

SUSTAINABILITY REPORT

EXTRACT FROM
INTEGRATED REPORT 2025





Technology Driven. Customer Inspired.

At Emtel, we are driven by the desire to continually develop and advance technology. We are passionate about the potential for technology to improve lives, power businesses and strengthen communities. As we evolve from a telecommunications operator into a full-service technology company – from “telco to techco” – every investment we make in infrastructure, every product we develop and every service we deliver is guided by a single conviction: the purpose of any technology is the creation of genuine value for the person at the other end of the connection. We never view technology as an end in itself.

By “Technology Driven. Customer Inspired.” we mean:

- Building and continuously advancing the digital infrastructure that Mauritius needs to compete and thrive – our 5G network, national fibre backbone and submarine cable capacity, data centre, sovereign cloud, and cybersecurity solutions.
- Translating the complexity of technology into simplicity for our customers, enabling faster payments, easier connections, seamless and safer operations – for individuals, families, small businesses and large enterprises.
- Placing the customer at the centre of every decision. Our drive to innovate is anchored in real-life needs, practical challenges and genuine opportunities.
- Delivering digital access that is inclusive and affordable. We extend connectivity to homes and communities who might otherwise be left behind in an increasingly digital world.
- Growing responsibly. Our evolution as a technology company is matched by our commitment to our people, our environment and the society we serve.

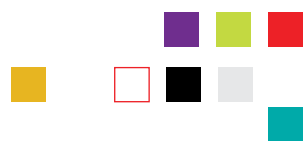
For Emtel, being Technology Driven means having the courage and capability to lead. Being Customer Inspired means never losing sight of why we lead. Together, these two ideas define both our strategy and our purpose.



About this report

Sustainability reporting

This report includes our Sustainability Report, which presents our commitments, performance and progress across key sustainability pillars. Our reporting approach is guided by internationally recognised frameworks, including the Global Reporting Initiative (GRI), the United Nations Global Compact principles, and local requirements under SEMSI.



Emtel Head Office - Ebene

Environmental and Social Risk Management

Emtel manages environmental and social risks through its enterprise risk management (ERM) framework; environmental and social aspects are integrated into existing governance, operational and compliance processes. This reflects the current maturity of Emtel's risk management approach.

Environmental Risk Management

Environmental risks, including climate-related risks, are identified, assessed and monitored through the corporate risk register. Key risks relate to climate impacts, energy dependency, electronic waste and resource use. Mitigation measures are defined within the ERM process and reviewed periodically. Alignment with the Currimjee Group's Environment & Sustainability team supports consistency with group-wide expectations.

Social Aspects Management

Although social risks are not listed as standalone entries in the risk register, social impacts are managed through established policies and controls, including:

- Occupational health and safety processes.
- Customer service and regulatory compliance systems.
- Human Resources policies on employee wellbeing and development.
- Stakeholder engagement for community-related activities.

These mechanisms ensure effective management of social considerations across operations.

Climate Change & Network Resilience

Climate change is considered a significant operational and environmental risk due to its potential to disrupt network infrastructure and service continuity.



Climate Risk Assessment

Physical risks assessed include cyclones, heavy rainfall, flooding, heat exposure and strong winds. These factors are incorporated into site selection, network design and operational planning.

Resilient Infrastructure

Emtel maintains a resilient network infrastructure through:

- Elevated and weather-resistant outdoor installations.
- Redundant fibre paths at critical locations.
- Backup power systems (batteries, UPS and generators).

Preparedness and Response

A seasonal cyclone preparedness plan covers inspection of critical sites, testing backup power systems and coordination for rapid restoration after extreme weather events. Clear operational protocols guide response actions during different cyclone warning levels.

Operational Readiness

Network and technical teams receive ongoing training on emergency procedures and lessons learned from past events. High-risk sites are subject to enhanced monitoring.

Climate Focus Areas

01

Strengthening infrastructure resilience.

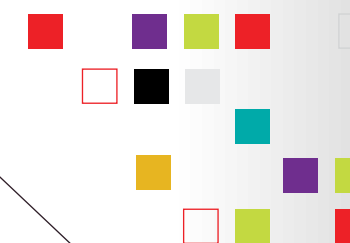
02

Enhancing operational readiness for extreme weather conditions.

03

Integrating climate considerations into business continuity planning.

Through this approach, Emtel improves its capacity to manage climate-related disruptions and supports reliable service continuity for customers and communities.





01 SUSTAINABILITY REPORT

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Environmental preservation	10
Social inclusion	23
Human capital	36



Gonzague Pierre Louis Special Learning Centre, Camp du Roi, Rodrigues





Sustainability report



Shezaad Auchoybur

Manager – Sustainability and Data Protection



Insights from our Sustainability Manager

We are pleased to present Emtel's Sustainability Report 2025, which reflects our commitment to embedding sustainability into our core operations and decision-making. As highlighted through the projects and initiatives in this report, sustainability remains central to our long-term resilience and our ability to create lasting value while protecting the planet for future generations.

In 2025, we continued our transition from compliance to impact, strengthening our sustainability governance and advancing initiatives aligned with our inclusion in the Sustainability Index of the Stock Exchange of Mauritius and our commitments under the United Nations Global Compact. We made tangible progress in environmental stewardship while accelerating digital inclusion across the Republic of Mauritius. These efforts reflect our determination to move beyond compliance and deliver meaningful and measurable outcomes.

Looking ahead, we will continue strengthening our journey by embedding sustainability goals across every team, driving innovation that supports a greener, more inclusive and digitally connected future. This report highlights the progress we have made and demonstrates that for Emtel, sustainability is not simply an initiative, it is the frequency on which we operate.

Emtel, We Care!

Advancing Our Sustainability Journey

Our Sustainability Vision

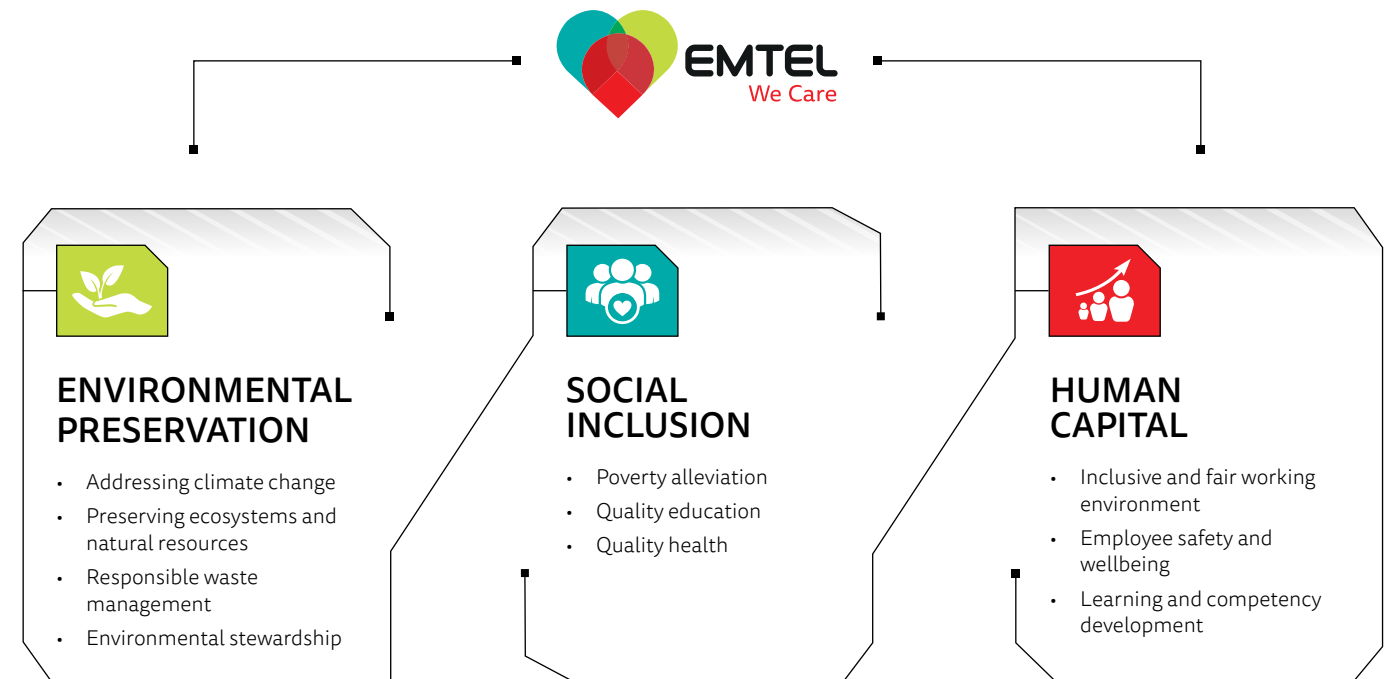
Emtel's sustainability vision is grounded in the belief that responsible technology and inclusive connectivity can drive meaningful progress for Mauritius. Our approach focuses on integrating sustainable practices into how we operate, innovate and serve our communities.

*Our strategic priorities are grounded on three pillars – **environmental preservation**, **social inclusion** and **human capital**. Through these pillars, we aim to lower our environmental impact, use resources more efficiently, support digital inclusion, and promote a workplace and a society where people can thrive. These priorities guide our long-term actions and ensure that our growth contributes positively to both people and the planet.*

Commitments Driving Our Sustainability Agenda

Emtel being part of the Currimjee Group follows the Group Sustainability Charter which defines our core commitments and the principles that guide our business conduct. To embed these commitments across the organisation, we operate sustainably with the wellbeing of future generations in mind, and integrate sustainability into our strategy, decisions, and day-to-day operations.

We recognise both global and local sustainability challenges and actively contribute to solutions, while engaging and supporting our customers, employees, partners, communities, and other stakeholders in their sustainability initiatives. In addition, we are committed to continuous monitoring, improving, and transparent reporting of our sustainability performance, ensuring our actions remain accountable and aligned with our long-term vision.



Our Sustainability Governance Structure

To drive the environmental and social responsibilities, we have appointed a Sustainability Manager who reports directly to the CEO and leads the Eco-Warriors Team, a cross-functional team of employees dedicated to implementing sustainability initiatives across the organisation. The Sustainability Manager also oversees our CSR working teams, which focuses on advancing social inclusion initiatives within our communities.

Emtel adheres to the Currimjee Group's Sustainability Charter and works closely with the Corporate Environment and Sustainability team and the Currimjee Foundation to ensure alignment with group-wide sustainability priorities. The Board of Directors maintains oversight of our environmental, social, and human capital efforts, with regular project updates provided to the Human Resources Committee.

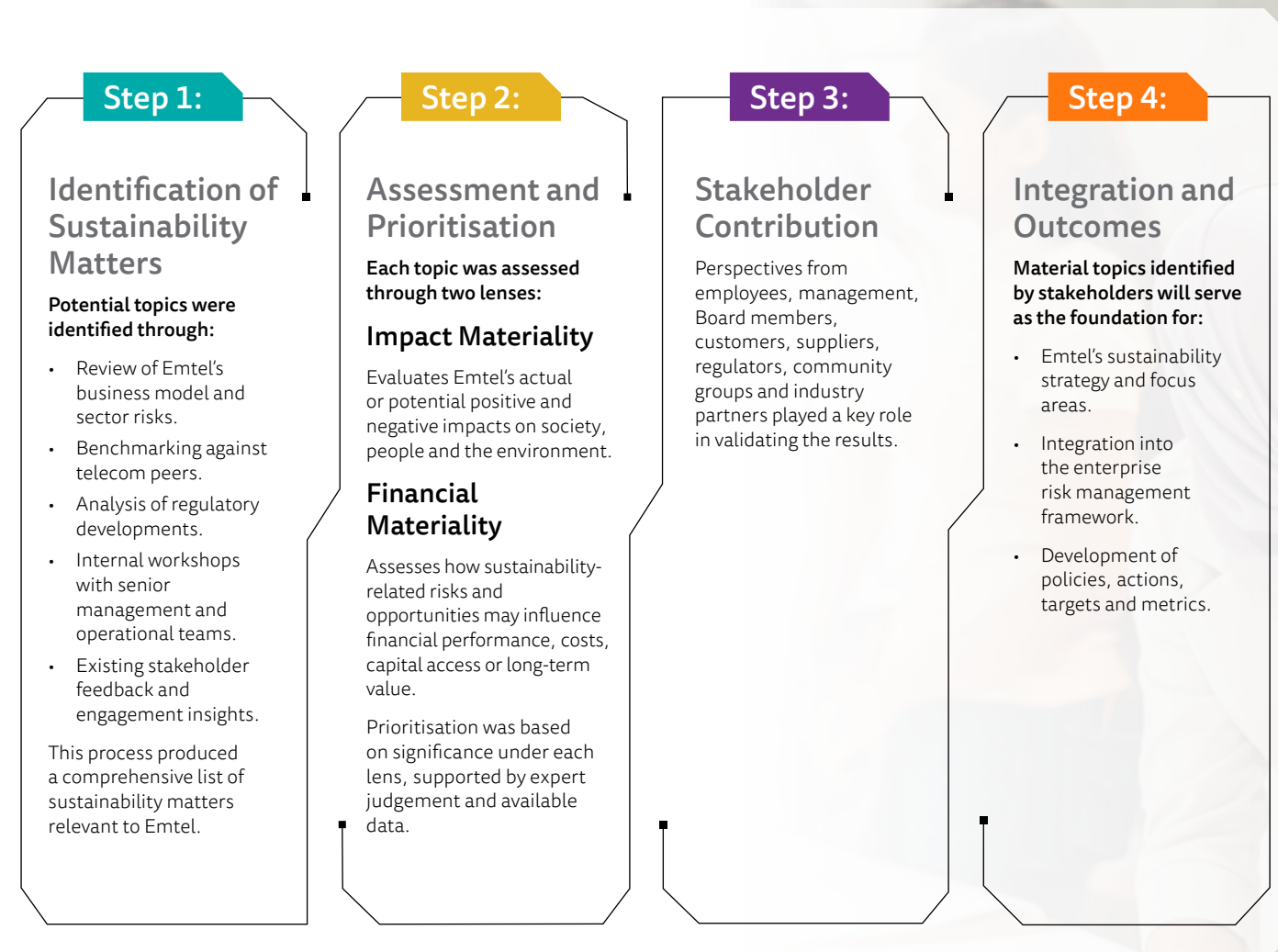




Sustainability report (Continued)

A Double Materiality Assessment

Double Materiality Assessment ensures that Emtel focuses on sustainability topics that matter both to its stakeholders and to its business performance, aligning its strategy and disclosures with global reporting standards. In 2025, Emtel started its first double materiality assessment, which is progressing and will be fully disclosed in our Sustainability Report for 2026, evaluating sustainability matters from an impact perspective. Financial impact analysis will be carried out in 2026. The assessment covers our operations in Mauritius, Rodrigues and Agalega.



B Global Reporting Initiative

This report has been prepared in reference to the GRI Standards 2021, demonstrating how Emtel discloses its material sustainability topics for the period January – December 2025. No current GRI Sector Standards apply for Emtel.

Key disclosures under GRI 1, GRI 2, and GRI 3 cover organisational details, governance, human capital, business integrity, and material topics management.

For the detailed disclosures, please refer to annex on page 246.

C United Nations Global Compact

Emtel contributes to the UN Sustainable Development Goals.



Alignment with global and local best practices

Emtel adheres to the UN Global Compact (UNGC) to ensure its operations follow global and local best practices in sustainability, governance, and ethical business conduct. This alignment supports responsible practices across human rights, labour standards, environmental stewardship, and anti-corruption, while contributing to the Sustainable Development Goals.

UNGC support and capacity building

Participation in UNGC provides Emtel with:

- Sessions on sustainability challenges and best practices tailored to company size and context.
- Access to the UNGC Academy, including tools and training sessions on ESG topics.
- Connection with companies across sectors, enabling business networking, collaboration, and the sharing of sustainability best practices.

Highlights of our projects and initiatives supporting the UN SDGs

	No Poverty	Enn Zafan Enn Sourir School Support, Clothes4Care Donation Drive, Handisports Day & Paralympic Support
	Good Health & Wellbeing	Endomarch Awareness for Endometriosis, National Blood Drives, Handisports & End Polio Trail
	Quality Education	Jeunes Ambassadeurs des Droits des Enfants (JADE) Workshop with Ombudsperson for Children, Handisports Day
	Affordable & Clean Energy	Energy Efficiency Improvements, Photovoltaic Solar Integration, Low-Energy Network Equipment
	Industry, Innovation & Infrastructure	Network Upgrades, Fibre & Mobile Coverage Expansion, Climate-Resilient Infrastructure, Cyclone Preparedness
	Responsible Consumption & Production	E-Waste Management, Device Recycling, Circularity Awareness Campaigns
	Partnerships for the Goals	Collaborations with Government, NGOs, Suppliers, and Community Organisations



Sustainability report (Continued)

D Stock Exchange of Mauritius Sustainability Index

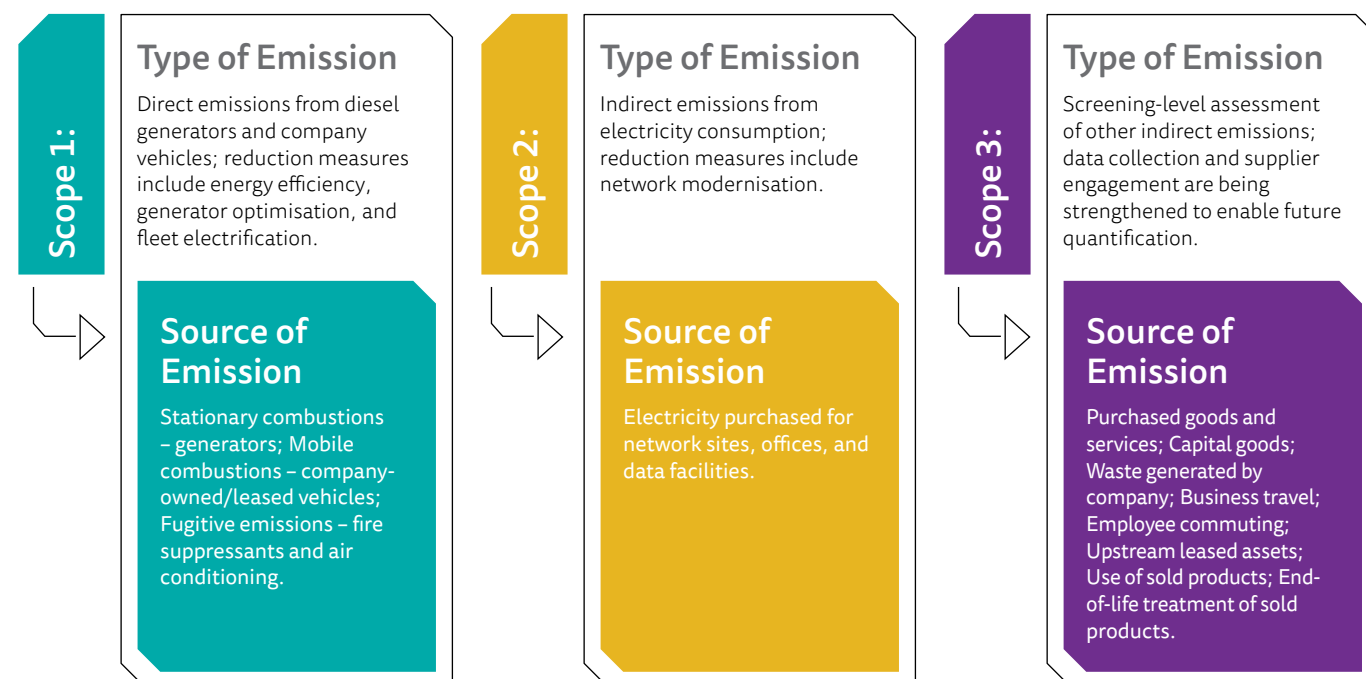
Etel's inclusion in the SEMSI reflects the systematic integration of sustainability into its business model, strategy, and governance framework. Prior to this inclusion, an independent limited assurance review was conducted by BDO & Co., validating the maturity of Etel's sustainability practices across Corporate Governance, Economic, Environmental, and Social dimensions with a score of 81%.

The SEMSI process guided Etel in embedding sustainability considerations into its operations, including governance, risk management, employee engagement, customer service, environmental performance, and community initiatives. Commitments made as part of SEMSI include improving energy efficiency, strengthening ethical governance, enhancing human capital, and advancing responsible stakeholder engagement. Etel is now working to further strengthen its position for the next assessment in two years. This continuous improvement ensures that sustainability remains central to the Company's long-term value creation and strategic growth.

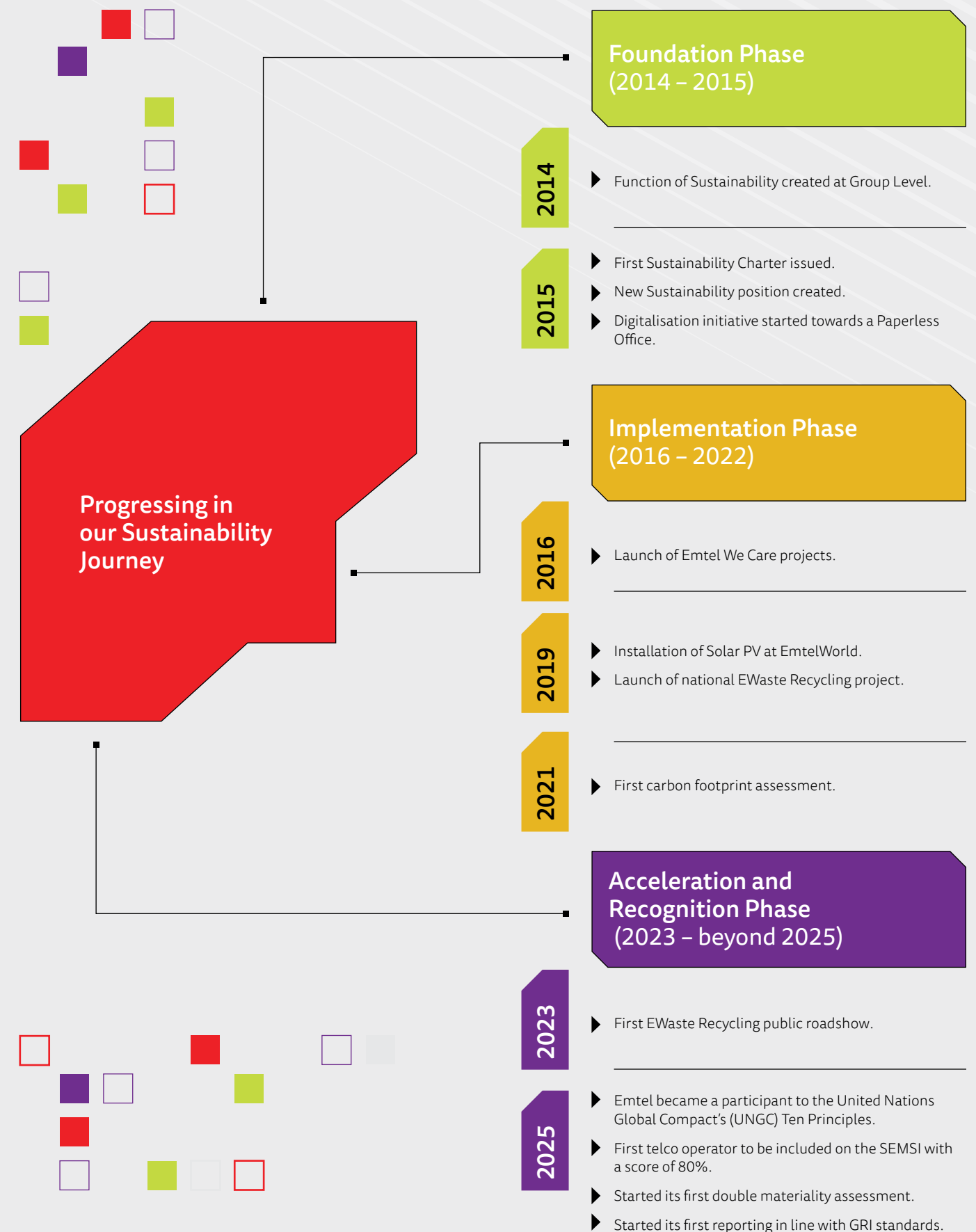


E GHG Protocol

Etel measures and reports its greenhouse gas (GHG) emissions in accordance with the GHG Protocol Corporate Accounting and Reporting Standard, including Scope 2 Guidance and Scope 3 Screening-Level assessment. The year 2023 (January – December) serves as the baseline year; reporting covers all operations under Etel's operational control in Mauritius, Rodrigues and Agalega.



GHG data supports climate risk assessment, transition planning, and emissions reduction initiatives, and forms the basis for alignment with GRI Climate Standards. Etel continues to enhance its GHG accounting, focusing on expanding Scope 3 coverage and improving data quality.





Sustainability report (Continued)



ENVIRONMENTAL PRESERVATION

Environmental preservation is a key pillar of our sustainability commitment. We recognise our responsibility to minimise the environmental impact of our operations and to contribute to the resilience of the ecosystems that support our business and communities.

Environmental Policies

Emtel complies with dedicated environmental policies at the Group level such as dedicated waste management policy, the Environment and Sustainability Statement and the Code of Conduct. We are committed to complying with all environmental laws and permits as applicable.

A

Addressing Climate Change



GOAL

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

	2022 (tc02)	2023 (tc02)	2024 (tc02)	2025 (tc02)
Scope 1 (direct emissions)	481	973	1,213	1,026
Scope 2 (indirect emissions)	17,368	14,996	17,097	13,134
Scope 3 (indirect emissions)	28,346	95,589	36,861	35,319
Overall Carbon Footprint	46,195	111,558	55,171	49,479

Measures for addressing climate change within our operations

Energy-efficient network equipment (GRI 302-4)

Energy efficiency and low power consumption are embedded as mandatory criteria in all network equipment selection processes and RFPs, contributing to reduced electricity consumption and lower Scope 2 greenhouse gas (GHG) emissions across network operations.

Outdoor site design and passive cooling (GRI 302-4)

New-generation network cabinets are designed for fully outdoor operation, eliminating the need for active cooling systems. This design significantly lowers site-level energy consumption and reduces indirect GHG emissions.

High-efficiency power systems (GRI 302-4; GRI 305-5)

High-efficiency cell-site rectifiers operating at efficiencies above 97% and with a power factor exceeding 0.99 are deployed to minimise power losses, improve energy performance, and support continuous reductions in energy-related GHG emissions.

Low-carbon fleet (GRI 302-1; GRI 302-4; GRI 305-5)

Emtel supports the transition to cleaner transportation by providing remuneration for low-carbon vehicles, including hybrid and electric cars, in line with the Company policy. This initiative helps reduce fuel consumption and carbon emissions and contributes to improved energy efficiency across our fleet.

Sustainable supply chain (GRI 308-1; GRI 308-2; GRI 302-4; GRI 305-5)

We have initiated a comprehensive Sustainable Supply Chain assessment, including a dedicated section on energy use and emissions in 2025. This process aims to enhance supplier awareness of their environmental footprint and encourage proactive measures to reduce climate-related impacts across the value chain.

Renewable and hybrid energy solutions (GRI 302-1; GRI 302-4; GRI 305-5)

Emtel continues to expand on-site solar PV generation to reduce reliance on grid electricity and fossil fuel generators, supporting both operational decarbonisation and national renewable energy goals. At EmtelWorld, the 127.45kWp system generated approximately 189MWh of clean electricity in 2025, achieving strong performance ratios (~85%) and avoiding an estimated 178 tons of CO₂. In Agalega, PV systems produced around 12.5 MWh with stable output from some sites to offset diesel generator use on the island. Together, these systems provide consistent renewable electricity and contribute to meaningful reductions in operational emissions.

Collaboration with government, NGOs, and industry partners (GRI 103-1; GRI 103-2; GRI 103-3)

Emtel supports the SolarX Accelerator Programme, through the Currimjee Group, which was launched in Mauritius by Business Mauritius in partnership with the International Solar Alliance. The initiative brings together 35 innovative startups from across Asia and the APAC region, all focused on developing scalable and cost-effective solar and renewable energy solutions, reinforcing our commitment to advancing clean energy adoption and industry-driven climate action. Site visits were organised at the Emtel Data Centre which gave startups real industry experience in the telecommunication sector.

Climate-friendly products and digital solutions (GRI 302-1; GRI 302-4; GRI 305-5)

Emtel offers a range of digital solutions designed to help customers reduce their environmental impact. These include electronic bills, which eliminate paper consumption and reduce printing and distribution emissions. The percentage of customers who adopted e-bills over physical bills has increased to 92.3%. Cloud services allow customers to shift from energy-intensive on-premises infrastructure to more efficient, shared computing environments. Together, these solutions support digital transformation while contributing to reduced energy use and lower carbon emissions.



Sustainability report (Continued)

Environmental preservation (Continued)

Spotlight: Generating renewable electricity

Solar PV Production at EmtelWorld (127.45 kWp Installed Capacity)



Emtel Head Office - Ebene

Total annual renewable electricity generated: **≈ 189 MWh.**

Strong performance ratios maintained across the year, averaging **~85%**, with peaks of **91%** (November) and **90%** (December).

Insolation levels varied seasonally between **125–191 kWh/m²**, directly influencing production trends.

Total CO₂ emissions avoided: **≈ 178 tons** for the year, demonstrating the system's significant contribution to emission reductions.

Solar PV Production for Agalega (12.06 kWp Installed Capacity)



Emtel Cell Tower - Agalega

Annual renewable electricity generated: **≈ 12.5 MWh.**
(With an average monthly production between **0.95–1.30 MWh**).

2 sites provided consistent output throughout the year, while other **2 sites** faced data gaps or system faults, prompting planned maintenance and system restoration activities.

Despite these constraints, the Solar PV contribution continues to offset diesel generator use on the island.

B

Preserving Ecosystems and Natural Resources



GOAL

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

SPOTLIGHT

Impact assessment for infrastructure deployment: Environmental impact mitigation measures

Targeted environmental mitigation measures across its network deployment and site operations to minimise impacts on ecosystems and natural resources. These include careful site selection to avoid sensitive areas, compliance with environmental approvals, and controlled construction and restoration practices to reduce land and habitat disturbance.

Resource protection remains a priority, with responsible water use, efficient material management, and proper recycling of electronic waste through licensed providers. Pollution-prevention measures, such as secure fuel storage, spill-response protocols, and regular site inspections, help safeguard soil and water quality.

Environmental performance is continuously monitored through internal checks and corrective actions and there have been zero environmental non-compliance cases reported. Through these measures, Emtel aims to preserve local ecosystems, support sustainable resource use, and reduce the environmental footprint of its operations.





Sustainability report (Continued)

Environmental preservation (Continued)

Programmes supporting biodiversity

La Citadelle Native Revegetation



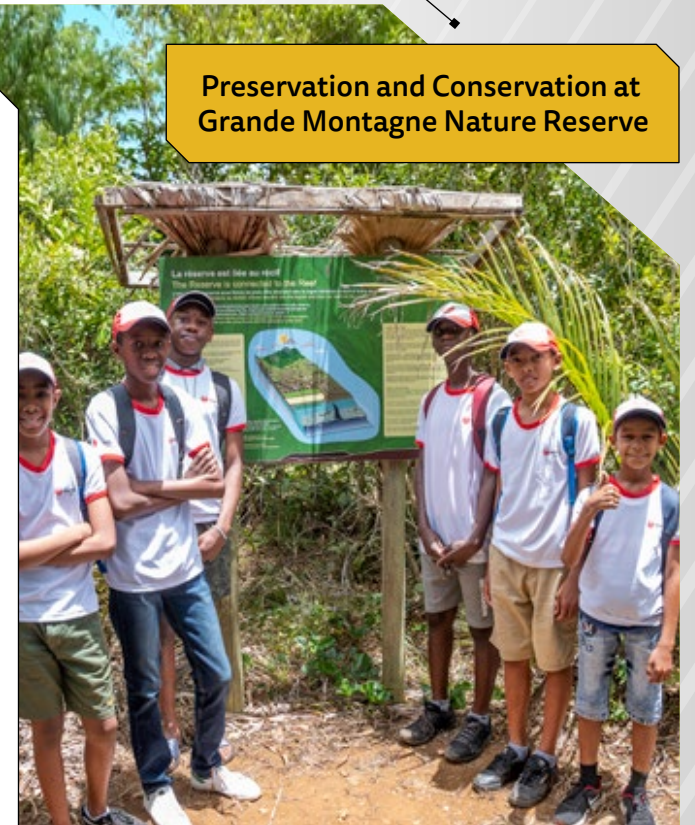
We have partnered with the Currimjee Foundation and the NGO Friends of the Environment to restore and revegetate native ecosystems at La Citadelle in Port-Louis. In 2025, a total of **1,923 plants of 38 native species** were planted on a plot **3.6 hectares**, bringing the **cumulative total to 14,025 endemic plants** since the project began in 2015. The initiative aims to recreate a native dry forest, preserve local biodiversity, support climate change mitigation, and reduce the risk of forest fires in this region.

Ile Aux Aigrettes Nature Reserve



Emtel strengthened its commitment to biodiversity conservation through an engaging staff activity organised in partnership with the Mauritius Wildlife Foundation (MWF) at Île aux Aigrettes, a critical sanctuary for Mauritius's endemic species. **A team of 18 employees** participated in an eco-tour, nursery visit, and conservation awareness session, gaining firsthand insight into habitat restoration efforts on the islet. As part of the initiative, staff contributed **3.5 hours of volunteer work, potting 569 seedlings of the endemic Latanier Bleu**, supporting the replenishment of this threatened species within MWF's restoration programme. This collaboration reinforces Emtel's ongoing commitment to preserving Mauritius's natural ecosystems and supporting national biodiversity restoration projects.

Preservation and Conservation at Grande Montagne Nature Reserve

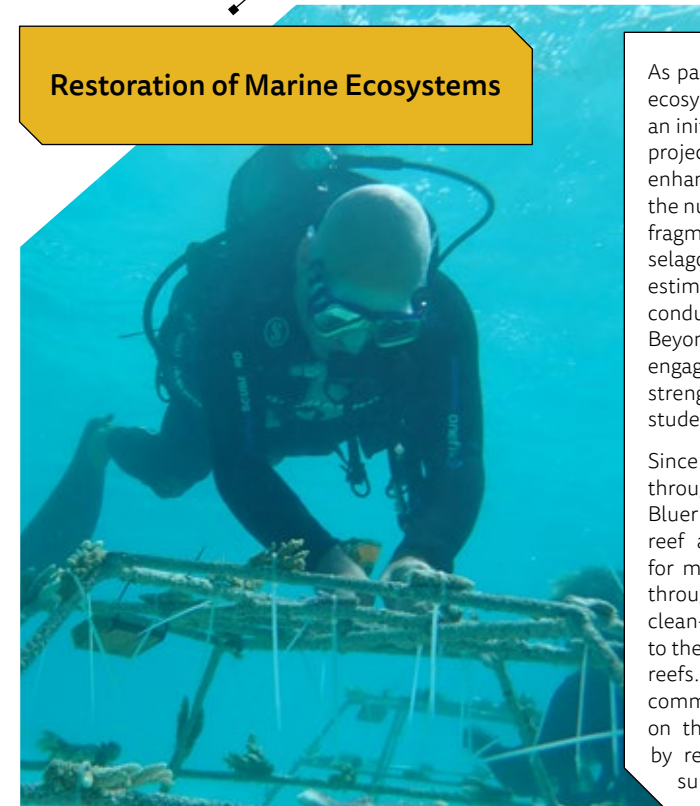


Emtel collaborates with the MWF for the Grande Montagne Nature Reserve, one of the most significant ecological restoration programmes in the region, focusing on the recovery of endemic plant species and the rehabilitation of degraded forest habitats. In 2025, conservation work remained centered on our dedicated 25.5-hectare restoration plot, where the 35 endemic plant species previously introduced are being maintained. A total of **17,230 native plants** were planted, supported by a **70% survival rate** of the 2024 plantation cohort. To restore ecological balance and promote healthier forest regeneration, MWF also cleared 10 hectares of invasive alien plant species including thus making space for native species to thrive.

Biodiversity monitoring throughout the year highlighted encouraging ecological responses. Field observations recorded increased presence of endemic passerine bird species, notably the Rodrigues Warbler (*Acrocephalus rodericanus*) and the Rodrigues Fody (*Foudia flavicans*), both of which benefit from the structurally diverse native vegetation restored through this programme. A dedicated passerine population survey is underway to further assess long-term ecological outcomes. Community involvement remained a core pillar of the initiative, with 2 permanent field staff, 9 restoration labourers, and 439 volunteers actively contributing to restoration activities. In addition, **30 educational visits** were conducted, **engaging 1,366 students and 143 adults**, reinforcing environmental awareness and fostering local stewardship in Rodrigues.

Through this support, Emtel continues to promote biodiversity conservation, enhance ecosystem resilience, and create long-lasting ecological and community benefits for Rodrigues.

Restoration of Marine Ecosystems



As part of our continued commitment toward the restoration of marine ecosystems, we extended our support to the coral nursery at La Cambuse, an initiative led by the Currimjee Foundation and the EcoMode Society. The project has shown substantial progress in strengthening coral resilience and enhancing lagoon biodiversity. Based on EcoMode's reporting framework, the nursery currently operates over 55 coral frames, with a total of 600 coral fragments planted across species such as *Acropora muricata*, *Acropora selago*, *Pocillopora damicornis* and *Millepora* spp. The nursery reports an estimated 85% survival rate, supported by a rigorous monitoring programme conducted weekly at La Cambuse and bi-monthly at Pointe-aux-Feuilles. Beyond ecological benefits, the initiative integrates community and youth engagement through coral awareness, and monitoring activities help strengthen understanding of reef conservation among local stakeholders, students, and educators.

Since 2022, Emtel has supported active coral restoration in Rodrigues through six coral frames installed in collaboration with Shoals Rodrigues and Bluer Ocean Project. This long-term initiative focuses on restoring degraded reef areas, maintaining coral nurseries, and reinforcing local capacity for marine conservation. In 2025, Shoals Rodrigues expanded its impact through community-led coastal preservation activities. As part of the beach clean-up initiative, **we collected 43.79 kg of recyclable waste**, contributing to the protection of lagoon habitats and reducing pollution pressure on coral reefs. The activity mobilised **78 volunteers** and brought together multiple community partners, reinforcing the culture of environmental stewardship on the island. These efforts complement the broader restoration work by reducing land-to-sea waste transfer, enhancing coastal health, and supporting the resilience of the region's marine ecosystems.



Sustainability report (Continued)

Environmental preservation (Continued)



SPOTLIGHT

National E-Waste Recycling by Emtel

Emtel partnered with Mission Verte to launch a nationwide campaign in May 2019, promoting a culture of responsible e-waste management across the island:

- Collection points established in all Emtel showrooms across Mauritius and Rodrigues. Old or unused mobile phones, tablets, electronic wearables, accessories and household batteries are collected to promote responsible disposal.
- By 2021, our collection points expanded to commercial centres, public buildings and parking spaces.
- In 2023, we started public collection roadshows and included small office electronic equipment in our scope of collection.
- In 2024, additional collection boxes were added, and communication reinforced through social media campaigns, outreach to educational institutions, and conduct of more regular roadshows.

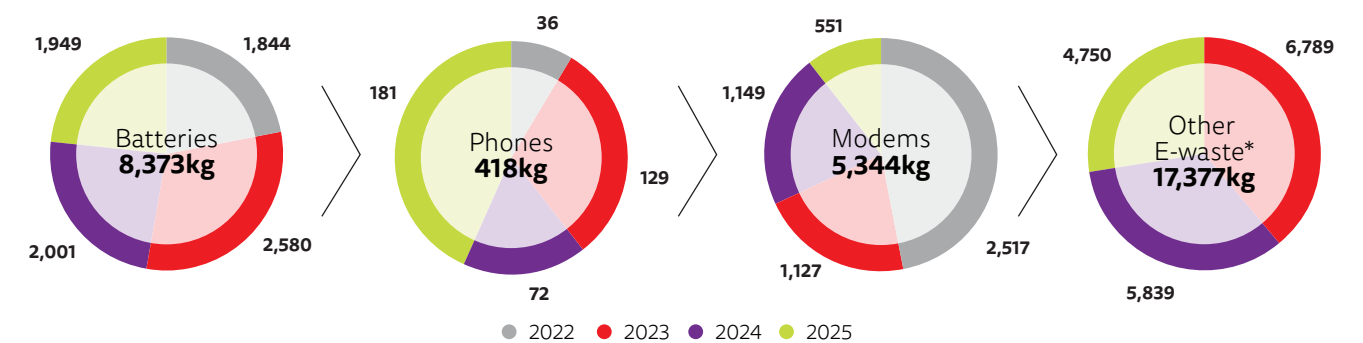
The efforts of Emtel were highlighted by the UN Global Compact Indian Ocean Network, which published an article showcasing the Company's innovative and responsible approach to tackling the growing e-waste crisis in Mauritius and Rodrigues.



From Awareness to Action: Emtel Ltd's e-Waste initiative upholds UN Global Compact Environmental principles 7, 8 & 9 in Mauritius and Rodrigues.

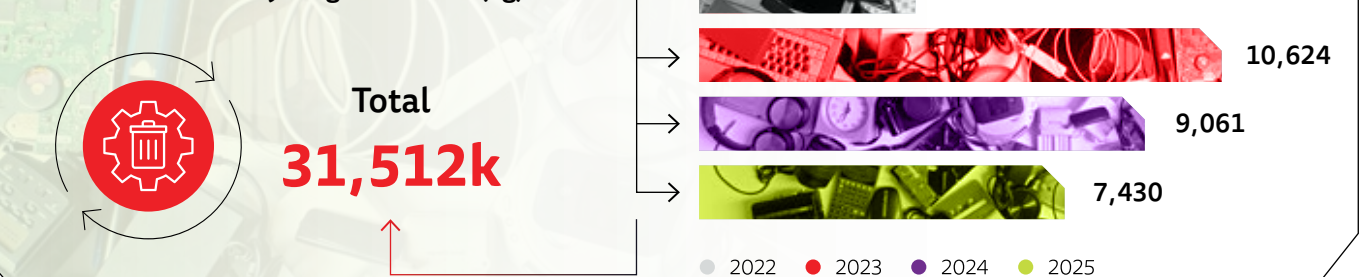
[Click for more info.](#)

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



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

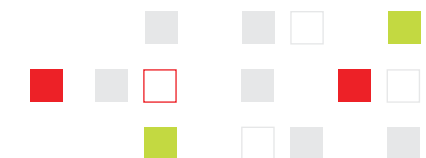
E-waste sent for Recycling since 2022 (kg)



Interpretation and Key Insights

Overall Trend:

Total e-waste volumes peaked in 2023 at 10.6 tonnes, followed by a steady decline through 2024 and 2025. This trend suggests that initial collection drives or technology refresh cycles have contributed to higher recovery in 2023, with subsequent stabilisation reflecting improved maintenance, reuse, or reduced inflow of obsolete equipment.



Battery Waste:

Battery waste increased from 2022 to 2023 but showed a gradual decline thereafter. This may indicate a transition to longer-lasting or rechargeable battery systems, and improved battery management practices internally.

Phones & Accessories:

This category shows growth, doubling between 2022 and 2023 and increasing further by 2025. The rise could reflect device replacement cycles or broader collection coverage.

Modems & Accessories:

A sharp decline from 2022 (2.5 tons) to 2025 (0.55 tons) suggests the successful reduction of redundant networking hardware, possibly due to consolidation of digital infrastructure and extended equipment lifespans.

General E-Waste:

Introduced in 2023, this category now represents the major share of total collection (over 60% in 2023, 2024, and 2025). The declining trend (6.8 tons → 4.7 tons) indicates enhanced reuse, repair, or streamlined procurement leading to less turnover of general electronic equipment.

Sustainability Implications

The consistent recovery of multiple e-waste streams demonstrates a commitment to responsible electronics lifecycle management.

Decreasing total volumes after 2023 highlight maturing sustainability practices, such as reuse, extended product life, and reduced waste generation.

Continued focus on safe handling and recycling of batteries and devices with critical minerals remains essential to minimise environmental impact.

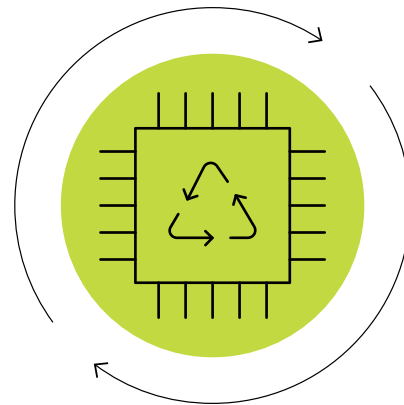


Sustainability report (Continued)

Environmental preservation (Continued)



The total e-waste collected in 2025 was



7.4 tons

Waste Recycling within Operations

Emtel collects waste from its operations such as paper, carton, plastic and aluminum cans; and these are sent through our partner Mission Verte for recycling.



Other recyclable waste collected

18.6 tons

Beat Plastic Pollution Challenge

Emtel, in collaboration with Currimjee Group, organised a plastic recycling challenge amongst its employees for the World Environment Day 2025; 14 participants brought plastic bottles weighing a total of 115 kgs.

14
Participants



Plastic bottles sent for recycling

115 kgs

Donation Drives

Emtel participated in the World Clean-Up Day 2025 activities by organising donation drives for its employees, in collaboration with the Currimjee Group and The Good Shop. Collected second-hand items included: clothes, books, home items, toys, accessories and shoes from employees. This initiative had as purpose to reduce waste generation through reuse.

Second-hand items collected from employees



768

Clothes



6

Toys



12

Books



59

Accessories



44

Home items



19

Shoes

Highlights



Sebastien Raffray

Manager at Mission Verte

MISSION VERTE

"At Mission Verte, we believe that real change begins with small, everyday actions and the right partners to help bring those actions to life. Since 2019, our collaboration with Emtel has grown into a meaningful journey to tackle electronic waste, an often-overlooked environmental challenge in Mauritius. Together, we have created accessible collection points and awareness initiatives that have empowered hundreds of families to safely dispose of their e-waste, from old phones to household electronics. What started as a shared commitment has evolved into a partnership that not only diverted over 38 tons of waste from landfills but also inspires communities to rethink their relationship with waste. With Emtel's continued support, we are turning awareness into action and building a more sustainable future, one community at a time".





Sustainability report (Continued)

Environmental preservation (Continued)

D

Environmental Stewardship



GOAL

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

SPOTLIGHT

Staff Awareness for World Cleanup Day

Emtel participated actively in several clean-up campaigns, as part of the World CleanUp Day 2025, in collaboration with the Currimjee Group: two coastal clean-ups at Poste de Flacq and Grand Baie, and one terrestrial clean-up at La Citadelle. The impact extended beyond the significant volume of waste collected; **52 employees** were sensitised through awareness sessions facilitated by Mission Verte, Reef Gardeners, and Friends of the Environment. These sessions highlighted the importance of recycling, provided an introduction to how different materials are processed, and emphasised correct waste segregation between recyclable and non-recyclable materials.



Programmes supporting environmental stewardship

Sustainability at heart



Emtel celebrated its 36th anniversary with a series of activities aligned with its overarching sustainability commitment, reflected in the theme: "36 years together – Sustainability at the heart of our journey".

A key employee engagement initiative was the Sip & Paint activity, during which **29 staff members** produced artworks inspired by sustainability principles. This initiative fostered creativity, strengthened team cohesion, and encouraged employees to reflect on their role in advancing sustainable practices.

These artworks were subsequently curated and featured in the Emtel Calendar 2026, with each month highlighting a distinct sustainability message. The paintings have also been exhibited at the Emtel Academy, where they serve as a continuous reminder of the Company's sustainability goals.

A creative Pot Painting session was organised for employees to express their commitment to environmental responsibility through art.

The activity was conducted under the theme of sustainability, inspiring participants to reflect on eco-friendly practices while designing and decorating plant pots. This hands-on session fostered environmental awareness, promoted green creativity, and reinforced the importance of integrating sustainability into everyday actions.





Sustainability report (Continued)

Environmental preservation (Continued)

Staff awareness on sustainability and climate change

All new recruits participate in an induction session, during which they are introduced to key environmental topics and the various sustainability initiatives supported by the Company. In 2025, **4 induction sessions** incorporated dedicated sustainability modules.



Let's beat plastic pollution

In observance of the World Environment Day 2025 during the month of June, a dynamic webinar titled "Beat Plastic Pollution" was organised for all employees to highlight practical ways individuals can combat plastic waste and translate awareness into meaningful actions.



As a committed corporate citizen, Emtel recognises its responsibility to contribute meaningfully to society. For 2025, we allocated a total Corporate Social Responsibility (CSR) budget of Rs 8.4 million, which was directed towards initiatives that strengthen social inclusion and support vulnerable communities. Our investments were aligned with the National Social Inclusion Foundation, the Income Tax Act and the Finance (Miscellaneous Provisions) Acts governing how funds are collected and remitted.

Our CSR Strategy

We prioritise projects and activities that deliver measurable social value, with our funds channelled through three key types of assistance:



- **Value-in-Kind contributions** in terms of call services and internet connectivity services to local NGOs/NPOs.



- **Financial contributions** towards projects implemented by Emtel and/or local NGOs/NPOs towards short- and long-term projects.



- **Philanthropic partnership** towards community initiatives and events of NGOs/NPOs.

During the reporting period, Emtel allocated a total CSR budget of

Rs 8.4 Mn

to support community development and social inclusion initiatives. Of this amount

Rs 2.9 Mn

was disbursed as Emtel Projects.



Compliance with Legislation

We remained fully compliant with all local CSR regulations, including:

- Allocation of mandatory CSR contributions based on chargeable income.
- Contributions to the National Social Inclusion Foundation.
- Transparent monitoring and reporting of CSR expenditure.
- Use of funds strictly for approved sustainability programmes.

Our adherence to these requirements ensures accountability, governance, and alignment with national priorities.



Sustainability report (Continued)

Social inclusion (Continued)

A

Poverty Alleviation



GOAL

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

SPOTLIGHT

Enn Zanford Enn Sourir – Supporting Children Across Mauritius, Rodrigues and Agalega

In 2025, Enn Zanford Enn Sourir remained our flagship initiative dedicated to bringing joy, dignity, and essential support to children from disadvantaged backgrounds across the Republic of Mauritius. Through strategic collaborations with community partners, we reached children in Mauritius, Rodrigues and Agalega, ensuring equal care and inclusion for those in remote regions.



Light of Hope



Mauritius

A full day of learning and celebration was organised for **232 children** from **12 different** NGOs/NPOs.

The event featured games, entertainment, a musical show, and a special visit from Santa Claus. All children received school materials and lunch was offered, creating a memorable experience that fostered joy, social interaction and emotional wellbeing.

Rotary Club of Rodrigues



Rodrigues

We supported **138 children** from five NGOs/NPOs. Together with the Rotary Club of Rodrigues, we organised a day of sharing, including a communal lunch and the distribution of school materials. The initiative helped reinforce inclusion and educational support for children on the island.

Association Pour Le Progres d'Agalega



Agalega

Emtel, in collaboration with the Outer Islands Development Corporations, organised an event for the children of Agalega, providing them with school materials. The day also included a shared lunch and fun activities for the children. To ensure that every child on the island begins the school year with confidence, we donated school materials to all **112 children** of Agalega. This initiative helped reduce financial pressure on families while supporting equal access to education for children living in isolated communities.

IMPACT

Through Enn Zanford Enn Sourir, we reached a total of **482 children** across three territories, providing educational support, emotional upliftment and community engagement. This programme remains a testament to our commitment to social inclusion, equal opportunity and child wellbeing, ensuring that no child is left behind, regardless of where they live.



Sustainability report (Continued)

Social inclusion (Continued)

Programmes supporting poverty alleviation

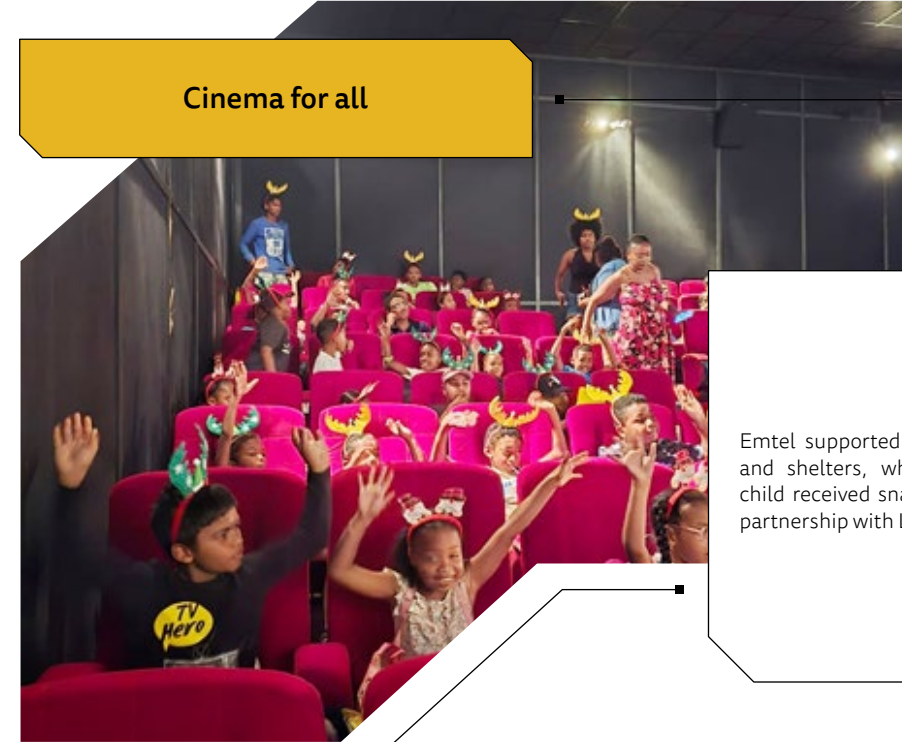
Donation of food packs



Following the impacts of Cyclone Chido, Emtel extended its support to affected inhabitants of Agalega by donating non-perishable food items.

In addition, members of the NGO PILS, an organisation supporting individuals who are HIV-positive or caring for children living with the virus, received **food vouchers worth Rs 2,000** each to assist a total of **20 beneficiaries** supported through this initiative.

Cinema for all



Emtel supported a movie outing for **200 children** from NGOs and shelters, who enjoyed a screening of Zootopia 2. Each child received snacks and a festive headband. The event was in partnership with Light of Hope and the Currimjee Foundation.

Promoting social inclusion through Sports



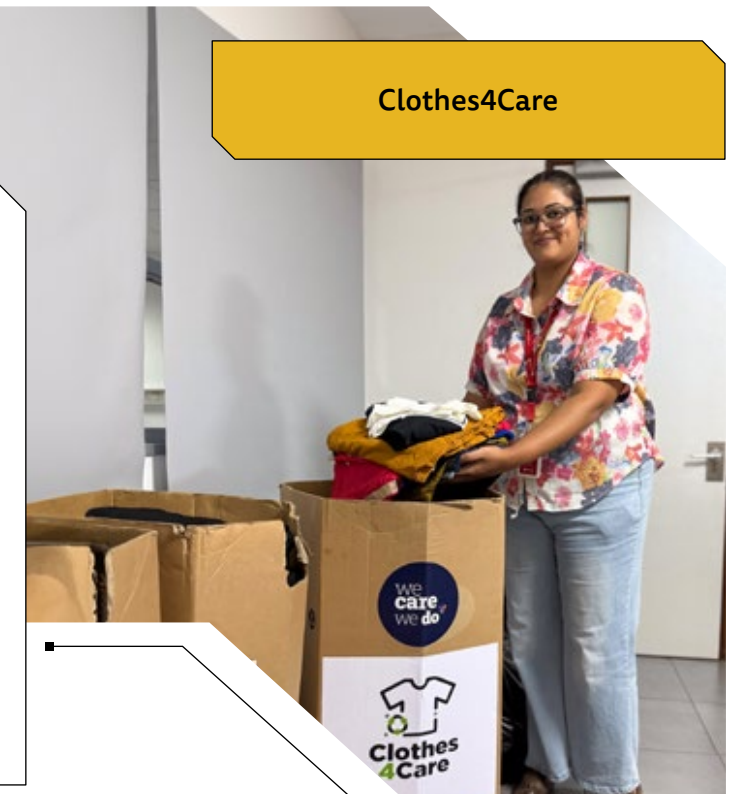
Empowering Vulnerable Groups Through Engagement and Support

Emtel partnered with the Curepipe Handisports Association to host Handisports Day, gathering para-athletes from the Aurally, Mentally, Physically, and Visually Handicapped Sports Federations. The event promoted inclusion by allowing athletes to discover other disciplines and interact with peers and volunteers. Emtel also provided lunch and refreshments, and extended financial support to para-athlete Brandy Perrine.

Beneficiaries:

54 participants, **17** coaches/volunteers, **5** organising members, **1** individual beneficiary.

Clothes4Care



Through the Clothes4Care initiative, employees of Emtel supported three key community partners. At the Caritas Night Shelter, employees contributed to a winter clothing collection **benefiting 27 residents** facing harsh weather conditions. Support was also extended to the Passerelle Shelter, which provides emergency accommodation and advocates for the rights of women and children, with donations assisting its **47 residents** and engagement from eight employees. In collaboration with CJ and the GoodShop and as part of World CleanUp Day, a donation drive mobilised participants and collected clothes and reusable items in good condition to support vulnerable individuals across the community.



Sustainability report (Continued)

Social inclusion (Continued)

B

Quality Education



GOAL

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

SPOTLIGHT

Rights of Children

Emtel hosted a two-day workshop, on the occasion of the Day of the African Child, by the Office of the Ombudsperson for Children for **50 young participants** under the Jeunes Ambassadeurs des Droits des Enfants (JADE) initiative.

The programme empowered school children to understand their rights, express their views confidently, and engage meaningfully in issues that affect their wellbeing. By providing a learning environment that promotes equality, citizenship, and child advocacy, we contributed to shaping informed, responsible young leaders. This initiative reflects our dedication to education that not only informs but also equips children with the knowledge and voice to build a better future.



Community projects towards education

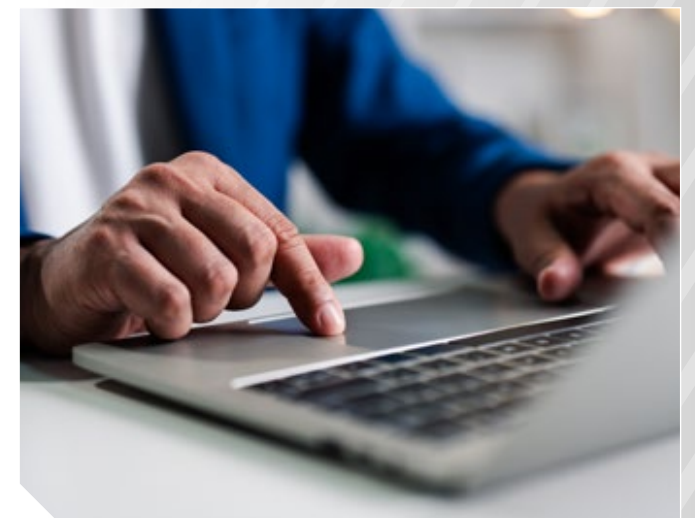
Partner:
Rotary Club of Montebello

Event: The fundraising event aims to support our ongoing community projects, which focus on key areas including Poverty Alleviation, Quality Education, and Quality Health.

Advancing Digital Inclusion in Education

As part of our commitment to narrowing the digital divide, we provided internet connectivity and call services to five educational institutions across Mauritius and Rodrigues through in-kind contributions.

Reliable access to communication and digital tools is essential in today's learning environment, enabling students and educators to connect, collaborate, and access knowledge more effectively. Through this initiative, we are helping create more equitable access to education for underserved communities.



Supporting Inclusive Education in Rodrigues

We extended our support to the GPL Special Learning Centre in Rodrigues, a dedicated institution providing specialised education and training to **90 children** with learning difficulties, in collaboration with the Trevor Huddleston Association for the Disabled.

Our contributions supported several school projects, including infrastructure enhancements designed to better meet the students' unique needs. By helping to improve their learning environment, we contribute to a more inclusive and supportive educational experience.





Sustainability report (Continued)

Social inclusion (Continued)

Building Future Digital Leaders

We supported the Mauritius School of Internet Governance, a two-month capacity-building programme coordinated by the Halley Movement, **benefiting 50 children**. The initiative aims to strengthen awareness of key internet governance topics while encouraging leadership, digital responsibility, and online safety among young participants.

By investing in digital awareness today, we help prepare future generations to navigate tomorrow's connected world responsibly.



Equipping Children with Essential IT Skills

In partnership with the M-Kids Association, we supported the delivery of basic IT training for **80 children**.

The programme introduced participants to computer fundamentals, common software applications, internet literacy, and safe online practices. These practical skills are increasingly important in a technology-driven society and can open pathways to future education and employment opportunities.



C

Quality Health

GOAL

Ensuring healthy lives and promoting wellbeing for all ages.



Etel is committed to promoting the health and wellbeing of our customers and the wider community. Through proactive health initiatives, wellness programmes, and partnerships with healthcare organisations, we strive to create a healthier, safer, and more resilient society.

SPOTLIGHT

Blood Donation

In 2025, we strengthened our national contribution to public health through a series of blood donation drives organised in collaboration with key partners. These initiatives supported the national blood supply, promoted preventive healthcare, and encouraged volunteerism among employees and community members.

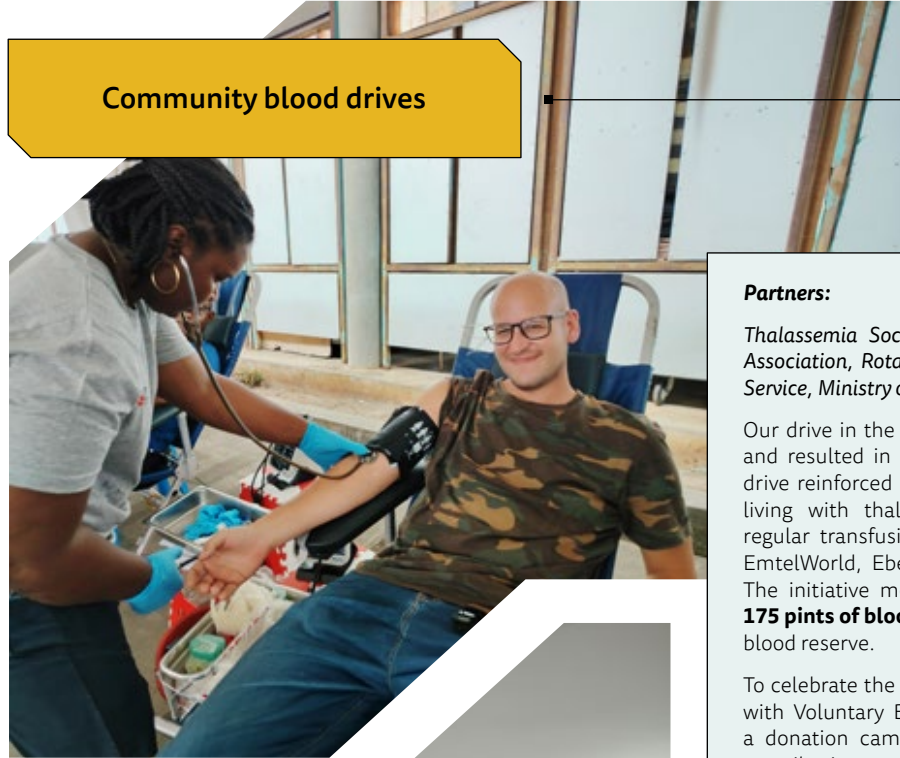




Sustainability report (Continued)

Social inclusion (Continued)

Community blood drives



Partners:

Thalassemia Society of Mauritius, Voluntary Blood Donors Association, Rotary Club of Flacq, National Blood Transfusion Service, Ministry of Health and Wellness

Our drive in the Ebene Cybercity brought together **68 staff** and resulted in **110 pints of blood being collected**. The drive reinforced our commitment to supporting individuals living with thalassemia and other conditions requiring regular transfusions. Three donation sites were set up at EmtelWorld, Ebene Commercial Centre, and SABV Tower. The initiative mobilised **75 staff members** and collected **175 pints of blood**, contributing significantly to the national blood reserve.

To celebrate the World Blood Donor's Day, we joined efforts with Voluntary Blood Donors Association in Rodrigues for a donation campaign that **collected 95 pints of blood**, contributing meaningfully to national health services.

Held in Port Mathurin, this vibrant community event created an engaging atmosphere for donors. A total of **105 pints** were collected. The presence of our CEO, Mr Goormany, further strengthened our commitment to supporting public health in Rodrigues.

Impact Summary :



590

Total pints collected



5

Total community events



Geographical coverage:
Mauritius and Rodrigues

A large-scale health day welcomed more than **650 attendees** and offered a wide range of free health services, including: blood donation, general medical check-ups and public awareness sessions on thalassemia. The event enhanced community health literacy and provided accessible preventive care to the public.



Programmes supporting Quality Health

Donation of specialised equipment



Project partners:

Association pour Le Progrès d'Agalega, Currimjee Foundation

As part of our continued commitment to enhancing the quality of life of vulnerable communities, a donation was made to the island of Agalega, along with the provision of a specialised wheelchair. This initiative forms part of our broader efforts to support inclusion and improve mobility for individuals with special needs.

Project partners:

Curepipe Handisports Association and Amber Residential Care Institution

Emtel supported the Handisports Day which brought together **44 participants and volunteers**. Among them were 13 residents from Amber Residential Care Institution, operating under the aegis of the Association pour les Handicapés de Malherbes. The event featured four inclusive activities designed to encourage participation, physical wellbeing, and social interaction among persons with disabilities. These further enriched the day's programme, ensuring a safe, enjoyable, and empowering environment for all participants.

Promotion of Handisports



End polio campaign



Project partners:

Rotary Club of Rodrigues

In support of Rotary International's End Polio Now initiative, the Rotary Club of Rodrigues hosted the Rotary End Polio Trail (REPT), a large-scale community event aimed at raising awareness and funds for the global eradication of poliomyelitis. The event engaged approximately **1,000 participants**, including children, youth, adults, and families, promoting health, solidarity, and public awareness.



Sustainability report (Continued)

Social inclusion (Continued)

Mevin Munisamy

President of Light of Hope



LIGHT OF HOPE

"Light of Hope is an organisation created in 2016, committed to supporting vulnerable children and families through education, mentorship and social support initiatives. Our collaboration with Emtel over the 9th consecutive year has been instrumental. Through this partnership, we have been able to create meaningful opportunities for young people while promoting Enn Zanfan Enn Sourir. We deeply value this collaboration and the positive impact it continues to bring to the lives of the families and children we serve. We have been able not only to serve Mauritius but Agalega and Rodrigues in the past years."



Our Partners: NGOs/NPOs/Institutions

- Angel Special and Welfare Associations
- Association Jeunes Inadaptes de Curepipe
- Association des Parents de Deficients Auditifs
- Association Pour Le Progres d'Agalega
- Breast Cancer Care
- Blood Donors Association
- Curepipe Handisport Association
- Currimjee Foundation
- Centre Des Dames Mourides
- Dibout Ansam
- EcoMode Society
- First Aiders Association
- Foyer Mgr Leen
- GPL Special Learning Centre
- Halley Movement
- Lizie dan La Main
- Light of Hope
- Living with Endometriosis
- Mangalkhan Sports Club
- Mauritius Red Cross Society
- Mauritius Wildlife Foundation
- Mission Verte
- M-Kids Association
- Ministry of Education and Human Resources
- Ministry of Health Wellness
- MP Kisna Govt. School
- National Blood Transfusion Service
- Physically Handicapped Welfare Association
- Rotary Club of Quatre Bornes
- Rotary Club of Rodrigues
- RCSS Community Centre - roseaux
- Shoals Rodrigues
- Société des Filles de Marie (Foyer Mgr Leen)
- Shelter for Children in Distress
- Thalassaemia Society of Mauritius
- Voluntary Blood Donors Association
- Valley Stars Sports Club





Sustainability report (Continued)

Human Capital

**Rajeshwaree (Priya)
Foolchand-Chunderdeep**

Head – People and Culture



In 2025 Emtel's human capital agenda was shaped by two parallel imperatives: achieving an ambitious revenue milestone and accelerating our transformation from a telecommunications company into a technology-enabled solutions provider – a techco.

These goals are inseparable. Reaching the Rs 4 billion revenue target required our people to develop new skills, embrace new tools and adopt new ways of thinking. The results, both financial and human, are a testament to what an engaged, capable and adaptable workforce can achieve.

To reflect this evolution, our HR department has been formally repositioned as People and Culture, signalling a shift in its role. HR has historically been perceived as an administrative function, but its true value is in its capacity as a strategic business partner helping to shape the culture and capabilities that will take Emtel forward.

"Our culture is a source of competitive advantage. Our evolution to being a TechCo is about building that mindset."

Rs 4bn
revenue milestone
achieved

Renaming
from HR to
▼
**People &
Culture**



Etel Head Office - Ebene



Compensation and Benefits

Emtel's reward framework is designed to attract and retain the right people, motivate continued performance, and signal to employees that their contribution is genuinely valued, all while remaining aligned to business sustainability.

Participation in external remuneration benchmarking supports informed decision-making, even where sector-specific data is limited. Annual salary review processes provide consistency and predictability for employees.

Benefit enhancements in 2025 included an increase in the mobile device reimbursement allowance and a meaningful increase in the wedding gift allowance.

Employee share ownership, granted to all staff at the time of Emtel's listing on the Stock Exchange in 2024, reinforces a longer term ownership mindset. As share price appreciation and dividend payments become more tangible, the link between individual effort, organisational performance, and collective reward is becoming clearer. Trust in the company is deepening further.



Inclusive and fair working environment

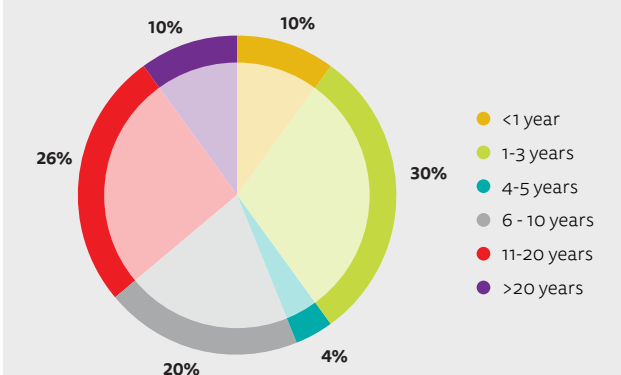
Human capital programme

Attracting and retaining the right talent in a competitive market is one of Emtel's most pressing people challenges. In 2025, we adapted our approach to meet candidates where they are. This meant venturing into social media channels frequented by the Gen Z talent pool we are actively cultivating, as well as maintaining our presence in career fairs and campus partnerships.

To complement this outreach, we formalised and communicated our Employee Value Proposition, a clear articulation of what Emtel offers beyond salary. Documenting these benefits reminds employees that total employment value extends well beyond the monthly paycheque.

Internal mobility is a cornerstone of our talent strategy. All vacancies are circulated among our employees before being advertised externally; and a meaningful proportion of roles are filled through internal transfers and promotions each year. The graduate and trainee engineer schemes remain active, with university students engaged informally as interns during holiday periods or joining us more formally for two years after completing their studies. Many successfully move into permanent roles. Performance management happens twice-yearly, unchanged in structure but ever more relevant as a mechanism for aligning individual development with the company's techco ambitions.

Years of Service



23
Undergraduate
scheme





Sustainability report (Continued)

Human Capital (Continued)



GOAL 2

Employee safety and wellbeing

Employee Engagement

Employee engagement remains a core indicator of organisational health at Emtel. Our annual employee engagement survey, conducted in December 2025, recorded a score of 70%, a solid result in a challenging year characterised by competitive pressure, talent scarcity and ongoing transformation.

The engagement results demonstrated confidence in leadership direction, clarity of purpose and alignment to quality, customer focus and digitalisation. This is a significant outcome in a year that included a planned CEO transition and major strategic change.

The emphasis during the year was on enhancing communication and collaboration rather than running stand-alone engagement initiatives. With our usual town hall venue unavailable, we strengthened direct communication between leadership and employees through regular CEO breakfast sessions and encouraged all team leaders to hold frequent team meetings. As a listed company, we are obliged to communicate quarterly financial results to our people as shareholders, which has brought employees closer to the business performance they help to create. The People and Culture team itself became more proactive, attending departmental meetings to listen, guide and support, rather than waiting to be called upon.



Engagement score

70% (vs. 75% 2024)

Key strength areas

Leadership

Confidence

Direction

Agility

Digitalisation



Employee Welfare

The wellbeing of our people is a business priority. In 2025 we deliberately shifted beyond awareness raising and created space for our employees to step back, recharge, and strengthen connection.

However, sometimes psychological support is essential. We actively promote the service of a psychologist, rather than making it quietly available. Normalising access to psychological support removes the stigma sometimes attached to mental health services.

A doctor is present in our main offices weekly, allowing staff to attend appointments without taking time off work. While the service offers convenience to employees and minimises downtime, our motivation is not productivity but the value we place on health. Fitness activities, including Zumba, yoga and use of our in-house gym, continue to run, supported by a core group of committed regulars. The Safety and Health Committee meets in compliance with regulatory requirements.

At Emtel, employee wellbeing is embedded within our daily routines and organisational culture. This cultivates resilience and enables our workforce to sustain performance over time. Furthermore, we encourage ongoing personal development and growth within the company, ensuring employees can unlock their full potential.



GOAL 3

Learning and competency development

Nurturing Future Leaders

The focus in 2025 was on developing leaders who can combine technology understanding with commercial decision-making and people leadership.

The flagship initiative of 2025 was the Telecoms Mini-MBA, an intensive five-day programme delivered in Mauritius by Telecoms & Tech Academy (UK). The programme improved the ability of 27 middle managers, assistant managers and executives to translate complex technology investments into business value, assess financial trade-offs and think strategically about growth.

Beyond the Telecoms Mini-MBA, targeted programmes in AI and digital skills, roaming and international connectivity, and advanced management practice strengthened both commercial and technical expertise while building confidence in managing complexity. The ongoing use of structured talent reviews ensures leadership development is linked to succession planning and readiness for future roles.

Fostering a Learning Culture

The shift to a techco mindset has given fresh urgency to Emtel's long-standing commitment to learning. In 2025, we invested significantly in cloud, AI, cybersecurity, data privacy and IT security training. Where these were once specialist technical functions, now they are broad capabilities required across the business. We focused on embedding learning into the flow of work and supporting employees to steadily build relevant skills. We continue to partner with the Currimjee Group's training arm, E-Skills. This year E-Skills delivered an intensive sales capability programme covering consultative selling, presentation skills and cross-functional collaboration designed to enhance the commercial excellence of the enterprise sales arm and improve sales effectiveness, deal quality, and customer value creation.

A significant development in 2025 was the launch of a pilot Learning Management System (LMS), developed at Group level and now rolling out across Emtel. The LMS aims to shift the culture of learning from top-down delivery to employee-led development, providing a personalised, always-accessible platform for both mandatory and self-directed learning. Twenty champions were nominated from across the business to test the system and shape its implementation. Full deployment is planned for 2026.

Looking Ahead

In 2026, Emtel's human capital priorities will continue to centre on digital enablement, leadership capability and workforce agility. The rollout of advanced productivity tools, such as the LMS; continued investment in skills, such as structured programmes to ensure meaningful adoption of AI tools; and the integration of a new CEO will require sustained focus on change leadership and culture.

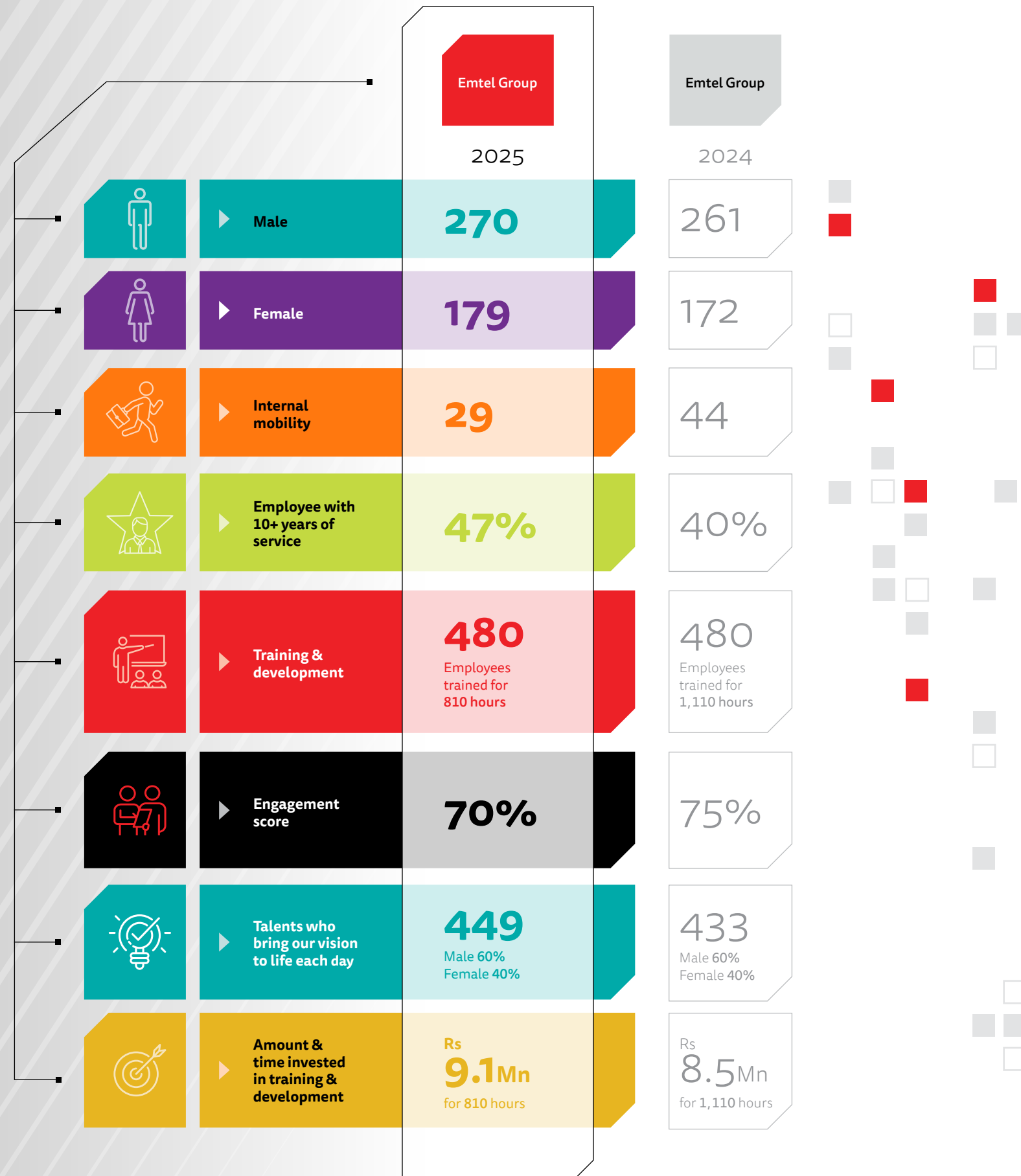
As the pace of technological and market change accelerates, Emtel's ability to align its people strategy closely with business strategy will remain a key differentiator. Human capital will continue to be managed not only as a resource, but as a source of competitive advantage.

"Human capital will continue to be managed as a source of competitive advantage."



Sustainability report (Continued)

Human Capital (Continued)



Over the years, I have seen our people flourish, and I firmly believe in the power of unlocking their potential.

Leena Madhou

Manager – People & Culture, HR



While technology accelerates what we do, human capability defines who we are. Our people transform innovation into impact.

Teishree Ramyad-Dabee

Assistant Manager – People & Culture, HR



02

SUPPLEMENTARY INFORMATION

List of abbreviations	44
Annex	46

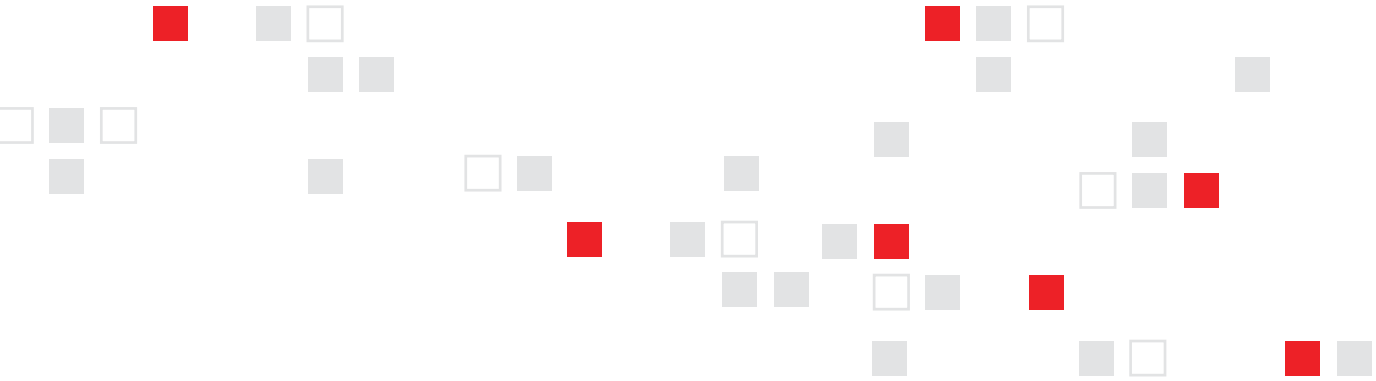
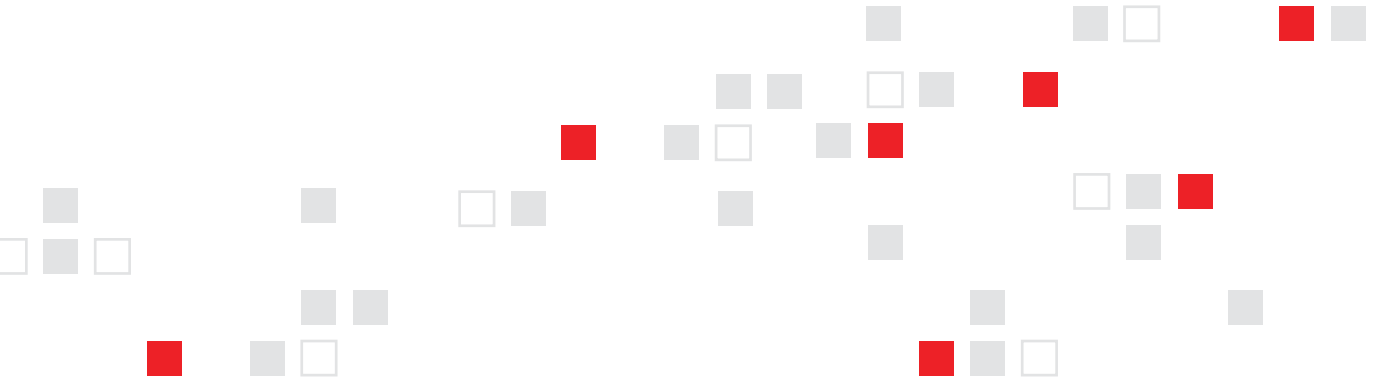
 Emtel - Data Centre, Arsenal



List of abbreviations

2G	Second generation	ESG	Environmental, Social and Governance
3G	Third generation	ESIM	Electronic Sim card
4G/4G+	Fourth-generation	FY	Financial Year
5G	Fifth-generation	Gbps	Gigabits Per Second
AI	Artificial Intelligence	GHG	Green House Gas
ARC	Audit and Risk Committee	GNR	Governance, Nomination and Remuneration
B2B	Business to Business	GPU	Graphics Processing Unit
B2C	Business to Consumer		
BCM	Business Continuity Management	GSMA	Global System for Mobile Communications Association
Bn	Billion	ICT	Information & Communication Technology
BYOD	Bring your own device		
Capex	Capital Expenditure	IFRS	International Financial Reporting Standards
CCR	Corporate Climate Responsibility	IPO	Initial Public Offering
CEM	Customer Experience Management	ISMS	Information Security Management System
CEO	Chief Executive Officer	ISO	International Organisation for Standardisation
CFO	Chief Financial Officer	IoT	Internet of Things
CSAT	Customer Satisfaction score	IT	Information Technology
CSR	Corporate Social Responsibility	kg	Kilogram
COMESA	Common Market for Eastern and Southern Africa	km	Kilometer
DDoS	Distributed Denial of Service	K	Thousands
EBITDA	Earnings before Interest, Taxes, Depreciation and Amortisation	LEO	Low Earth Orbit
ED	Executive Director	LION	Lower Indian Ocean Network

MARS	Mauritius and Rodrigues Submarine	QR Code	Quick-Response Code
METISS	Meltingpot Indianoceanic Submarine System	ROCE	Return on Capital Employed
MEO	Medium Earth Orbit	SASE	Secure Access Service Edge
MFS	Mobile Financial Services	SD WAN	Software-defined Wide Area Network
Mhz	Megahertz	SEMSI	Stock Exchange of Mauritius Sustainability Index
Mn	Million	SME	Small and Medium Enterprises
MSB	Mauritius Standard Bureau	SMS	Short Message Service
Mw	Megawatt	SOCaaS	Security Operations Center as a Service.
NED	Non Executive Director	TB	Terabyte
NGO	Non Governmental Organisation	TIA	Telecommunications Industry Association
NPO	Non Profit Organisation	UN SDG	United Nations Sustainable Development Goals
NSLD	New Social Living Development	UPI	Unified Payments Interfaced
OPEX	Operating Expense	UI	User Interface
PABX	Private Automatic Branch Exchange	UX	User Experience
PB	Petabyte	WAR	Work Area Recovery
PDS	Property Development Schemes	WiFi	Wireless Fidelity
PEACE	Pakistan and East Africa Connecting Europe		
PoP	Point of Presence		





Annex

Sustainability Reporting Frameworks and Standards

GRI Content Index

This GRI Content Index has been prepared in accordance with the **GRI Standards 2021** and demonstrates how Emtel Limited reports on its material sustainability topics within the Integrated Sustainability Report FY2025. The report applies the **GRI Standards**, relevant **GRI Topic Standards**, but none of the existing sector standards apply.

Statement of Use

Emtel Limited has reported in accordance with the GRI Standards for the period **January 2025 to December 2025**.

GRI 1 Use

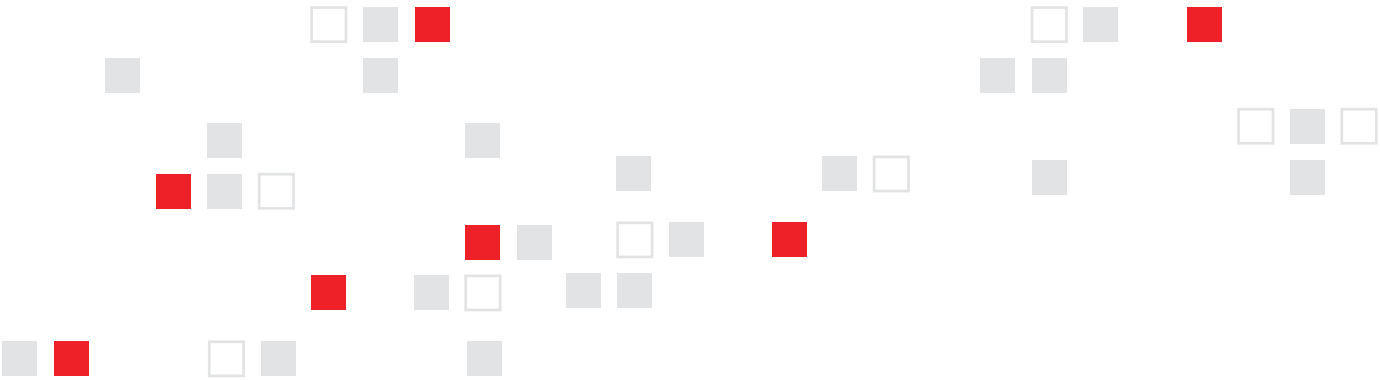
GRI 1 Foundation 2021

Applicable GRI Sector Standard

None

GRI 2: General Disclosures 2021

GRI Reference	Disclosure	Location in Report	Remarks
2.1	Organisational details	Company Profile	
2.2	Entities included in reporting	Reporting Approach and Scope	
2.3	Reporting period, frequency and contact	Reporting Approach and Scope	
2.4	Restatements of information	Reporting Approach and Scope	None
2.5	External assurance	Reporting Approach and Scope	None
2.6	Activities, value chain and business relationships	Sustainability Vision and Strategic Priorities	
2.7	Employees	Integrated Report – Human Capital	
2.8	Workers who are not employees	Integrated Report – Human Capital	
2.9	Governance structure and composition	Sustainability Governance Structure	
2.10	Nomination and selection of the highest governance body	Integrated Report – Governance	
2.11	Chair of the highest governance body	Integrated Report – Governance	
2.12	Role of highest governance body in overseeing impacts	Sustainability Governance Structure	
2.13	Delegation of responsibility for managing impacts	Sustainability Governance Structure	
2.14	Role of highest governance body in sustainability reporting	Sustainability Governance Structure	
2.15	Conflicts of interest	Business Integrity	
2.16	Communication of critical concerns	Whistleblowing and Speak-Up Mechanisms	
2.17	Collective knowledge of highest governance body	Integrated Report – Governance	
2.18	Evaluation of performance of highest governance body	Integrated Report – Governance	



GRI Reference	Disclosure	Location in Report	Remarks
2.19	Remuneration policies	Integrated Report – Governance	
2.20	Process to determine remuneration	Integrated Report – Governance	
2.21	Annual total compensation ratio	Integrated Report – Governance	
2.22	Statement on sustainable development strategy	Sustainability Vision and Strategic Priorities	
2.23	Policy commitments	Commitments Driving Our Sustainability Agenda	
2.24	Embedding policy commitments	Sustainability Governance Structure	
2.25	Processes to remediate negative impacts	Environmental and Social Risk Management	
2.26	Mechanisms for seeking advice and raising concerns	Whistleblowing and Speak-Up Mechanisms	
2.27	Compliance with laws and regulations	Business Integrity	
2.28	Membership associations	Company Profile	
2.29	Approach to stakeholder engagement	Materiality – Stakeholder Identification	

GRI 3: Material Topics 2021

GRI Reference	Disclosure	Location in Report	Remarks
3.1	Process to determine material topics	Materiality – Methodology	
3.2	List of material topics	Material Topics for Emtel	
3.3	Management of material topics	Environmental, Social and Governance sections	

