

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. As responsible citizens of the Republic of Mauritius, we strive to conduct business in a way that fulfils three equally essential components of sustainability — environmental preservation, social inclusion and human capital — and that ensures our actions result in long-term positive outcomes for all our stakeholders, including the environment. 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.



To achieve our environmental and social-driven objectives, we work closely with the Currimjee Group's Environment & Sustainability team and the Currimjee Foundation, and align ourselves with the United Nations Sustainable Development Goals (SDGs).



Our Sustainability Commitment

Our sustainability commitment is aligned with that of the Currimjee Group. Through leadership, staff participation and effective management, we shall:

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

The environmental preservation pillar which is aligned with the Currimjee's Group sustainability framework consists of 4 key strategic drivers:

1. Addressing Climate Change;
2. Preserving Ecosystems and Natural Resources;
3. Responsible Waste Management;
4. Environmental Stewardship.

1. Strategic Driver: Addressing Climate Change

- Reduce our contribution to climate change through effective energy management, transport management and reduction of greenhouse gas emissions.
- Promote climate change adaptive measures in the community.

Key actions in 2022

- **Energy management:** As a major telecommunications provider, Emtel is an important consumer of electricity. In the wake of global warming, rising inflation and the global energy crisis, we ramped up our efforts on energy efficiency, shifted from fossil fuels towards the use of green and renewable energy sources. Since 2018, the Head Office and all other buildings have been using 100% LED tubes. We also implemented a Solar PV solution for our base stations in Agalega, with a capacity of 22.8 kWp.
- **Transport management:** Our fleet of vehicles is maintained regularly and fuel consumption is closely monitored through monthly reports. We also aim to increasingly outsource our vehicle fleet to a third party in support of our sustainability objectives.
- **Greenhouse gas emissions:** We conducted a carbon footprint assessment to gain an understanding of our direct and indirect contributions to climate change and identified the most carbon-intensive operations at Emtel. We used the GHG protocol to measure our scope 1, scope 2 and selected scope 3 emissions. It should be noted that the industry average data was used for activities falling under scope 3. The assessment covered our carbon footprint between 2019 to 2022, and based on these baseline emissions, we worked out a short-term and long-term decarbonisation plan to reduce our carbon emissions in alignment with international standards.

Objectives for 2023

- **Energy management:** Improve our energy efficiency and increase our use of clean energy sources. We shall be implementing a Solar photovoltaics solution at the main Head Office, thereby further reducing our reliance on fossil fuel and decreasing our GHGs emission.
- **Transport management:** Shift towards low-carbon mobility alternatives and set up policies to encourage employees to adopt hybrid and electric vehicles. For a more convenient system for our employees and adding to the benefits of the environment we will be providing open access charging stations at the head office.
- **Greenhouse gas emissions:** Establish and implement measurable short-term and long-term objectives for our decarbonisation strategy, which extends over a 10-year horizon.



Contribution to the UN SDGs



Sustainability report (continued)

2. Strategic Driver: Preserving Ecosystems and Natural Resources

- Reduce our water and paper consumption across our operations, buildings and cell sites.
- Carry out conservation initiatives in partnership with NGOs to regenerate our land and marine ecosystems, fauna, flora and other natural resources.
- Collaborate with key NGOs and institutions engaged in the protection of the environment.

Key actions in 2022

Objectives for 2023

- **Paper consumption:** We embarked on a digitalisation and paperless journey in 2016, which led to a significant decrease in paper consumption. We also purchase paper from sustainable managed forests and PEFC-, ISO- and Forest Stewardship Council-certified sources. Since 2020, we have accelerated the deployment of our digitalisation initiatives, with 91% of our customers adopting our e-bill system over traditional printed bills.
- **Water consumption:** 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 minimise the risk of water leakage.
- **Restoration of marine ecosystems:** Urgent and sustained actions are required to restore our marine ecosystem, which is degrading due to a combination of pollution, habitat damage and over exploitation. In 2022, Emtel invested in the active restoration, management and preservation of Rodrigues island's coral reefs in collaboration with Shoals Rodrigues and their partner, Bluer Ocean Project. In October 2022, two frames were deployed at Trou Richard in the North of the island, where four coral species were transplanted.
- **Revegetation projects:** For over seven years, Emtel has been collaborating with the Currimjee Foundation and the NGO Friends of the Environment for the revegetation of La Citadelle. The aim behind the project is to recreate a native dry forest and preserve our native biodiversity, which will also help to mitigate the effects of climate change and tackle the challenge of the forest fires and flash floods in the Port-Louis region. As of 2022, over 9,500 plants have been planted on 1.5ha of La Citadelle Hill.

- **Paper consumption:** Pursue our digitalisation strategy to achieve our goal of having a 'Paperless Office' by 2030. To date, we are 60% paperless.
- **Water consumption:** Increase our rainwater harvesting capacity across existing sites, and implement rainwater harvesting at the data centre.
- **Restoration of marine ecosystems:** Pursue our collaborations with NGOs for ongoing projects. Add more coral frames to promote coral resettlement and growth.
- **Revegetation projects:** Pursue our active participation in the revegetation of La Citadelle and the Ebony Forest Reserve.



In 2020, we embarked on a new revegetation project at the Ebony Forest Reserve in Chamarel, in collaboration with its partners. The project aims to mitigate the effects of climate change and offset our carbon footprint, while restoring the native forest of Chamarel. As of 2022, around 700 endemic and native plants have been planted in the plot funded by the Currimjee Foundation.

Contribution to the UN SDGs



3. Strategic Driver: Responsible Waste Management

- Adopt the 'Refuse, Reduce, Reuse and Recycle' (4 Rs) approach to waste generated from our operations, and apply it across our supply chain.
- Encourage responsible citizenship towards waste management.
- Pioneer a national Electronic Waste Recycling project focusing on the collection and recycling of mobile phones, tablets, accessories and batteries.

Key actions in 2022

Objectives for 2023

- **Supply chain management:** We have established long standing relationships with green suppliers, aiming to make our activities, services and products more sustainable and environmentally friendly.
- **Responsible citizenship:** Reinforced waste recycling initiatives within Emtel and surrounding communities, resulting in over 29 tonnes of waste being recycled (mainly IT and electronic waste)
- **E-waste recycling project:** Emtel in collaboration with Mission Verte pursued our national e-waste recycling project. In 2022, we collected and recycled 4.4 tonnes of e-waste, adding up to 11.5 tonnes of e-waste since the initiative was launched in 2019. So far, approximately 70 collection boxes have been set up across Mauritius and Rodrigues.

- **Supply chain management:** Adopt a circular economy model whereby we shall strive to minimise the use of plastic and paper in product packaging and working with our trusted suppliers to find alternative eco-friendlier solutions.
- **Responsible citizenship:** Pursue our responsible citizenship towards waste management by organising recycling challenges and interactive awareness sessions among our workforce.
- **E-waste recycling project:** Educate our different stakeholders on the importance of E-waste recycling through awareness session and organising roadshows around the island to increase proximity towards the public and help them dispose of their E-waste. We also aim to expand our reach by introducing collection boxes in new locations (i.e schools and hotels). With every little steps we aim at contributing towards our planet by reducing the amount of e-waste that ends up in the landfills.

Contribution to the UN SDGs

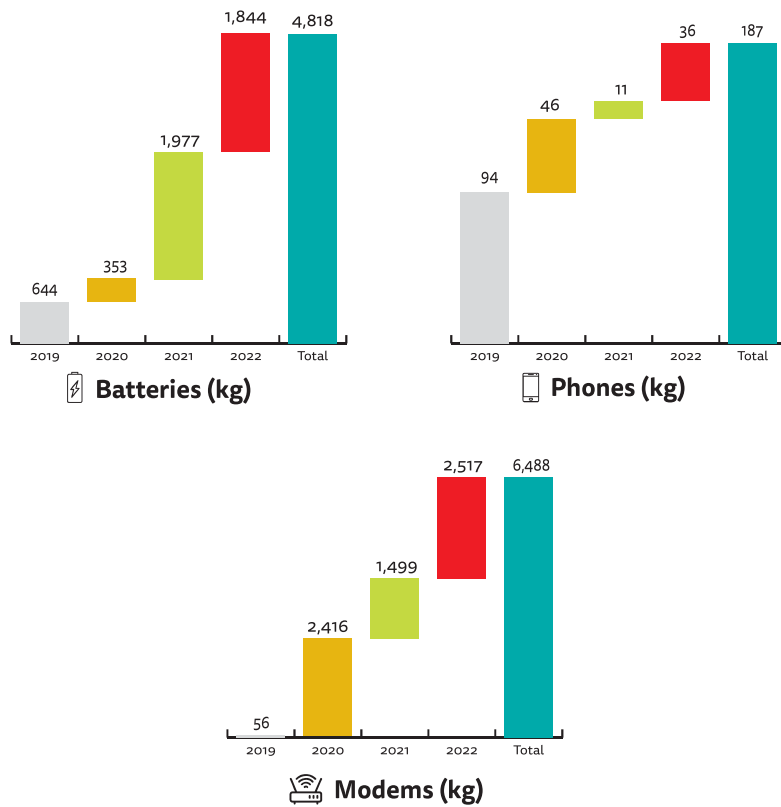


Sustainability report (continued)

E-waste Recycling

Emtel launched its national E-waste Recycling initiative in 2019 in collaboration with NGO Mission Verte, which aims to encourage the local population to become more responsible towards the disposal of electronic wastes. The public has the possibility to recycle old or damaged phones, tablets, household batteries and accessories which pollute the air and contaminate the soil and drinking water when released in landfills. Such electronic items have a direct impact on our fragile ecosystem and the food we consume. They also contain precious metals and plastics that can be recycled to save energy and resources that would otherwise require mining or manufacturing.

Volume of E-wastes collected and sent for recycling since 2019:



4. Strategic Driver: Environmental Stewardship

- Embed eco-consciousness among our employees and the community through awareness sessions, programmes and activities.
- Encourage our employees to actively participate in environmental and social initiatives/projects and be ambassadors of our sustainability ambitions.

Key actions in 2022	Objectives for 2023
<ul style="list-style-type: none"> • Staff involvement: We organise regular staff participative activities to encourage our employees to contribute in our social and environmental activities. We recorded a successful staff participation of 63% across the Republic of Mauritius. • Employee volunteerism: World Cleanup Day: Emtel organises annual Cleanup campaigns to raise awareness on the global waste problem. We collaborated with the Currimjee Foundation and the Mauritian Wildlife Foundation (MWF) to bring together the Ebene Cybercity community, with more than 125 participants and 387kg of wastes collected. In Rodrigues, a beach cleanup activity was organised by Shoals Rodrigues and 325kg of wastes were collected. 	<ul style="list-style-type: none"> • Staff involvement: Continue to encourage employee participation and volunteering. Our goal is for 50% of our workforce to participate in at least one social and / or environmental initiative per year. • Employee volunteerism: Eco-Warriors Challenge: Plan a company-wide 'Eco-Warriors Challenge', which will bring cross-functional team members together to address environmental challenges and propose sustainable solutions.
<p>Contribution to the UN SDGs</p>	



Sustainability report (continued)

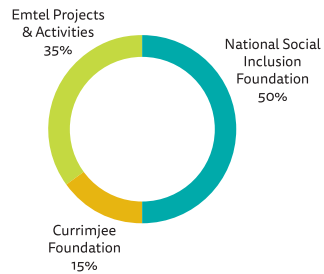
Social Responsibility

Our social commitment

As an active member of the community, Emtel feels a strong sense of duty to act for the benefit of society. The last two years, in particular, have demonstrated the vital role that Emtel plays in the lives of Mauritians, as a lifeline for people to work, study, connect with their friends and family, stay informed, and much more. This is why under our We Care umbrella, we focus on those dimensions that align with our core values and that contribute to improve, uplift and empower our communities.

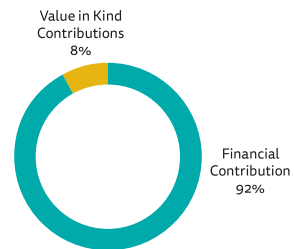
How we deliver on our commitment

To deliver the most positive impact on our communities, we have set up an annual CSR Fund equivalent to 2% of our chargeable income of the preceding year. The funds are then used in the following ways:

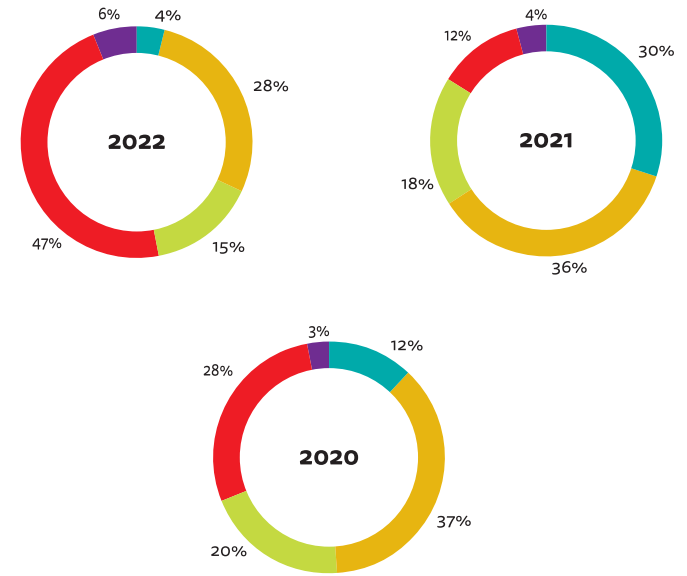


For the Emtel Projects and Activities, the following three types of assistance are provided:

1. Value-In-Kind contributions in terms of call services and Internet connectivity services.
2. Financial contributions towards short and long-term projects implemented by Emtel and/or a Non-Profit Organisation (NPO), and/or a Non-Governmental Organisation (NGO). Our top beneficiaries in 2022 were: Light Of Hope, Mission Verte and Physically Handicapped Welfare Association.
3. Giveaways and fundraising events.



CSR Projects and Activities covered over the past 3 years



- Environment and sustainable development
- Educational support and training
- Socio-economic development
- Dealing with Health problems
- Leisure and sports



Sustainability report (continued)

Key actions in 2022

Educational support and training

Projects, actions and initiatives

Children with disabilities

Emtel supported inclusive education to AJIC, an association that cares for children with disabilities. We provided the NGO with a furnished ICT lab, containing computers, connectivity and other resources. Our aim is to ensure the digital literacy of the children and aid them in their pedagogical development.

Empowerment of women

Emtel supported the Breast Cancer Care (Rodrigues branch) and the women of Agalega by providing the centres with sewing machines and materials.

Partnerships and collaborations

Association Jeunes Inadaptés de Curepipe (AJIC)
Foyer Mgr Leen
Gonzague Pierre Louis Special Learning Centre

Breast Cancer Care (Rodrigues)
Association Pour Le Progrès d'Agalega



Socio-economic development

Projects, actions and initiatives

Digital inclusiveness

As a responsible service provider, we believe in the power of connectivity and digital inclusion to strengthen our communities. We provided in-kind support through free calls and Internet connectivity services to support NGOs in their projects to provide relief to vulnerable groups of society. We have set the objective to contribute 10% of our funds to digital inclusiveness.

Poverty alleviation and social integration

Emtel has partnered with the Rotary Clubs of the island to be part of the efforts to alleviate poverty and promote social inclusion. One of the main projects is the Emtel Charity Golf events which help in implementing several regional projects.

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Since 2017, Emtel has been celebrating Christmas with children from different shelters and orphanages who have challenging family backgrounds or socio-economic circumstances, and are in need of childcare and social services. In 2022, we donated school materials and Christmas gifts to 750 children in Mauritius, Rodrigues and Agalega. This project aims to help alleviate their social exclusion by making them feel included, connected and valued in society. Through the collaboration with different NGOs, we provided the children with a memorable party, school materials for the next academic year and Christmas gifts. The beneficiaries for the project were 500 children from Mauritius, 140 children from Rodrigues and 110 Children from Agalega.

Partnerships and collaborations

All Life Matters Animal Sanctuary
Angel Special and Welfare Association
Association Kontribution Positif Amenn Vision
Association Pour Le Developpement Durable
Development Practioners in Network
Dibout Ansam
Mouvement Forces Vives
Physically Handicapped Welfare Association
Community Centres (Rodrigues)
Shelter for Women and Children in Distress

I Have A Dream
Rotary Club of Ebene
Rotary Club of Quatre Bornes

Light of Hope
Rotary Club of Rodrigues





Sustainability report (continued)

Key actions in 2022

Dealing with health problems

Projects, actions and initiatives

Blood donation

Etel as a responsible company leverages its resources to create a positive impact in supporting NGOs working on health problems. In 2022, we continued our efforts to support blood banks in Mauritius and people affected by Thalassemia through our annual Emtel Mega Blood Donation. During the Blood Drives, 95 employees donated blood to support the cause and raise awareness about Thalassemia and the issue of blood shortage for transfusion purposes.

On an annual basis, Emtel with the collaboration of the Voluntary Blood Donors Association (Rodrigues) organises two blood donations to help the people of Rodrigues.

Partnerships and collaborations

- Thalassemia Society of Mauritius
- Mauritius Blood Donors Association
- Voluntary Blood Donors Association (Rodrigues)
- First Aiders Association
- Mauritius Red Cross Society



Distribution of food packs

Etel is committed to support those in needs through its CSR Programmes by donating food packs to NGOs dealing with health problems.

We understand how health complications can be a major challenge and how providing nutritious meals can help comfort the patients. In 2022, we donated food packs and groceries to patients suffering from diabetes and breast cancer.

- T1 Diams
- Lakaz Warriors (Breast Cancer Care)

Leisure and Sports

Projects, actions and initiatives

Support to local athletes

We lend our support to local sports clubs by assisting them in the purchase of new uniforms and equipment to ensure their long-term viability.

Support to athletes with disabilities

In line with our commitment to make local athletes shine, we gave our support to Brandy Perrine and Eddy Capdor, two para-athletes, to compete in international championships. We worked closely with their coaches to provide adequate equipment, clothing, guidance and other resources required for them to participate in the tournament.



Partnerships and collaborations

- Valley Stars Sports Club
- Mangalkhan Sports Club

- Lizie Dan La Main
- Curepipe Handisports Association Currimjee Foundation

