

SUSTAINABILITY REPORT

EXTRACT FROM INTEGRATED REPORT 2023

Shaping a Smarter Tomorrow



Employee with 10+ years of service

36%

Invested in Projects

Rs **11.3**Mn

Supported

44

NGOs/NPOs

Female Workforce

48%

Engagement Score

73%

Customer e-bills

92.3%

e-waste Collected


88.7Tons

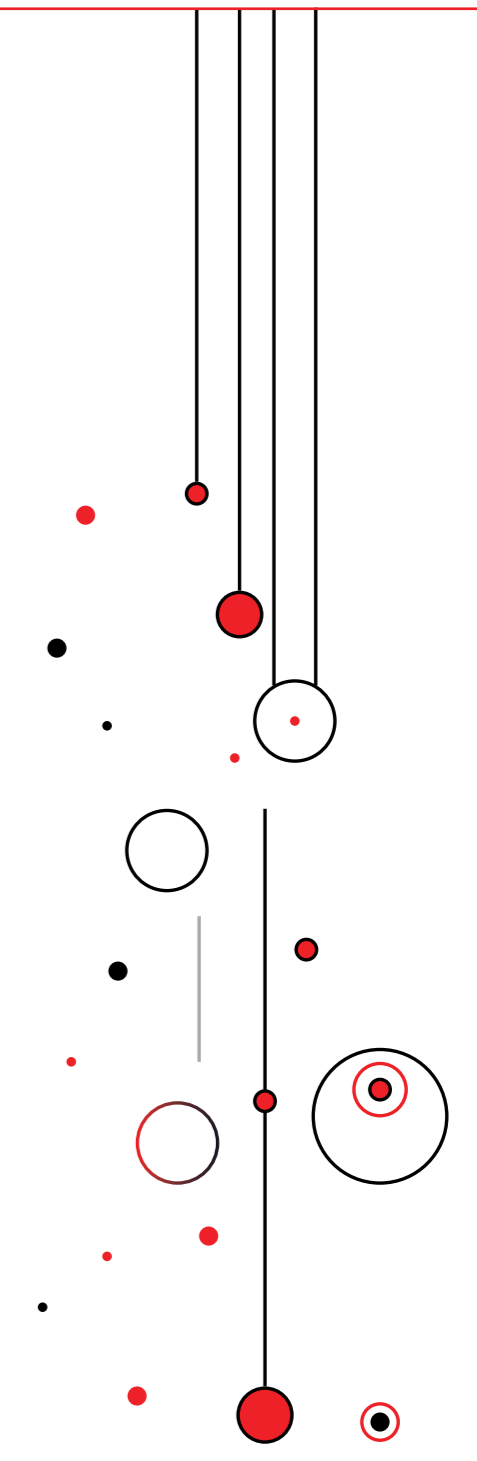


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 Eitel Head Office - Ebene



SUSTAINABILITY REPORT

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Sustainability report

Emtel, We Care

At Emtel, the notion of sustainability means meeting our needs without compromising the ability of future generations to meet their own needs. Our philosophy **"We Care"** encapsulates our commitment towards a cleaner, more inclusive and equitable society by integrating environmental and social considerations in our business operations, decisions, partnerships and everyday behaviours.

The Company has adopted a new Sustainability Charter in 2023 whereby the concept of sustainability and stewardship for future generation has become an integral part of our business strategy and operations, and we are constantly striving to ensure its adoption in our organization.

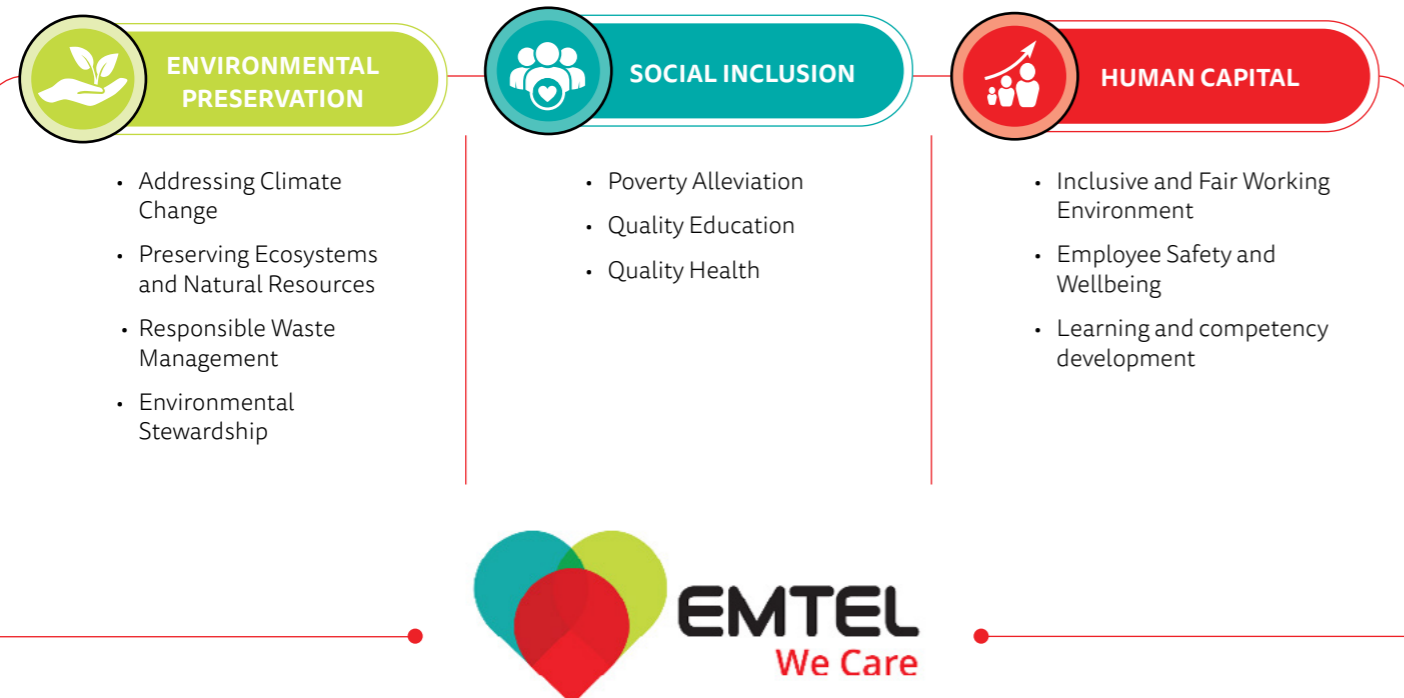
Our Sustainability Commitment

Our sustainability charter outlines our key engagements and summarizes the operating principles for how we will conduct our business:

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. Recognize the global sustainability challenges and diligently honor our responsibility to contribute to the solutions.
4. Engage and support our customers', employees', partners', the community's and our stakeholders' sustainability initiatives, and
5. Continually monitor, improve and report our sustainability performance openly and voluntarily.

Our Sustainability Pillars

Our sustainability framework is built around three pillars which are further translated into actionable strategic drivers:



Through these engagements, we aim to comply with and perform better than required under the applicable statutory requirements. The UN SDGS (United Nations Sustainable Development Goals) are our blueprint in defining our sustainability strategy and we are committed to contribute towards their achievement.

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

ENVIRONMENTAL PRESERVATION

1

Goal 1: Addressing Climate Change

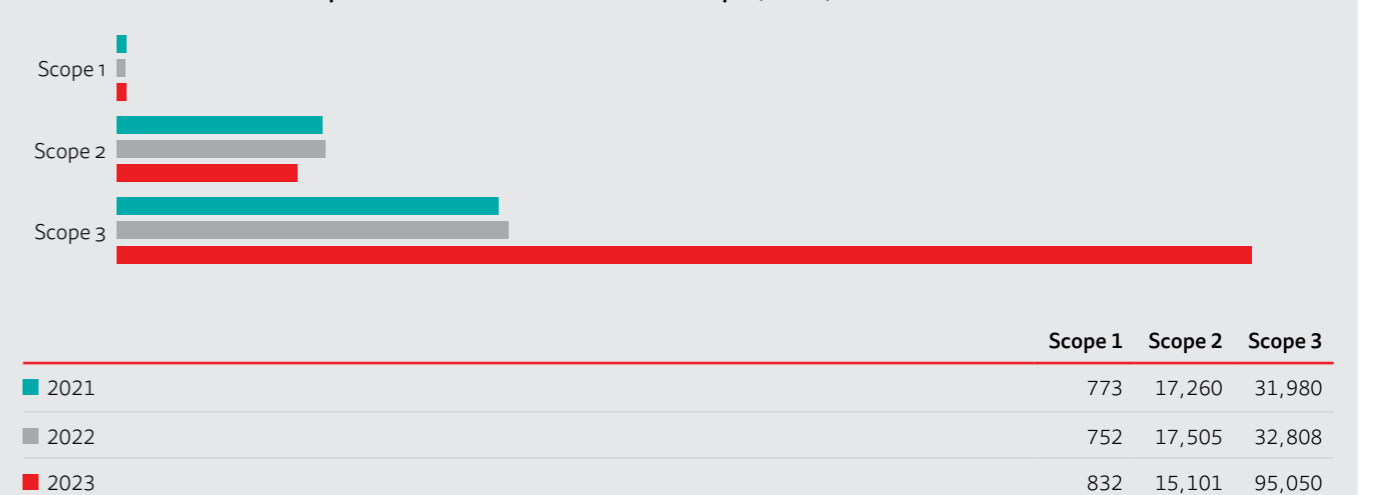
Recognising our contribution to the global phenomenon of climate change and proactively take effective actions to minimize and offset our greenhouse gas emissions.

Emtel assessed its carbon footprint to gain a better understanding of our direct and indirect contributions to climate change and identified the most carbon-intensive operations. The Green House Gas ("GHG") protocol was used to measure our carbon emissions. The assessments covered our carbon footprint, and based on these baseline emissions, a short-term and long-term decarbonisation strategy has been developed to reduce our carbon emissions in alignment with international standards.

Results of carbon footprint assessment - Emtel	2021 / (tCO ₂ e)	2022 / (tCO ₂ e)	2023 / (tCO ₂ e)
Scope 1 (direct emissions)	529	568	716
Scope 2 (indirect emissions)	17,004	17,368	14,996
Scope 3 (indirect emissions)	27,253	28,346	91,908
Overall Carbon Footprint (Scopes 1,2 & 3)	44,785	46,281	107,621

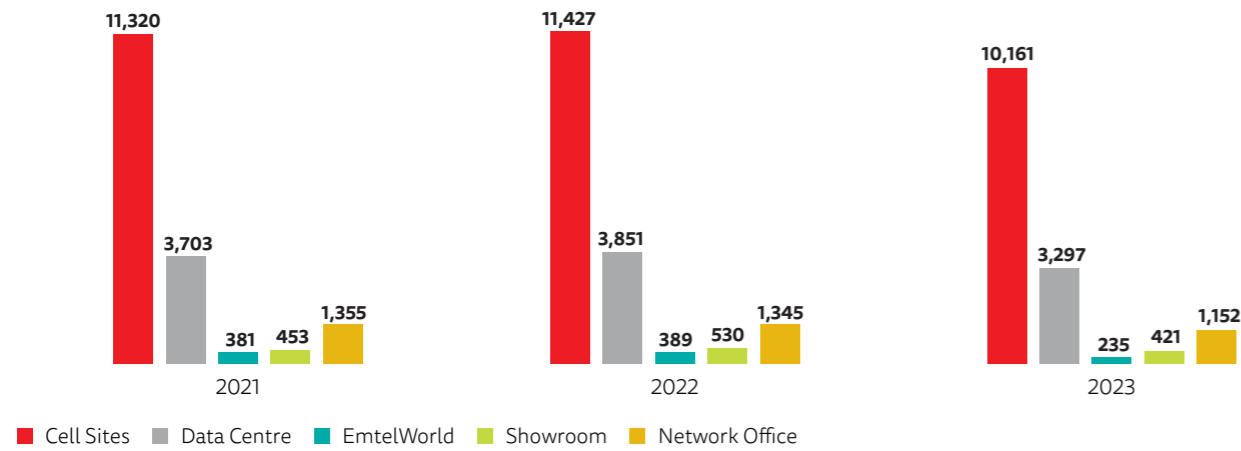
Results of carbon footprint assessment - MC Vision	2021 / (tCO ₂ e)	2022 / (tCO ₂ e)	2023 / (tCO ₂ e)
Scope 1 (direct emissions)	244	184	116
Scope 2 (indirect emissions)	256	137	105
Scope 3 (indirect emissions)	4,727	4,462	3,142
Overall Carbon Footprint (Scopes 1,2 & 3)	5,227	4,782	3,364

Results of Carbon Footprint Assessment (Emtel Group) (tCO₂e)



Sustainability report (Continued)

Carbon Footprint by Operational Sites (tCO₂e)



Note: This corresponds only to selected scope 1 (Fugitive emissions) and scope 2 emissions (Purchased electricity)

We have already initiated several actions to reduce our carbon emissions under each scope as per below and continuously re-evaluating the effectiveness of:

Scope 1 – Direct Emissions

- Review and improve the company policy for staff allowance to vehicles.
- Consider shifting to eco-friendlier vehicles and improve the fleet management.
- Promote outdoor cell sites not requiring AC systems.

Scope 2 – Indirect Emissions

- Conduct energy efficiency audits and implement renewable energy for cell sites.
- Increase the use of clean energy sources in our office premises.
- Use of dynamic solutions to reduce energy consumption on our networks.

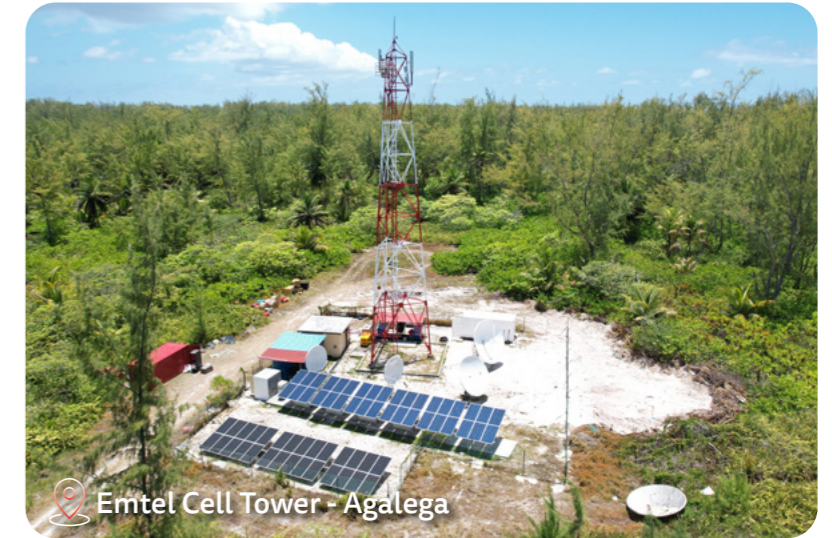
Scope 3 – Indirect Emissions

- Review the design of our products in order to follow environmentally friendly criteria.
- Work with key suppliers in supply chain to reduce carbon footprint of products and services.
- Partner with owner and tenant to adopt renewable energy for cell sites.

Energy Efficiency Initiatives

In order to improve our energy efficiency and increase the use of clean energy sources, several measures have been implemented including the installation of a solar photovoltaic solution at our main Head Office, thereby reducing our reliance on fossil fuels and decreasing our GHGs emissions. The production of renewable energy generated from the implementation of the solar photovoltaic solution for 2023 was of 180 MWh, which is equivalent to reducing 70 tons of CO₂ emissions or 2,102 trees planted.

We also have two (2) base stations in Agalega being powered by a Solar Photovoltaic solution with a total capacity of 22kWp. In 2023, the amount of clean energy generated was of 23.3 MWh.



Emtel Cell Tower - Agalega

LE DECODEUR 4K - ULTRA HD

We have also taken a significant step towards eco-friendly entertainment technology by being more energy efficient with the launch of our new 4K-UHD Canal+ TV decoder. This device is innovative and consumes 65% less energy compared to previous models. We are also committed to reduce by at least 30% the carbon footprint for video streaming.



Our Adaptive Capacity

Emtel also acknowledges that climate-related risks and opportunities can significantly affect our businesses. We regularly conduct impact assessment exercises to evaluate weather events and climate changes, and its effect on how it might impact our business operations and our interested parties. The Company has an established Disaster Recovery Committee to conduct the impact assessment and take the necessary measures to improve the adaptive capacity of our businesses against the impacts of climate change.



Emtel Head Office - Ebene

Sustainability report (Continued)

Goal 2: Preserving Ecosystems and Natural Resources

Minimizing the impacts of our activities on our ecosystems and reducing our pressure on natural resources.

Emtel invested in several ecosystem restoration programmes and reduced the use of non-renewable natural resources such as energy, water, fuel and paper. We carried out several conservation initiatives in partnership with local NGOs to regenerate our land and marine ecosystems, fauna, flora and other natural resources. Emtel collaborates with the Mauritian Wildlife Foundation at the Grande Montagne Nature Reserve for the conservation and preservation of endemic plants on Rodrigues Island.

In addition, Emtel has collaborated with the Currimjee Foundation and other stakeholders for their revegetation and reforestation projects.



Name of Project	Details	Objectives for 2024
Revegetation of La Citadelle	Emtel has collaborated with the Currimjee Foundation and the NGO Friends of the Environment for the revegetation of La Citadelle. In 2023, 1,205 plants of 31 species were planted adding to a total of 10,054 endemic plants planted on 1.5Ha since the project started. The purpose behind this project is to recreate a native dry forest and preserve our native biodiversity, which also helps to mitigate the effects of climate change and tackle the challenge of forest fires in the Port Louis region.	Actively participate in the revegetation of La Citadelle to mitigate the effects of climate change.
Reforestation at Ebony Forest Reserve	This reforestation project is in collaboration with the Ebony Forest Reserve team. In 2023, we continued to support the maintenance of the 700 endemic plants planted on the dedicated plot of land of the Currimjee Foundation at the Ebony Forest Reserve to help restore the native endemic forest by the removal of invasive/exotic species.	Pursue our active participation for the reforestation of the Ebony Forest Reserve to help restore our native biodiversity.
Preservation and Conservation at Grande Montagne Nature Reserve	Emtel has continued its collaboration with the Mauritian Wildlife Foundation at the Grande Montagne Nature Reserve for the conservation and preservation of endemic plants on Rodrigues Island. The aim of this project is to restore the flora and fauna of the natural reserve, and prevent the widespread degradation. The restoration activities also help with community involvement and enhancing ecotourism opportunities in Rodrigues. As at 2023, 31 different endemic species have been planted making a total of 900 plants. A total of 23,151 plants have been planted in the whole of the Grande Montagne Nature Reserve.	Encourage the Mauritian Wildlife Foundation in restoring Rodrigues Island's biodiversity through the ongoing conservation and preservation efforts.
Restoration of Marine Ecosystem with Shoals	Since 2022, Emtel has invested in four (4) frames for the active restoration, management and preservation of Rodrigues island's coral reefs in collaboration with Shoals Rodrigues and their partner, Bluer Ocean Project.	Pursue our collaboration with NGOs for ongoing coral resettlement and coral farming projects across the Republic of Mauritius.

Rewilding of the Plaine Sophie Nature Reserve

In 2023, we have started a new collaboration with the Rotary Club of Quatres Bornes in the rewilding of the Plaine Sophie Nature Reserve. This activity consisted of an educational session for the staff to understand the importance of rewilding for the betterment of the ecosystems and its biodiversity, and how it helps with the preservation of the local flora and fauna in their natural habitat. Our staff marked their commitment by planting sixty (60) endemic species.

Ensuring the judicious use of non-renewable natural resources

Name of Project	Details	Objectives for 2024
Water Consumption	Our offices are equipped with rainwater harvesting systems, used for non-potable purposes. Other efforts to reduce our water consumption include awareness messages near water sources, the use of tap aerators and sensors, and regular maintenance of our infrastructure to minimize the risk of water leakage. The volume of water collected through our Rainwater Harvesting system for 2023 was 142 m ³ .	Increase our rainwater harvesting capacity across existing operational sites.
Paper Usage	We embarked on a company-wide digitalisation journey in 2016, which led to a significant decrease in paper consumption. 100% paper purchased are from sustainably managed forests and are PEFC-, ISO- and FSSC-certified sources. Since 2020, we have accelerated the deployment of our digitisation initiatives, with 92.3% of our prepaid customers adopting our e-bill system over traditional printed bills.	Pursue our digitalization strategy to achieve our goal of having a "Paperless Office" by 2030.
Plastic Usage	A new 4K-UHD CANAL+ decoder made from 97% recycled plastic and which consumes 65% less energy. It has zero plastic packaging and the size of the user manual has been reduced to 40% to decrease paper consumption.	Reduce by at least 30% the carbon footprint for video streaming.

Advocating for Responsible Agricultural Practices

A training session on the "Basics to Organic Home Gardening" was conducted for 20 staff. The aim of the training was to involve employees in a bio-organic gardening training and to promote safe and responsible farming practices.

- We created eco-consciousness by involving our employees in the company's environmental initiatives.
- We preserved our ecosystem and decrease our carbon footprint by planting in our office garden.
- We promoted safe and responsible farming practices amongst our workforce.

Each participant also received a starter kit to start their bio-organic home gardening journey.



Sustainability report (Continued)

Goal 3: Responsible Waste Management

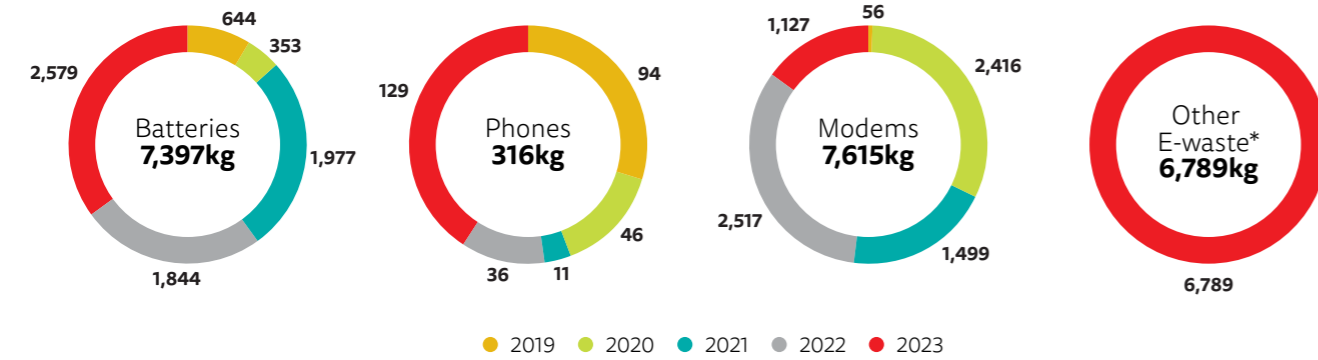
Promoting a circular economy model in the local context.

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

In 2023, we conducted eight (8) e-waste recycling roadshows across Mauritius to create awareness about the importance of disposing e-waste responsibly while increasing proximity towards the public to dispose of their e-waste. Emtel has collected and sent for recycling over 10 tons of e-waste, adding up to 22 tons of e-waste since the initiative was launched in 2019. With every little step, we are contributing towards reducing the amount of e-waste that ends up in landfills.

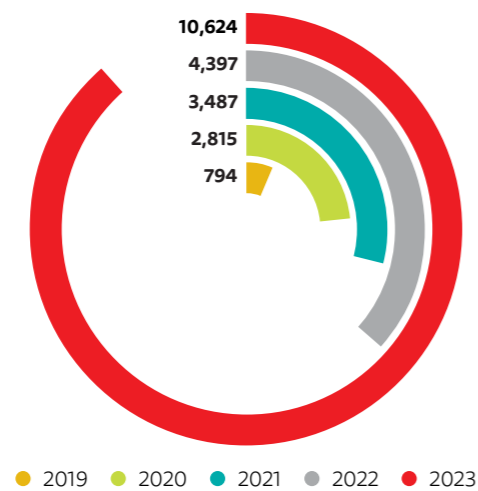


E-waste sent for Recycling through the E-waste National Project (kg)



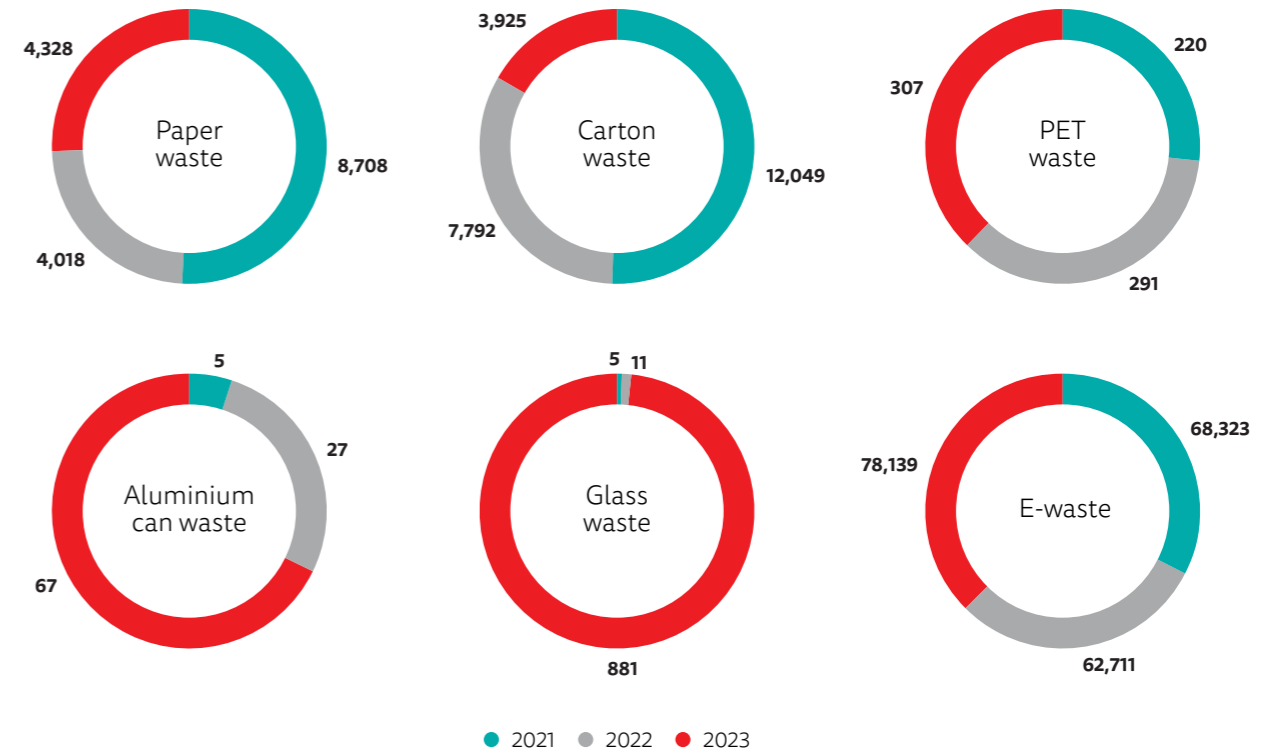
*Other e-waste includes laptops, monitors, scanners, keyboards and printers.

E-waste sent for Recycling since 2019 (kg)



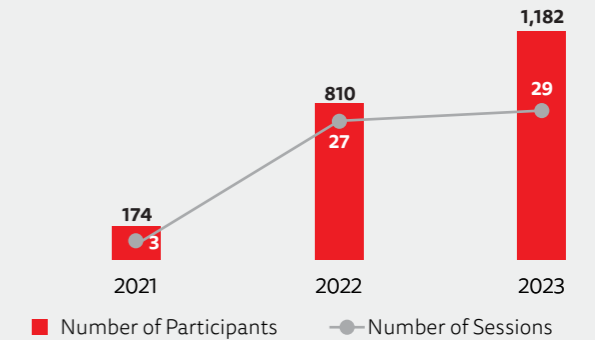
Waste Recycling within Operations (kg)

Emtel as a responsible service provider has embraced responsible waste management practices within our operations. Additionally, we empower our staff to be eco-warriors and to recycle at work. The life span of decoders is also extended through reparation and re-use in our internal workshop. All obsolete decoders which cannot be reused are responsibly collected and sent for recycling through registered recyclers.



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 2024:

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

Goal 4: Environmental Stewardship

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

Emtel has historically engaged its employees, customers and the community at large in its environmental initiatives. We organise regular activities to encourage our employees to contribute towards the preservation of the environment, with a successful participation rate of 53% in 2023 across the Republic of Mauritius. We also invite stakeholders to participate in our activities, as well as conduct awareness sessions on the importance of environmental preservation.

Through our collaboration with the NGOs Mission Verte and Shoals Rodrigues, we organised our annual clean-up campaigns in Mauritius and Rodrigues on the occasion of the World Clean-Up Day 2023. This allowed us to amplify our impact and engage local communities, including 60 ClubMer students, who joined the Rodrigues clean-up activity and learned about the importance of protecting and preserving the islands.



Emtel Eco-Warriors Challenge

Employee participation: **42**

Emtel organised the Emtel Eco-Warriors Challenge on the occasion of Earth Day 2023, which consisted of three (3) main challenges, with the aim to engage and encourage our workforce to address the company's environmental strategic drivers and foster personal eco-responsibility.

The challenges were:

- Organic Garden Challenge where the participating staff were trained to practice safe organic gardening and learn how to offset their personal carbon emissions. They were required to apply the knowledge received and upcycle waste for agricultural purposes.
- Recycling Champion Challenge where the staff attended responsible waste management awareness sessions and build eco-consciousness in their respective community.
- Sustainability Challenge where the staff worked on an innovative sustainability solution to be implemented within the Company.



World Clean-Up Day

Employee participation: **34**

All stakeholders who participated in the events: 60 Clubmer students, 4 Shoals staff, 18 Currimjee Group staff and 1 staff from Mission Verte.

On the occasion of World Clean-Up Day 2023, Emtel in collaboration with the NGOs Shoals Rodrigues and Mission Verte organised clean-up days in Rodrigues and Mauritius respectively.

The objectives behind the clean-up activities were to:

- Align with our sustainability commitment by engaging in the preservation and conservation of the island's natural resources and ecosystems.
- Create awareness about how one should dispose of their waste responsibly in order to keep the environment clean.

Results: 156kg of wastes were collected and around 37kg of wastes were sent for recycling.

The participants were actively involved during the beach clean-up, demonstrating their commitment to sustainability and their desire to make a difference in their community.



Friends of The Mauritian Wildlife

Employee participations: **84**

Emtel has partnered with the Mauritian Wildlife Foundation as a Gold Sponsor to launch the "Friends of Mauritian Wildlife" Club. Our main objective was to instill public interest in all aspects of wildlife and habitat conservation, to provide educational and participative support initiatives, and to cultivate eco-conscious citizens. Since the launch in March 2022, the Club conducted twenty (20) activities which offered members with engaging opportunities to contribute to conservation efforts. The Club members gained valuable knowledge through educational workshops and actively made a difference through hands-on activities like weeding, planting and clean-ups.



Objectives for 2024:

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

Community Engagement

On the occasion of Earth Day 2023, we offered our TV subscribers special shows around the theme of our Planet Earth aiming to promote eco-consciousness among our subscribers: Notre Planete (In)habitable; Un Paradis en Peril; Les Eclaireurs de l'Energie; Les Eclaireurs de l'Eau.

SOCIAL INCLUSION

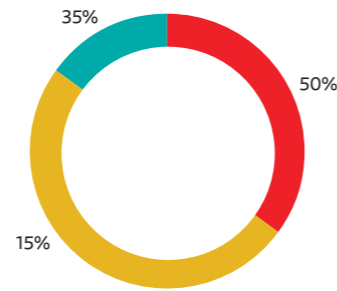
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As an active corporate citizen in the community, Emtel has a strong sense of duty to act for the benefit of society. The previous years, during the Covid-19 pandemic in particular, have demonstrated the vital role that Emtel plays in the lives of Mauritians, as a lifeline for people to work, study, connect and stay informed. We focus on those dimensions that align with our core values and that contribute to improve, uplift and empower the local communities.

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

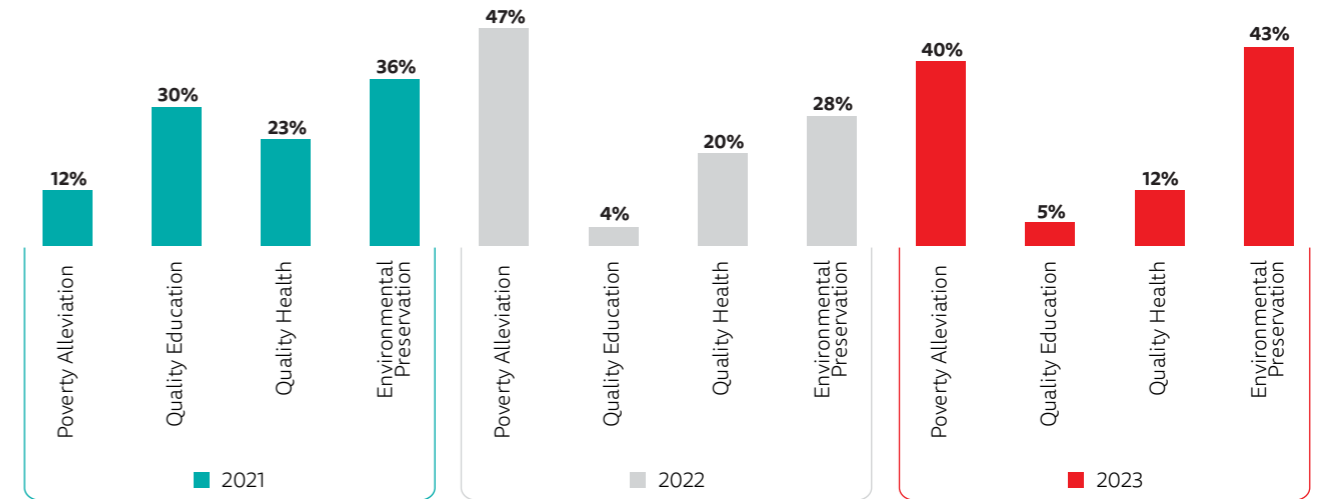
1. Value-In-Kind contributions in terms of call services and Internet connectivity services to local NGOs/NPOs.
2. Financial contributions towards projects implemented by Emtel and/or local NGOs/NPOs towards short and long terms project.
3. Philanthropic partnership towards community initiatives and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

How we deliver on our commitment



- Emtel Projects and Activities
- National Social Inclusion Foundation
- Currimjee Foundation

Emtel Projects



Total CSR contributions for Emtel Projects*

2021
Rs 4.1 Mn

2022
Rs 3.4 Mn

2023
Rs 4.0 Mn

The key highlights of our sustainability commitment for year 2023 include:

Rs 11.3 Mn

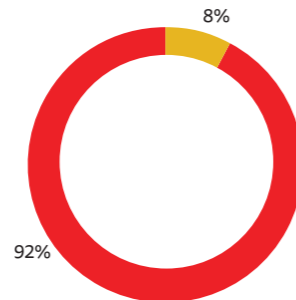
invested in projects, including **Rs 4.0 Mn** disbursed as Emtel Projects

Main areas of intervention

43%
Preserving Ecosystems & Natural Resources

40%
Poverty Alleviation

How we deliver our contributions



12%
Quality Health

- Financial contributions
- Value-In-Kind contributions

44 NGOs/NPOs

Supported through Value-In-Kind and Financial contributions.

Our top beneficiaries were Mission Verte, Light of Hope and The Mauritian Wildlife Foundation.

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



Sustainability report (Continued)

Goal 1: Poverty Alleviation

Supporting social and economic development programme for the society through trust and constructive relationship.

Emtel has invested in sustainable community empowerment programmes for vulnerable groups in the society and provided assistance to the immediate needs of local communities. These include continuous assistance to a number of local NGOs/NPOs in Mauritius, Rodrigues and Agalega islands.

Since 2017, Emtel has engaged in one key initiative "Enn Zafan Enn Sourir" which regroups children from different institutions who provides childcare and social services. Those children have challenging backgrounds or socio-economic disadvantages and are in need of support for their well-being and better future. In 2023, the initiative catered for 800 children from 23 shelters, orphanages and special educational needs institutions across Mauritius, Rodrigues and Agalega, providing them with school materials and celebrating end of year activities to bring them a smile.



Key Projects for Poverty Alleviation

Enn Zafan Enn Sourir

Project conducted across the Republic of Mauritius (Mauritius, Rodrigues and Agalega).

Number of Emtel staff participations: **17**

Locations of activities: Mauritius, Rodrigues and Agalega.

Number of Beneficiaries: **800**

Number of Institutions: **23**

Aim of Project:

Address poverty issues and alleviate social exclusion.

Emtel ensured that the children are prepared for their upcoming academic year by providing them school supplies and uniforms. There was also the distribution of festive gifts and activities to celebrate together.

Teledon: Donation for Turkey and Syria

Project conducted across Mauritius to help families affected by the earthquakes.

Aim of project:

Distributions of essentials amenities, medical needs and help with the construction of homes and infrastructures

Partners and NGOs/NPOs

- Association pour le Progres d'Agalega
- Light of Hope
- Rotary Club of Rodrigues
- Rotary Club of Tamarin Les Salines

- Ministry of Social Integration, Social Security and National Solidarity
- **blink** by Emtel

The Emtel team actively participated in the national relief efforts for the afflicted families. Our staff also demonstrated their commitment via the donation of groceries and essentials, which were remitted to the authorities.

Supporting Local Entrepreneurs:



Everbloom Limited

Vishesh Gangaram (Director)

"Honored to have enriched Emtel team through sustainable agricultural training, fostering not only professional growth but also a deeper connection to nature. The experience was a powerful catalyst for team bonding and showcased the company's commendable support for empowering their staff on sustainable practices as well as giving their support aspiring young eco-entrepreneurs. Gratitude for the visionary approach and the chance to contribute to such a transformative journey."



Basic to Organic Home Gardening training at EmtelWold by Everbloom Limited.



Dee Craft Enterprise Limited

Deepta Soodoye (Director)

"Our company was founded in the year 2019 with the main goal to make a difference in the world in our way we produce top-quality and eco-friendly products.

We have been making personalized jute bags for the NGO Voluntary Blood Donors Association (Rodrigues) in collaboration with Emtel for three years now.

The partnership between a manufacturing company and a Telco company has created synergies that drive innovation, efficiency, and growth in the manufacturing sector."



Projects for Poverty Alleviation

Number of Beneficiaries

Partners and NGOs/NPOs

Projects for Poverty Alleviation	Number of Beneficiaries	Partners and NGOs/NPOs
Donation of groceries and food packs	62	<ul style="list-style-type: none"> • Light of Hope • Lily Power • Planètes Enfants Vulnérables • Foyer Mgr Leen
Food donation at "Abri de Nuit, St Jean"	40	<ul style="list-style-type: none"> • Rotary Club of Quatre Bornes
Hot meal sponsorship at "Mo Pense Toi"	30	<ul style="list-style-type: none"> • Rotary Club of Quatre Bornes
Computer Donation at "Autisme Maurice"	20	<ul style="list-style-type: none"> • Rotary Club of Quatre Bornes
Christmas Celebration at "Robert Barth Preprimary School"	40	<ul style="list-style-type: none"> • Rotary Club of Quatre Bornes
Setting up of a library at "Beau Songe"	50	<ul style="list-style-type: none"> • Rotary Club of Quatre Bornes
DLD Teen Hope Project	125	<ul style="list-style-type: none"> • Rotary Club of Ebene
A fruit a day at "Vuillemin School"	475	<ul style="list-style-type: none"> • Rotary Club of Ebene



Sustainability report (Continued)

Goal 2: Quality Education

Providing access to education to vulnerable groups to ensure their sustainable development.

Emtel has aided educational support schemes for children from vulnerable communities, including literacy programmes and outreach to students. As a responsible service provider, Emtel recognizes the power of connectivity and digital inclusion to strengthen our communities' educational systems. In this regard, the Company has provided Internet connectivity services to support various NGOs/NPOs.

In 2023, we have provided internet connectivity to 25 NGOs/ NPOs across Mauritius and Rodrigues, which accounted for 8% of our contributions. Upon request Emtel, has provided internet services to NGOs. This will allow them to have a faster and more reliable connection for office work and schooling.

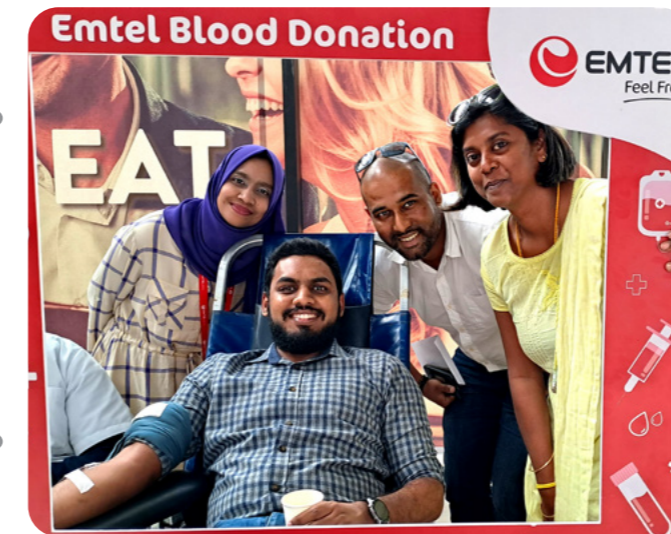
Projects for Quality Education	Number of Beneficiaries	Partners and NGOs/NPOs
Donation of Pedagogical Equipment	86	<ul style="list-style-type: none"> Association Jeunes Inadaptés de Curepipe
<p><i>A.J.I.C is an NGO who provides educational program to children with special needs. Our contribution has enabled the implementation of various extracurricular activities and the adoption of adapted pedagogical programs for the children. This ensures that the children have access to a well-rounded education that is tailored to their specific needs.</i></p>		
Renovations of Study Room	17	<ul style="list-style-type: none"> Foyer Mgr Leen Société des Filles de Marien de Saint-Denis
<p><i>Emtel has revamped the study room of the Shelter, so as to offer a better dedicated space for the children to focus on their academic works.</i></p>		
Supporting ZEP schools	95	<ul style="list-style-type: none"> Planètes Enfants Vulnérables
<p><i>The NGO Planètes Enfants Vulnérables provides support to children with poor socio-economic and complicated family background. Together with them, we coordinated a special day for the students of the R. C. Nuckchady Government School in Rose-Hill.</i></p>		
Supporting Mauritius School on Internet Governance (SIG) 2023	35	<ul style="list-style-type: none"> Halley Movement
<p><i>The Mauritius SIG 2023 gives a platform to deepen the understanding of Internet governance and equip participants with the knowledge and skills they need to engage in informed discussions.</i></p>		



Goal 3: Quality Health

Ensuring healthy lives and promoting well-being for all ages.

Emtel has collaborated with local NGOs/NPOs to address health issues of vulnerable communities, to raise awareness on identified health issues and to support community programmes. We have provided ongoing support towards blood donation campaigns in Mauritius and Rodrigues through the NGOs Thalassemia Society of Mauritius and Voluntary Blood Donors Association (Rodrigues).



In 2023, a total of 518 pints of blood were collected to help support the National Blood Transfusion Service for the patients suffering from thalassemia and the local population of Rodrigues.

Emtel Mega Blood Donation	Partners and NGOs/NPOs
<p>Project conducted across Mauritius and Rodrigues.</p> <p>Three blood drives were conducted in Mauritius:</p> <ul style="list-style-type: none"> On the occasion of International Thalassemia Day (May) – Ebene Cybercity Tribeca Mall (October) - Trianon MC Vision (August) - Curepipe <p>Staff participation: 128</p> <p>Number of pints of blood collected: 385</p>	<ul style="list-style-type: none"> Thalassemia Society of Mauritius National Blood Transfusion Service FAREI Mauritius Blood Donors Association

Aims of Project:

- Creating awareness around thalassemia and the importance of regular blood transfusions for the patients suffering with Thalassemia.
- Supporting the Blood bank of Mauritius and The Thalassemia Society of Mauritius

Two blood drives were conducted in Rodrigues

- On the occasion of World Blood Donor Day (June) - Terre Rouge
- Annual Mega blood drive (December) - Port Mathurin

Number of Pints of blood collected: **133**

- Voluntary Blood Donors Association (Rodrigues)
- Queen Elizabeth Hospital (Rodrigues)
- Rodrigues Regional Assembly

Aims of Project:

- Raising awareness around the importance of donating blood and its health benefits.
- Supporting the Rodrigues Community

Sustainability report (Continued)

Support to athletes with disabilities

Emtel has supported three (3) national para-athletes through the NGO Curepipe Handisports Association and the Currimjee Foundation, by covering their expenses in regards to equipment, training and other special needs in their professional journey.

BRANDY PERRINE



Achievements:

- **Main Competing Sports:** WheelChair Racer 100m T54, 400m T54, 800m T54
- **Country of Origin:** Mauritius
- **Personal Best:** Kobe 2024 World Para Athletics Championships 100m - 4th Place, 400m - 8th Place

EDDY CAPDOR



Achievements:

- **Main Competing Sports:** Long Jump T20
- **Country of Origin:** Rodrigues
- **Personal Best:** Kobe 2024 World Para Athletics Championships - 7th place

BRIGILA CLAIR



Achievements:

- **Main Competing Sports:** Women's Shot Put F20
- **Country of Origin:** Rodrigues
- **Personal Best:** Kobe 2024 World Para Athletics Championships - 11th place

Projects for Quality Health	Number of Beneficiaries	Partners and NGOs/NPOs
Squint Project <i>By contributing towards the Squint project of Rotary Club of Bagatelle, we have helped the surgery of five children suffering from strabismus.</i>	5	• Rotary Club of Bagatelle
Fight Cancer with Hope <i>Awareness Campaign and free screening were organised by the Rotary Club of Montebello with the support of Emtel to aid patients suffering from colorectal cancer at an early stage in Mauritius.</i>	138	• Rotary Club of Montebello
Donation of sewing equipment <i>Emtel provided industrial sewing machines to the Merline Augustin "Breast Cancer Care Centre" in Rodrigues. This helps empower patients by teaching them embroidery and sewing skills, while also fostering a supportive community through creating sewing projects together.</i>	14	• Breast Cancer Care (Rodrigues Branch)

UN SDGs:



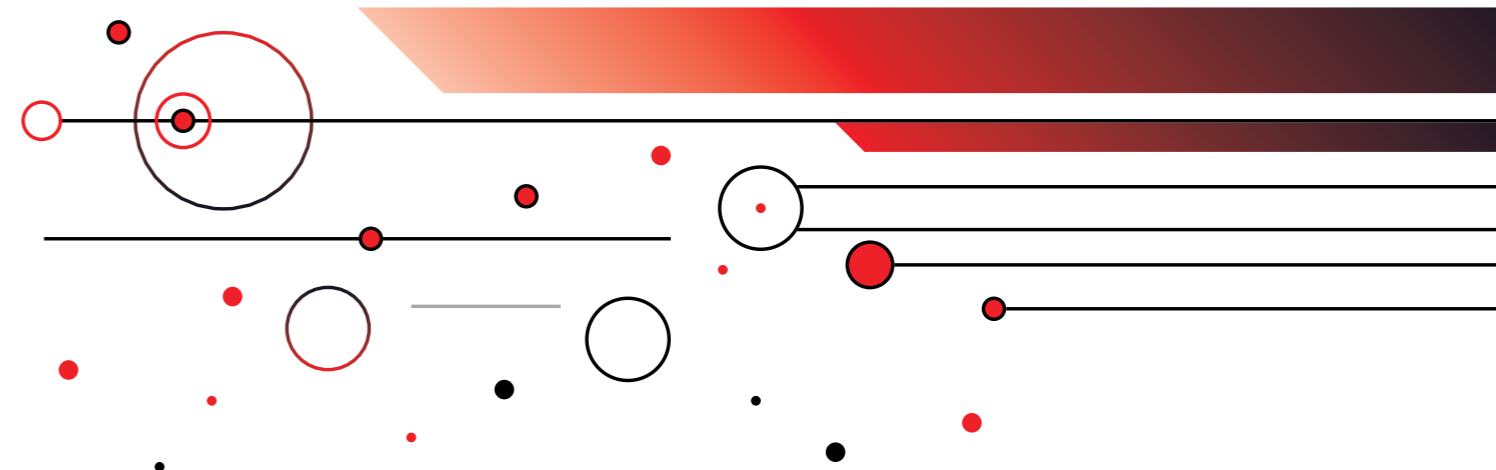
Our partners: NGOs/NPOs/Institutions

Environmental Preservation:

- Association pour le developement durable
- Ebony Forest Reserve
- Forena
- Friends of Environment
- Mauritian Wildlife Foundation
- Ministry of Environment, Solid Waste Management and Climate Change
- Mission Verte
- Natir
- Shoals Rodrigues

Social Inclusion:

- Action for Integral Human Development
- All Life Matters Animal Sanctuary
- Angel Special School and Welfare Association
- Association Jeunes Inadaptés de Curepipe
- Association Kontribution Positif Amenn Vision
- Blood Donors Association
- Breast Cancer Care
- Curepipe Handisport Association
- Development Practitioners in Network
- Dibout Ansam
- 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
- Music Mauritius Foundation
- Physically Handicapped Welfare Association
- Planète Enfants Vulnérables
- Rodrigues Council of Social Services
- Rodrigues Regional Assembly
- Rotary Club of Bagatelle
- Rotary Club of Curepipe
- Rotary Club of Rodrigues
- Rotary Club of Ebene
- Rotary Club of Montebello
- Rotary Club of Quatre Bornes
- The Shelter for Women and Children in Distress
- Thalassemia Society of Mauritius
- Valley Stars Sports Club
- Voluntary Blood Donors Association
- Will Fly



HUMAN CAPITAL

3

As an organisation, we view our employees as integral architects of our success. Each person contributes uniquely to our dynamic culture, embodying the essence of Emtel. Their growth, well-being, and continuous learning are key to our identity. Recognising them as our greatest assets, we are committed to creating an environment where everyone can thrive and drive Emtel towards sustained excellence.



Emtel Showroom - Bagatelle

Goal 1 – Promoting an inclusive and fair working environment

Culture of Inclusivity

At Emtel, leadership plays a critical role in driving the culture of inclusivity wherein the leadership team and managers lead by example, advocate for inclusive practices, and hold themselves and others accountable for creating a fair workplace. This is also reflected in the Company's Diversity & Inclusion Policy which recognizes the importance of workplace diversity and inclusion and which reinforces the core values and current practices of building an inclusive and diverse environment.

Moreover, Emtel promotes diversity in recruitment, performance evaluation and promotion by having in place inclusive recruitment practices, clear criteria promotion based on merit and skills rather than biases, diverse representation in hiring panels and decision-making processes to mitigate unconscious biases and a formal performance management process.

The Company strongly encourages open dialogue and ensure that all voices are heard and respected through the creation of various channels for employees to provide feedback and raise concerns about diversity and inclusion issues, likes holding quarterly town halls, one-to-one performance appraisal discussions and Whistle Blowing Policy, amongst others.

Promoting a Fair Working Environment

Creating an inclusive and fair work environment is essential for fostering employee satisfaction, engagement, and productivity. Inclusive workplaces value diversity and ensure that all employees feel respected, supported, and able to contribute their unique perspectives. Such practices have always been present at Emtel in various ways.

Employee Engagement

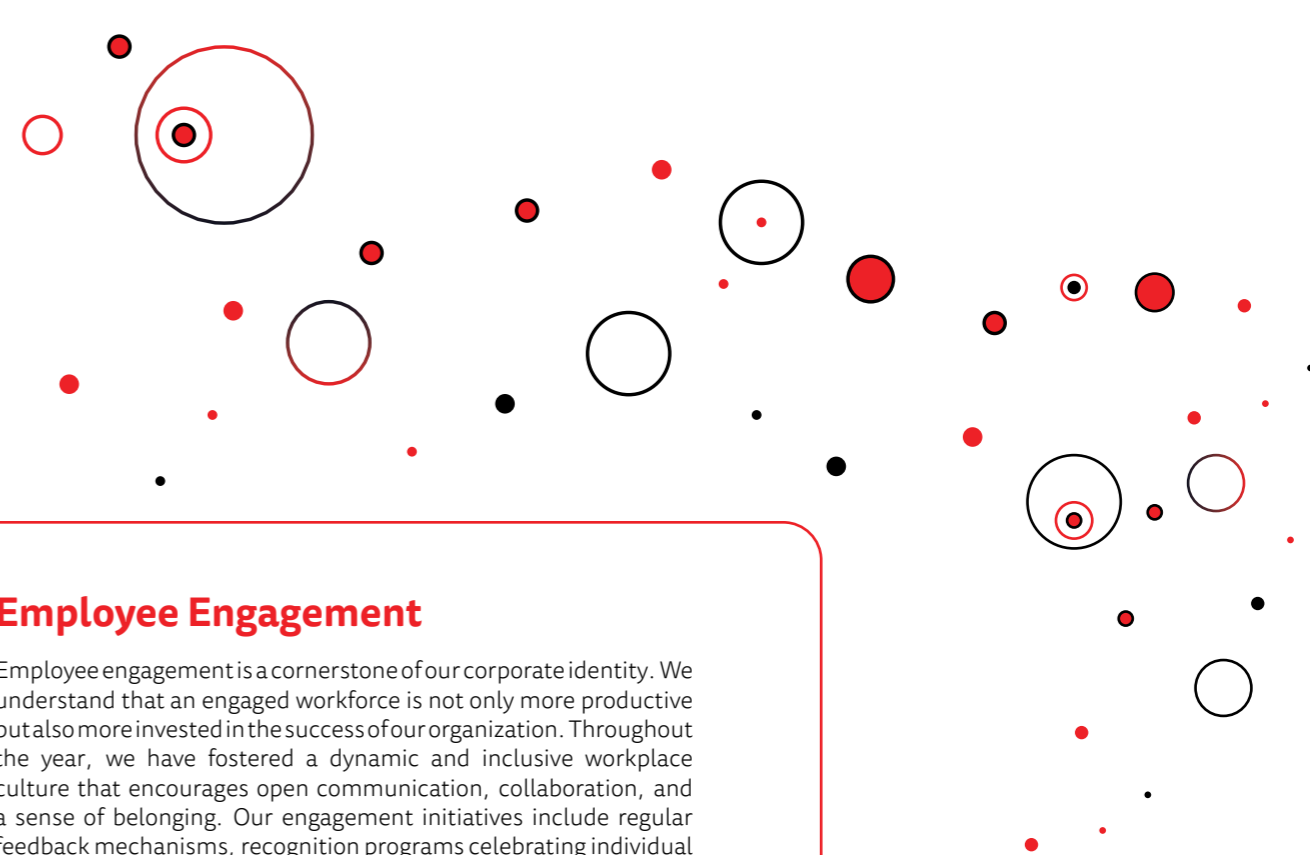
Employee engagement is a cornerstone of our corporate identity. We understand that an engaged workforce is not only more productive but also more invested in the success of our organization. Throughout the year, we have fostered a dynamic and inclusive workplace culture that encourages open communication, collaboration, and a sense of belonging. Our engagement initiatives include regular feedback mechanisms, recognition programs celebrating individual and team accomplishments, and opportunities for professional and personal development. We believe that an engaged workforce is a key driver of innovation and as we look to the future, we remain committed to sustaining and elevating our employee engagement initiatives, ensuring that our team feels valued, motivated, and connected to the shared goals of our organization.

During the past few years, Emtel has been successful in maintaining an Employee Engagement Score of over 70%, ensuring that the staff turnover rate is less than 15% and reducing the gap of Male vs Female ratio across the departments in the Company.

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Key initiatives in 2023

- Employee Engagement Survey
- Salary benchmarking exercise
- Events like Music Day concert and Futsal Tournament for staff through the Emtel Welfare Club



Goal 2 – Employee Safety and Wellbeing

Health and Safety

Emtel recognizes that Health and Safety is of fundamental importance to its workforce and due recognition is given to related matters. Emphasis is laid on encouraging and inculcating a positive and robust safety culture with a view to ensure a safe and healthy working environment for all employees, customers, contractors and visitors. The Company complies with the Occupational Safety and Health Act 2005 and its subsidiary regulations.

Several initiatives are undertaken to promote health and wellbeing. With the support and assistance of the part time Safety and Health Officer, Emtel provides its employees with information, instruction, training and supervision to enable them to carry out their duties in a safe and efficient manner. Preventive and corrective measures are taken and reviewed to ensure that there is no risk to safety and health of the Company's employees. For instance, a Safety and Health Committee is held every two months, wherein risk assessment exercises undertaken and action plans are discussed and regular follow ups done to ensure that issues raised are addressed.

Furthermore, safety at the workplace and compliance to safety regulations and standards form an integral part of the induction programme for all new recruits. General awareness sessions and training related to safety like Working at Height are also regularly organised for all concreded employees to acquire the relevant competencies in relation to health and safety at work and, consequently be able to eliminate unsafe practices to prevent incidents. Fire drills are also conducted to assess the effectiveness of the evacuation procedures and reduce the risks of emergencies in a real life situation. Professional training is provided to technicians and field staff who work at heights, with practical sessions and allocation of required resources towards the provision of personal protective equipment to protect them against health and safety risks at work. The low number of injuries at work or incidents in sites is a positive indication of a safety culture.

Key initiatives in 2023

- Fitness classes, talks on lifestyle diseases/risks by experts, mental health initiatives
- Services of a psychologist for staff as part of the CJ Group wellbeing programme

Employee Wellbeing

Emtel demonstrates its commitment to supporting employees' well-being, encouraging a healthy work-life balance by setting realistic expectations around workload, and accommodating diverse needs and lifestyles by offering flexible work arrangements, such as remote work options, flexible hours, and parental leave policies and other wellness initiatives.

Emtel holds the well-being of its employees at the forefront of its organizational ethos, with the strong belief that a healthy and content workforce is fundamental to achieving sustainable success. During 2023, the Company has prioritized initiatives that support the physical and mental well-being of its employees through comprehensive well-being programs which encompass flexible work arrangements, access to an organisational psychologist, and fitness initiatives that promote a balanced lifestyle. For instance, Emtel has hired the services of a medical practioner who is present once a week and is posted to different key locations of the Company, and as part the CJ Employee Wellbeing Programme, employees benefit from a professional and confidential assistance to help them manage and overcome any psychological or emotional challenges.

We take pride in fostering a workplace culture that values work-life balance, creating an environment where employees feel supported and empowered. Our commitment to employee well-being extends beyond professional boundaries, reflecting our dedication to cultivating a holistic and fulfilling work experience for each member of our team. As we move forward, Emtel will continue to explore innovative ways to enhance employee well-being, recognizing it as a cornerstone of our organizational success.

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Goal 3 – Learning and Competency Development

Training and Development

We provide professional development opportunities, including access to workshops, conferences, and online courses, fostering a culture of continuous learning. We remain committed to advancing learning and competence development initiatives, adapting to emerging trends, and empowering our team to excel in their roles, thus contributing to the long-term success of the Company.

In 2023, the Company invested nearly Rs 6.2 m in a variety of training programs catering to the diverse needs of its employees and creating a dynamic learning environment that empowers them to thrive in a rapidly evolving landscape. The investment in comprehensive training programs, encompassing technical skills, leadership development, and industry-specific knowledge, reflects the dedication to cultivating a skilled workforce.

As an organization, we recognize that our employees are not just contributors but integral architects of our shared success. Beyond mere job titles, each individual contributes uniquely to our dynamic and innovative culture. As the driving force behind our accomplishments, our employees embody the essence of our organization. Nurturing their growth, ensuring their well-being, and fostering continuous learning are not just strategic imperatives but intrinsic components of our corporate identity. In recognizing our employees as our greatest assets, we reaffirm our commitment to cultivating an environment where each member of the team can thrive, contribute, and collectively propel Emtel towards sustained excellence.

Emtel prioritizes talent management and development as integral components of its organisational strategy. We recognize that attracting, nurturing, and retaining top talent are crucial for sustained success. Our talent acquisition approach goes beyond technical skills, focusing on cultural fit and potential for growth. High-potential individuals undergo targeted development programs, including leadership training and preparing them for key roles. Succession planning ensures a seamless transition of leadership, while our performance management system provides valuable feedback for continuous improvement. Our commitment extends to fostering a positive workplace culture through career development programs, internal mobility, structured learning pathways, and engaging recognition initiatives. Looking ahead, Emtel remains dedicated to evolving these practices, embracing innovation, and empowering our workforce to thrive in an ever-changing business landscape.

Key initiatives in 2023

- Partnering with specialised hiring agencies for sourcing talents
- Formal Talent Management framework in place
- Well established performance management system, from objectives setting to performance evaluation
- Awarding SPOT Awards to recognise exceptional performance throughout the year



Learning and Competence Development

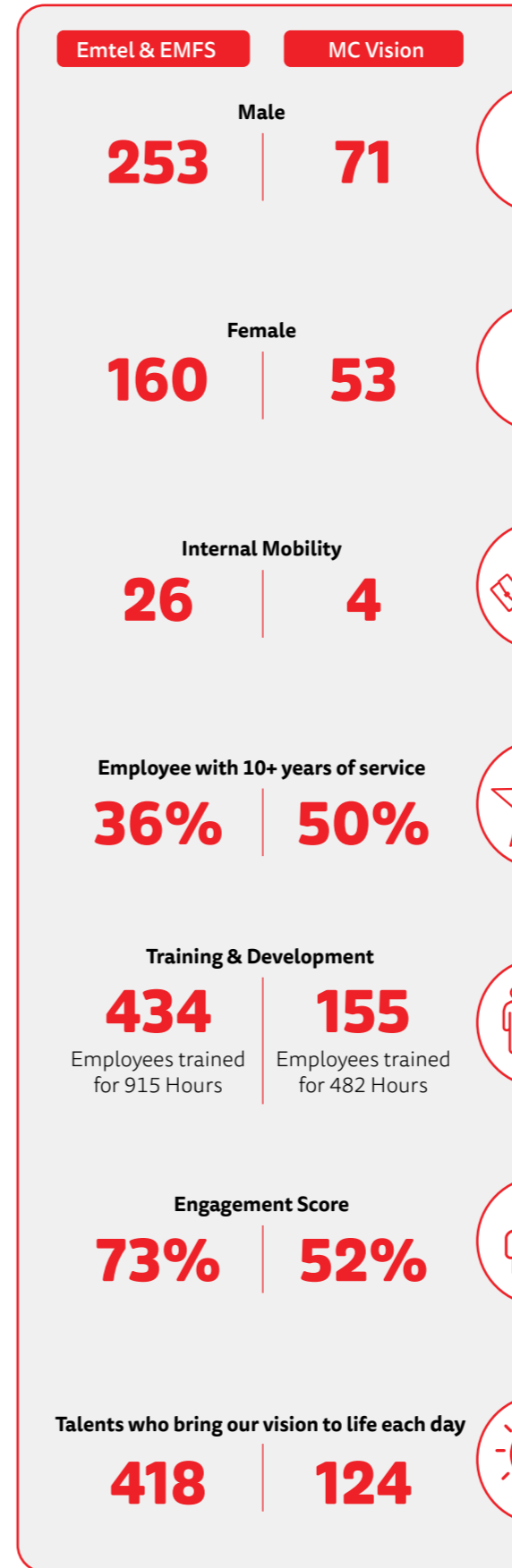
We believe in fostering a culture of continuous learning to stay ahead in an ever-evolving business landscape. Our commitment to employee growth is reflected in our robust learning and development programs, designed to equip our workforce with the skills needed for success in their current roles and future career aspirations. In 2023, we invested nearly Rs 6.2 m in a variety of training programs catering to the diverse needs of our workforce and creating a dynamic learning environment that empowers our employees to thrive in a rapidly evolving landscape. Our investment in comprehensive training programs, encompassing technical skills, leadership development, and industry-specific knowledge, reflects our dedication to cultivating a skilled workforce. We provide professional development opportunities, including access to workshops, conferences, and online courses, fostering a culture of continuous learning. We remain committed to advancing learning and competence development initiatives, adapting to emerging trends, and empowering our team to excel in their roles, thus contributing to the long-term success of the Company.

Key Training Programmes run in 2023

- Leading for the Future
- LSE's MBA Essentials programme
- Harvard's Cybersecurity- Managing risk in the information age
- Service Excellence Training
- Project Leadership Certification
- Automation and AI
- Anti-Money Laundering



Emtel Head Office - Ebene



Emtel Showroom - Bagatelle