Emtel placed environmental preservation at the core of our sustainability strategy. In this context, the Company organised the annual Ebene Cybercity Clean-Up initiative, which was complemented by an e-waste collection campaign. The initiative was a resounding success, with a total of 168 kg of general waste collected, out of which 52 kg was sent for recycling, and 2.8 tons of e-waste collected and sent for recycling.



These initiatives reflect our dedication to sustainable practices and our determination to contribute meaningfully to the global effort to preserve the environment for future generations.

World Clean-Up Day 2024

Emtel took significant strides on World Clean-Up Day 2024 to engage with the local community and foster environmental responsibility. Through collaborations with esteemed NGOs such as Shoals Rodrigues, Mission Verte, and Friends of the Environment, we organised clean-up activities in both Rodrigues and Mauritius, reinforcing our commitment to the preservation of our ecosystems and natural resources.

Employee participation

36

Emtel staff

15

CJ staff

28

Members from NGOs

70

Clubmer students

4

Shoals Rodrigues staff

Key Highlights:

Employee and community engagement: Over the course of the clean-up events, our employees, partners, members of the Currimjee Jeewanjee Group and community members participated in a collective effort to remove waste from key environmental hotspots. These activities not only addressed immediate waste concerns but also raised awareness of responsible waste disposal practices, promoting a long-term culture of sustainability within our community.

Waste reduction and recycling: A total of **570 kg** of waste was collected across both Rodrigues and Mauritius. Of this, **450 kg** was sent for recycling, reinforcing our efforts to reduce landfill waste and promote a circular economy.

Clothes4Care initiative: Emtel participated in the clothing collection programme launched by Currimjee Jeewanjee to support local NGOs and shelters that cater for vulnerable members of society. This initiative is part of our broader strategy to reduce waste while contributing to social wellbeing.

Webinar on innovative waste management concepts: Our staff joined in the webinar session hosted by Currimjee Jeewanjee featuring experts like The Minimalist and Cyrille Le Core from Pena Gaspillage, focusing on sustainable practices in fashion and food waste management. These initiatives help in creating eco-consciousness while raising awareness of reducing consumption and adopting more sustainable lifestyles.

blink scan-and-pay donation to We-recycle: The start of a new partnership with the NGO WeRecycle to promote environmental responsibility while advancing a cashless economy.



Objectives for 2025

- Foster a culture of eco-consciousness within the Republic of Mauritius, starting with our workforce.
- Make knowledge and tools more accessible to the public to enable people to make informed, responsible choices.

Sustainability report (Continued)

02 Social Inclusion

As an active corporate citizen in the community, Emtel has a strong sense of duty to act for the benefit of society. Emtel plays a vital role in the lives of Mauritians, as a lifeline for people to work, study, connect and stay informed. We focus on those dimensions that align with our core values and contribute to improving, uplifting and empowering the local communities.

To deliver the most positive impact on our communities, we have set up an annual CSR fund with the following types of assistance:

1. Value-In-Kind contributions in terms of call services and internet connectivity services to local NGOs/NPOs.
2. Financial contributions towards projects implemented by Emtel and/or local NGOs/NPOs towards short- and long-term projects.
3. Philanthropic partnership towards community initiatives and events of NGOs/NPOs.

The key highlights of our sustainability commitment for year 2024 include:

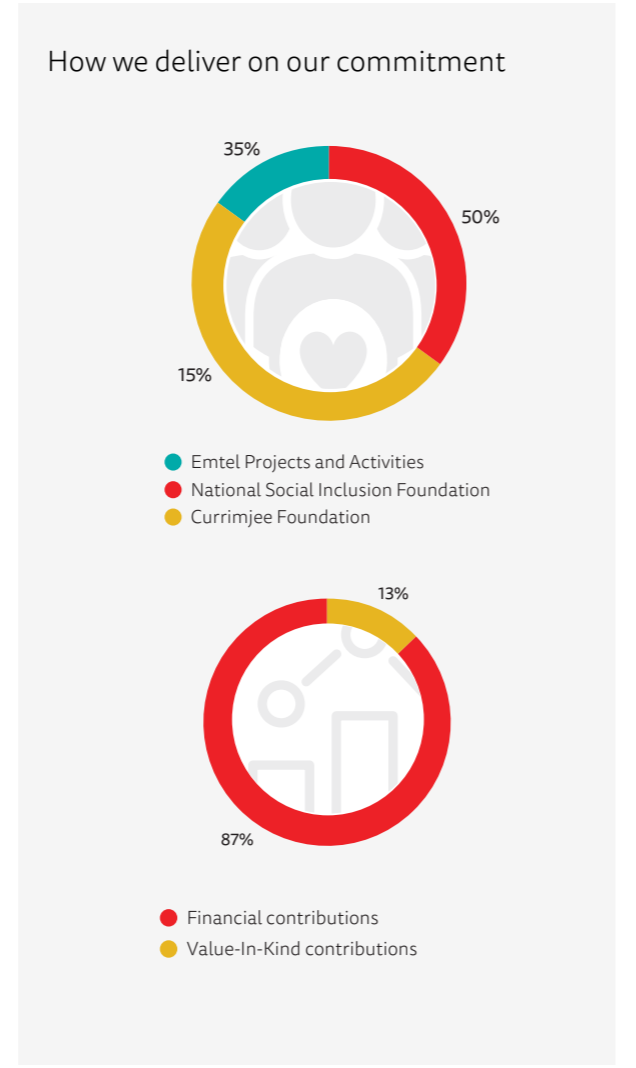
Rs 6.1Mn invested in projects, including **Rs 2.4Mn** disbursed as Emtel Projects.

36 NGOs/NPOs supported through Value-In-Kind and financial contributions.

Our top beneficiaries were Mission Verte and the Mauritian Wildlife Foundation.

Main areas of intervention

- 43% Environmental Preservation
- 27% Poverty Alleviation
- 23% Quality Health
- 7% Quality Education



Emtel Projects
Total CSR contributions for Emtel Projects*

Year	2022	2023	2024
Amount	Rs 3.4Mn	Rs 4.0Mn	Rs 2.4Mn

*The Total CSR Contributions (Rs) relates to the investment mode on Emtel sustainability projects and excludes the contribution made to the National Social Inclusion Foundation and the Currimjee Foundation.

Goal 1: Poverty Alleviation



Support social and economic development programmes for the society through trust and constructive relationships.



Overview

In Mauritius, despite the economic growth, there are still areas where access to essential services is limited. There is still the need to enhance education and healthcare accessibility, and improve the standard of living.

Key actions taken

- Contributing to community development.
- Enhancing connectivity within the island.
- Supporting education and providing assistance for underprivileged children or families in immediate need.

Key achievements

Projects for Poverty Alleviation	Number of Beneficiaries	Partners and NGOs/NPOs
Teledon to Palestine	Multiple Families	<ul style="list-style-type: none"> • Municipal Council of Port Louis
	479	<ul style="list-style-type: none"> • Currimjee Foundation • Light of Hope • Rotary Club of Rodrigues • Outer Islands Development Corporation (OIDC)

The "Enn Zanford Enn Sourir" initiative is dedicated to supporting children from disadvantaged backgrounds across the Republic of Mauritius. During the Christmas season, Emtel brought joy to these children by providing essential school materials, enhancing their educational experience and instilling a sense of hope, social inclusion and unity within the community.

Sustainability report (Continued)

Social Inclusion (Continued)

Key achievements

Projects for Poverty Alleviation	Number of Beneficiaries	Partners and NGOs/NPOs
	144	<ul style="list-style-type: none"> • National Empowerment Foundation (NEF) • Ministry of Social Integration, Social Security and National Solidarity



Emtel supported the organisation of the “Futsal for All” tournament for the third consecutive year. The event brought together children aged 11–15 from vulnerable backgrounds across Mauritius. The primary objectives were to provide NEF beneficiaries with access to emerging sports like futsal, identify potential players for international tournaments, and assist vulnerable youth to progress up the economic ladder. This initiative underscores our commitment to empowering youth through sports and fostering social inclusion.

	5 families	<ul style="list-style-type: none"> • National Empowerment Foundation • Minister of Social Integration, • Social Security and National Solidarity
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Emtel donated five fully constructed concrete social housing units to NEF beneficiaries to improve their living conditions and overall wellbeing. The project allowed Emtel to address shelter needs and contribute to the long-term empowerment of our community.

Christmas dinner for homeless at Caritas	40	• Rotary Club of Quatre Bornes
Mental health project for young mothers	50	• Rotary Club of Quatre Bornes
Donation of Fridge at ' Solidarite Autisme	20	• Rotary Club of Quatre Bornes
Donation of school materials at Robert Barth Pre-primary School – Beaux Songes	50	• Rotary Club of Quatre Bornes

UN SDGS:   

Goal 2: Quality Education		
	Provide access to education to vulnerable groups to ensure their sustainable development.	

Overview

In the Republic of Mauritius, education is universally accessible from pre-primary through to secondary level. However, despite this achievement, the population continues to encounter several significant challenges. These include the financial strain of sustaining school attendance, limited access to the internet, and a lack of awareness or insufficient alignment between the education system and the evolving needs of local industries. Such obstacles can undermine the effectiveness of the education system and impede the delivery of high-quality learning opportunities for all.

Key actions taken

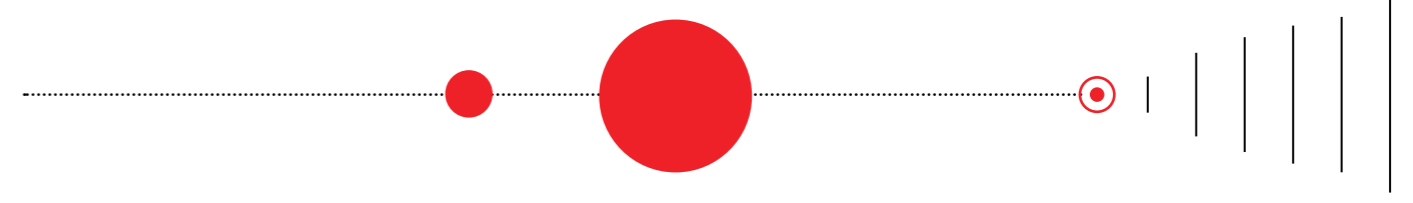
- Identifying and providing educational support schemes for children from vulnerable communities.
- Fostering digital Inclusion through access to internet connectivity.
- Providing digital skills training.
- Supporting environmental education and awareness.

Key achievements

Projects for Quality Education	Number of Beneficiaries	Partners and NGOs/NPOs
Digital Inclusion	24	• Multiple
Peace Workshop	80	<ul style="list-style-type: none"> • M-Kids Association • U.S. Embassy

In 2024, Emtel provided internet connectivity and call services to 24 NGOs/NPOs across Mauritius and Rodrigues, representing our in-kind contributions. This initiative reflects our commitment to delivering faster, more reliable internet access, thereby empowering organisations to bridge the digital divide. By enhancing connectivity for underserved communities, we are fostering digital inclusion and creating equal opportunities, contributing to a more equitable and connected society.

Emtel believes that investing in education, particularly initiatives that cultivate understanding and respect, is crucial for building a sustainable future and empowering the next generation. This initiative provided children with valuable learning experiences focused on promoting peace and tolerance in Mauritius. The workshop fostered important discussions on maintaining harmony within our diverse society and explored ways to build a more inclusive future.





Sustainability report (Continued)

Social Inclusion (Continued)

Key achievements

Projects for Quality Education	Number of Beneficiaries	Partners and NGOs/NPOs
 <p>A hands-on workshop was organised for students aged 13–14, focusing on Artificial Intelligence (AI), Machine Learning (ML), Deep Learning (DL) and Generative AI. The goal of this initiative was to introduce young learners to AI-powered practices, with guidance from industry experts, and to empower them with practical skills in creating digital content, such as videos and websites, using AI tools.</p>	150	<ul style="list-style-type: none"> Ministry of Education, Tertiary Education, Science and Technology Loreto College Curepipe Rajiv Gandhi Science Centre
 <p>Emtel hosted a workshop for the AppCup Hackathon with the University of Mauritius (UoM) Computer Club, and at the Middlesex University Mauritius. The workshop was led by our Chief Information Officer. The session focused on low-code/no-code app development using FlutterFlow and the OpenAI API. This initiative reflects our commitment to empowering the next generation of tech enthusiasts and fostering innovation in the tech sector.</p>	90	<ul style="list-style-type: none"> University of Mauritius UOM Computer Club Middlesex University Mauritius
<p>Coding and IT Basic Training</p> <p>Through our CSR in-kind programmes, Emtel supported various NGOs in delivering digital literacy programmes, including basic IT training, coding and programming. These initiatives equip participants with essential digital skills, fostering greater access to technology and opportunities for future growth.</p>	144	<ul style="list-style-type: none"> M-Kids Association (50) Auxiliare (38)
<p>Support to GPL Special Learning Centre Rodrigues</p> <p>Since 2017, Emtel has consistently supported the GPL Special Learning Centre in Rodrigues, a school dedicated to providing specialised education and training for children with learning difficulties. Emtel's contributions have supported numerous school projects, including infrastructure enhancements specifically designed to meet the children's unique needs and create a better learning environment.</p>	90	<ul style="list-style-type: none"> Trevor Huddleston Association for the disabled
<p>Supporting Mauritius School on Internet Governance (SIG) 2024</p> <p>Emtel has supported the Mauritius School of Internet Governance (SIG) 2024, a two-month programme. The Mauritius SIG is a dynamic capacity-building initiative designed to provide individuals from all walks of life the opportunity to acquire essential skills for active participation in the digital world, while also promoting the protection of young people and children.</p>	90	<ul style="list-style-type: none"> Halley Movement

UN SDGS:



Goal 3: Quality Health



Ensure healthy lives and promote wellbeing for all ages


Overview

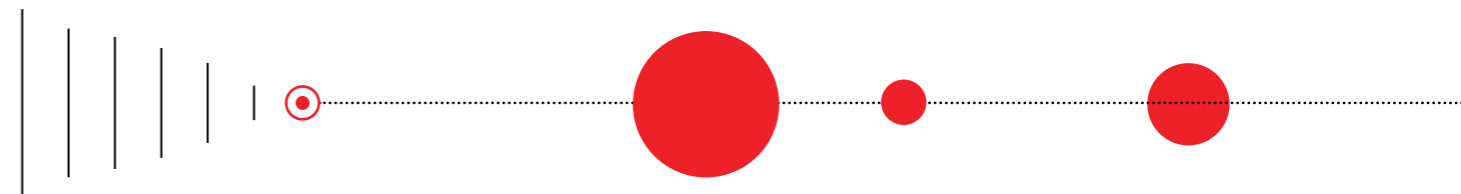
Emtel joins in the country vision to “ensure healthy lives and promote wellbeing for all at all ages”. Major challenges for addressing the community health needs are systematic screening and awareness raising for major health issues such as diabetes or cancer but also for lesser known conditions such as thalassemia.

Key actions taken

- Raising awareness of identified health issues and implementing solutions.
- Supporting different NGOs/NPOs in health projects.

Key achievements

Projects for Quality Health	Number of Beneficiaries	Partners and NGOs/NPOs
 <p>In 2024, Emtel coordinated five blood drives in collaboration with the National Blood Transfusion Service, providing vital assistance to patients suffering from thalassemia and supporting the local communities of Rodrigues and Mauritius. These initiatives not only facilitate the collection of essential blood donations but also play a pivotal role in raising awareness of the crucial importance of blood donation in saving lives.</p>	371	<ul style="list-style-type: none"> National Blood Transfusion Services Thalassemia Society of Mauritius Voluntary Blood Donors Association Ministry of Health & Wellness Currimjee Foundation







Sustainability report (Continued)

Social Inclusion (Continued)

Key achievements

Projects for Quality Health	Number of Beneficiaries	Partners and NGOs/NPOs
 <p>EMTEL shows its commitment towards enhancing the health and wellbeing of individuals with disabilities, providing them with the resources and opportunities needed to excel in sports. In 2024, Emtel supported the two para-athletes who qualified for the Paris 2024 Paralympic Games.</p>	2	<ul style="list-style-type: none"> Curepipe Handisport Association
 <p>EMtel, through the Currimjee Foundation, has supported Enn Rev Enn Sourir, a Mauritian NGO dedicated to ensuring that individuals in need receive top-quality medical care regardless of their financial circumstances. This donation reinforces the organisation's mission to assist those facing financial hardships in accessing urgent medical treatment or surgery abroad.</p>	500	<ul style="list-style-type: none"> Enn Rev Enn Sourir Currimjee Foundation
<p>Fight Cancer with Hope Screening Campaign</p> <p>The Rotary Club of Montebello launched a Colorectal Cancer Screening and Awareness Campaign in response to the rising colorectal cancer rates in Mauritius. The campaign focused on three main components: raising awareness about early detection, offering stool-based tests for screening, and providing follow-up tests on a case-by-case basis for those detected. This initiative aims to support early diagnosis and improve patient outcomes by encouraging proactive health measures within the community.</p>	Multiple	<ul style="list-style-type: none"> The Rotary Club of Montebello

UN SDGS:



Our Partners: NGOs/NPOs/Institutions

Environmental Preservation:

- Association pour le developement durable
- Ebony Forest Reserve
- EcoMode Society
- Forena
- Friends of Environment
- Grande Montagne Nature Reserve
- Mauritian Wildlife Foundation
- Ministry of Environment, Solid Waste Management and Climate Change
- Mission Verte
- Natir
- Shoals Rodrigues
- WeCycle
- We-Recycle

Social Inclusion:

- All Life Matters Animal Sanctuary
- Angel Special School and Welfare Association
- Association Jeunes Inadaptés de Curepipe
- Association Kontribution Positif Amenn Vision
- Association Pour Le Progres d'Agalega
- Auxilliaire
- Blood Donors Association
- Breast Cancer Care
- Curepipe Handisport Association
- Development Practitioners in Network
- Dibout Ansam
- Enn Rev Enn Sourir
- First Aiders Association
- Foyer Mgr Leen
- Gonzague Pierre Louis Special Learning Centre
- Halley Movement
- Light Of Hope
- Lizie Dan La Main
- Mangalkhan Sports Club
- Mauritius Red Cross Society
- M-Kids Association
- Mouvement Forces Vives
- MP Kisna Govt. School
- Municipal City Council of Port Louis
- National Empowerment Foundation
- Outer Islands Development Corporation
- Physically Handicapped Welfare Association
- Planète Enfants Vulnérables
- Rodrigues Council of Social Services
- Rodrigues Regional Assembly
- Rotary Club of Curepipe
- Rotary Club of Quatre Bornes
- Rotary Club of Rodrigues
- Shelter for Women and Children in Distress
- Thalassemia Society of Mauritius
- Trevor Huddleston Association for the Disabled
- Voluntary Blood Donors Association
- Will Fly





03

Human Capital

Human capital is a key driver of sustainable value creation at Emtel, encompassing the skills, knowledge, and wellbeing of the people who work for us. In an environment of rapid change, our investment in people strengthens our capacity for innovation, enhances productivity, and increases our resilience in the face of commercial headwinds. We are committed to building employee engagement, nurturing leadership capabilities, fostering a learning culture, developing talents, promoting employee welfare and maintaining a competitive remuneration structure. These commitments form the pillars of our human capital strategy, which is fully aligned with our organisational objectives.

OUR PEOPLE –
the strategic human capital pillars that future-proof the organisation
PEOPLE... future-proofing to accelerate our transformation

**Employee Engagement**

- Right culture fit onboarding
- Better Employee Experience

**Nurturing our future leaders**

- Stimulate and reward high performers
- Encourage innovation

**Foster a learning culture**

- Coaching, Mentoring & Upskilling
- Organization efficiency and effectiveness

**Human capital program**

- Build a strong pipeline of talent
- Program for future ready skills

**Employee welfare**

- Continue wellness program/ mandatory leaves
- Fun engaging activities (Halloween, Music day celebration and CSR activities)

**Compensation & benefits**

- Good employee propositions
- Benchmark against industry

Goal 1:**Employee Engagement**

At Emtel, we believe engaged employees are more innovative and productive. They generate a positive workplace culture and help create value for all stakeholders. Employee engagement at Emtel includes open communication, professional development, and a commitment to wellbeing. By fostering an inclusive and supportive work environment, we enable our people to perform at their best and develop personally while supporting the company's strategic objectives.

We measure employee engagement annually via an employee engagement survey consisting of around 60 questions, covering 12 performance drivers. While response rates to employee engagement surveys vary across countries and industries, a response rate of 70%-90% is widely considered indicative of an engaged workforce. Our participation rate was above 95%. However, participation is only half the story. The engagement score, measured on a scale of 0-100, is a numerical representation of the overall degree of engagement, motivation and dedication of the staff. The score is calculated based on survey feedback capturing perceptions and attitudes towards the work environment at Emtel. It measures factors such as job satisfaction, confidence in leadership, recognition, development opportunities, resources, and pride in the employer. We achieved an employee engagement score of 75%. A score above 70% is considered to reflect a workforce that is motivated, satisfied and committed.

We encourage engagement via business and social events. Departmental breakfasts with the CEO and leadership team provide an opportunity for staff to hear a high-level strategic update first-hand and to raise issues or ask any questions they may have, via a team spokesperson if they prefer to remain anonymous. The atmosphere is informal and employees enjoy the contact with senior management. But it is not only about visibility. We analyse the discussions to identify concerns and then create action plans to address them. Engagement at Emtel is very much a two-way process.

Social events allow employees to mingle in a relaxed environment and get to know each other, fostering team cohesion and bolstering morale. This year we held a very special celebration to mark the 35th anniversary of Emtel. Everyone enjoyed a dinner followed by a concert and took home a gift pack as a memento of the day. The highlight of the event was a surprise announcement from our Chairman, Bashirali Currimjee, giving all staff a bonus payment to mark the anniversary.

Key Achievements

- Employee engagement score – 75%.
- Departmental breakfasts with CEO and the leadership team.
- Staff events – Spring festival, Women's Day, Independence Day, Music Day.
- 35th Anniversary celebration and bonus payment to all staff.

Goal 2:**Nurturing our Future Leaders**

Our strength lies in the capabilities and vision of our leaders. By investing in leadership development, we ensure our future leaders are equipped with the skills, mindset, and resilience needed to drive the business forward, in both calm and turbulent times. Through structured development programmes, targeted training and cross-functional opportunities, we encourage continuous learning and active career development. Our leadership initiatives emphasise collaboration, innovation and inclusivity, enabling emerging leaders to thrive while driving long-term organisational success. By nurturing talent at every level, we are building a robust leadership pipeline that secures our sustainable growth and aligns with our strategic goals.

This year we had the opportunity to nominate four managers to attend a Management development programme organised by the Currimjee Group and run by an external training institution. The course lasted six months and involved workshops, training sessions, group work, and assignments for completion outside of classroom hours. Participants worked on a major project, based on a real-life challenge within Emtel, and the programme concluded with a presentation and recommendations to senior management. The course required tremendous commitment from participants, who embraced the challenge with energetic enthusiasm. Feedback from participants and management alike was entirely positive.

At Group level we take part in an annual talent review session, where managers are evaluated and development plans created for further career advancement. This helps to ensure we have a talent pipeline and contributes to our succession planning as well, which we reviewed and refreshed this year. Emtel is committed to hiring from within wherever possible; therefore capacity building and the creation of a promotion trajectory are key elements of our organisational culture.

Key Achievements**Management Development Programme.**

- Annual talent review session for managers.
- Refreshed succession plan for leadership role.
- Priority to internal applicants for senior roles.



Sustainability report (Continued)

Human Capital (Continued)

Goal 3:

Foster a Learning Culture

A strong learning culture is the foundation of innovation, adaptability and long-term success. By encouraging our employees to continuously enhance their skills and knowledge, we have created an agile workforce that can respond rapidly and effectively to evolving industry demands. We foster a learning culture not only through formal training programmes, but by stimulating collaboration, curiosity and knowledge sharing at all levels of the organisation. Through workshops, coaching and cross-functional projects, we provide employees with opportunities to grow personally and professionally. We promote a culture of learning across the organisation, enabling us to remain competitive and forward-thinking in today's dynamic business environment.

One way we do this, in addition to technical and task-based training for all staff, is through our Employee Education Support Scheme. Anyone who wishes to pursue further education can apply for financial support from Emtel.

Certain criteria must be met, for example the course or qualification must align with their area of work. Emtel is committed to internal mobility, and the opportunity to advance their studies opens up new avenues to employees. For example, customer service staff in our showrooms have studied business and marketing and progressed into related roles as a result of their self-motivated upskilling.

Key Achievements

- Investments in leadership, soft skills, products, safety and technical training for employees across all levels and functions.
- Employee Education Support Scheme to encourage employees to continue formal qualifications.
- Internal trainers' programmes for subject matter experts within the company to provide onward training.

Goal 4:

Human Capital Programme

Our Human Capital Programme is designed to attract, develop and retain top talent while aligning employee growth with organisational goals. By focusing on strategic workforce planning and skills development, the programme ensures our people are equipped with the requisite practical skills and intellectual resources to meet current and future business needs. The Human Capital Programme plays a vital role in driving sustainable performance and creating long-term value for our employees and stakeholders.

In addition to our formal performance management system, which includes a biannual performance evaluation, we give spot awards to employees in recognition of exceptional performance, such as going the extra mile for a customer or helping a colleague above and beyond expectations. These awards are based on nomination, are informal and carry a modest financial prize. The accolade is far more important than the rupee value of the award and these spot awards are highly esteemed.

We ensure our future by participating in job fairs, enabling us to recruit candidates for specific vacancies and to promote Emtel as a strong employer brand. We work with universities to place graduates on the Trainee Engineer Scheme, a government initiative, or our Graduate Scheme. Students often spend holiday time with us in work placements. We encourage them to return on graduation and join our training schemes.

Key Achievements

- Formal performance management process to evaluate performance twice yearly.
- Spot awards to employees to recognise exceptional performance.
- Participation in job fairs.
- Partnership with universities to hire graduates for Trainee Engineer Scheme or Graduate Scheme.

Goal 5:

Employee Welfare

Emtel reflects the Currimjee Group's commitment to putting employee welfare at the heart of our business. We support the physical, mental and emotional wellbeing of our employees through comprehensive programmes and policies designed to promote their overall quality of life, contributing to a thriving and resilient workforce. Initiatives include health and wellness education and screening, access to mental health resources and flexible work arrangements. We cultivate a positive work environment by ensuring workplace safety, promoting inclusivity, and encouraging work-life balance. Our investment in employee welfare contributes to an organisational culture where individuals feel valued, empowered and committed to our collective success.

Goal 6:

Compensation and Benefits

Emtel offers a competitive and equitable compensation and benefits framework that attracts, motivates and retains top talent. Our approach is designed to reward performance, promote fairness, and align employee contributions with the company's strategic goals. In addition to competitive salaries, we provide a comprehensive benefits package that includes health and wellness programmes, retirement plans, performance-based incentives and opportunities for career advancement. We continually review and adjust our packages to ensure they remain relevant, inclusive and supportive of our employees' diverse needs. Our philosophy of holistic rewards nurtures a sense of recognition and shared success.

2024 was a milestone year for Emtel and our employees. Not only did everyone receive a 35th anniversary bonus payment, all employees with the company on the date of our listing on the Stock Exchange became shareholders overnight. Each employee, regardless of tenure or grade, received 908 shares.

Our success is entirely down to our people and the gift of shares was our way of acknowledging their contribution. Thank you to all our staff.

Key Achievements

- Emtel shares awarded to all employees following listing on the Stock Exchange.
- Salary alignment with best market practices following benchmarking exercise in 2023.
- Upgrade of medical insurance plan.
- Special allowance payment to all staff (14th month bonus) – over and above the government prescribed allowance, all non-eligible employees received a special one-off payment of Rs 50,000 in December 2024.

Key Achievements

- Formalised flexible working arrangements and work-from-home policies.
- Alignment with CJ Group wellness programme.
- Weekly Zumba and yoga sessions.
- Health week with interventions by doctors and health specialists to sensitise staff on key health issues.
- Safety and Health Committee meetings every two months to address related issues.
- In-house gym facilities.

“ 2024 was a milestone year for Emtel and our employees.

By fostering an inclusive and supportive work environment, we enable our people to perform at their best and develop personally while supporting the company's strategic objectives. ”

EMTEL
Feel Free

Sustainability report (Continued)



Emtel Head Office, Ebene

