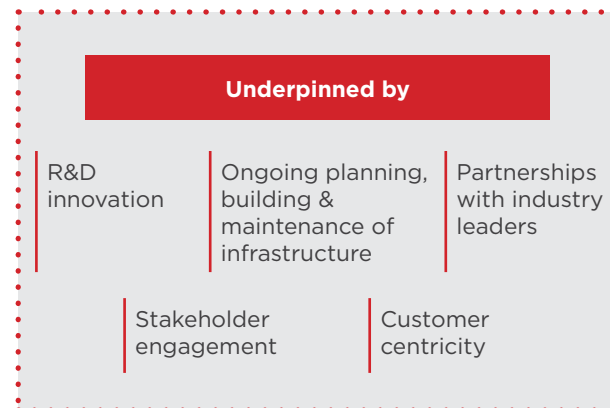
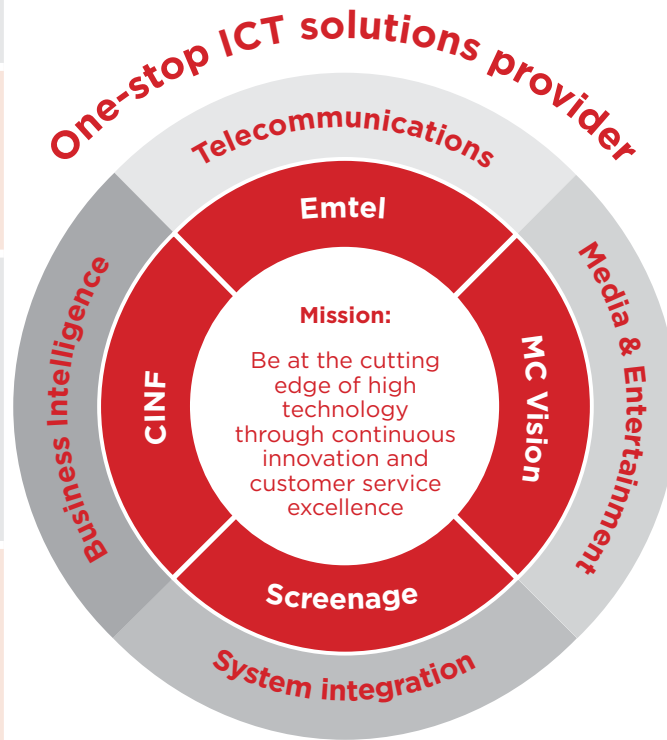


TMIT

business model

Inputs • Our business activities • Outputs • Outcomes

Financial capital	<ul style="list-style-type: none"> MUR 1.4BN equity invested \downarrow 7% MUR 2.7BN net debt \uparrow 55%
Human capital	<ul style="list-style-type: none"> 557 employees MUR 3M invested in training and development \uparrow 4% 7,430 hours invested in training \downarrow 5.4% A strong customer-centric culture Living The Brand initiative Cross-business training
Intellectual capital	<ul style="list-style-type: none"> The brands we own and represent: Emtel, Airbox, Canal +, Play, Emtel Feel Free, Play and Airbox+ Telecom operating licences Broadcasting licences Our R&D capabilities and Certified Technical Specialists Partnerships/memberships with industry-leading technical support providers, providing advanced technical skills and know-how Our digital platforms and solutions An integrated strategy, with shared policies and procedures
Relationship capital	<ul style="list-style-type: none"> 827,906 customers \uparrow 2% 6,017 business customers \uparrow 14% 18 distributors Long-term and mutually beneficial relationships with our stakeholders (including subscribers, business customers, suppliers, partners, employees, our peers, the authorities) based on trust and transparency Continuous efforts to deepen our understanding of customer expectations Constructive engagement with regulators
Manufactured capital	<ul style="list-style-type: none"> 3 submarine cables Domestic fibre 487km \uparrow 4.7% A world-class Tier-3 Data Centre and Disaster Recovery 3 landing stations 462 network sites (2G/3G/4G/5G) \uparrow 3.8% 7 satellite transponders (36MHz each) Showrooms: Emtel: 23 - MCV: 11 - of which Converged 8 Regularly upgraded and well-maintained infrastructure, assets and broadcasting systems
Social and Natural capital	<ul style="list-style-type: none"> 2,459 MW electricity used \uparrow 1.1% 188,385 litres fuel/diesel used \downarrow 0.37% MUR 11.7M contributed to the Currimjee Foundation \downarrow 18% 5 bands of spectrum assets for Emtel: 800MHz - 900MHz - 1800MHz - 2100MHz - 2600MHz Contribution to and alignment with Group ESG strategy Employee engagement and participation in CSR initiatives Continuous endeavours to reduce energy consumption and preserve natural resources (particular attention on recycling of e-waste, installation of solar panels/low-energy systems) Partnerships with NGOs and recycling companies



\uparrow % increase vs. 2020 \downarrow % decrease vs. 2020
% pts = percentage points

- Robust state-of-the-art infrastructure
- Converged ICT solutions
- Reliable connectivity
- Exclusive premium content
- High-quality network
- End-to-end enterprise solutions
- Agile teams and processes
- Enhanced customer experience
- Sustained competitive advantage

- Financial capital**
- Human capital**
- Intellectual capital**
- Relationship capital**
- Manufactured capital**
- Social and Natural capital**

- MUR 616M dividends paid \uparrow 20%
 - MUR 122M interest paid \uparrow 32%
 - 75% Employee engagement score \downarrow 4% pts
 - Gender balance: 60% M and 40% F
 - 3.2 average training hours per employee \downarrow 13.5%
 - Strong collaboration, team spirit and increased synergies across TMIT businesses
 - Reputable household brands
 - Market-leading capabilities
 - Differentiated products and services, leading to a competitive advantage
 - State-of-the-art converged solutions
 - Trusted and reliable technological partner
 - Cross-functional skills and cluster-wide knowledge
 - 40.6% market share of mobile customers \downarrow 1.7% pts
 - 56% market share of hospitality clients (Screenage) \uparrow 32% pts
 - 79.6% customer satisfaction score (Emtel):
 - Strong relationships with stakeholders
 - More accessible products and relevant services for customers
 - Improvement in the customer experience and waiting time in showrooms
 - Supplier/partner of choice
 - Facebook community growth by 26,000+ customers (MCV+Emtel)
 - 1,700+ followers on LinkedIn (Screenage and CINF)
 - 365 GB daily average Total Data consumed on the network \uparrow 28%
 - 69.75 Gbps undersea cable capacity \uparrow 134%
 - 80 Gbps 4G data capacity
 - 480 TB CDN Cache Capacity
 - Enhanced network capacity and quality to support increased Internet traffic through upgraded infrastructure and systems
 - 66 tonnes e-waste recycled \uparrow 281%
 - 34.7 tonnes of paper/carton/plastic/oil recycled \uparrow 72%
- Refer to Our Environment & Sustainability strategy on pages 118-133