

mauritius
telecom

CULTURE BOOK

• Our Values. Our Spirit. Our Promise.

First Edition

Foreword

At Mauritius Telecom, we are building more than networks. We are building trust. In a time of transformation, what connects us most deeply is not the technology we deploy, but the values we live by.

This Culture Book reflects who we are and who we aspire to be. It captures the collective wisdom, stories, and spirit of our people — gathered through workshops, conversations, and shared experiences.

When we began this journey, our goal was simple yet profound: to rediscover what truly defines us. What emerged was not a list of words, but a set of principles that already lived within us — **Care, Teamwork, Learning, Humility, Goodwill, and Integrity.**

These values were not imposed from the top; they were shaped by the voices of our people. They reflect the heart of MT: a company that serves with purpose, leads with empathy, and grows with courage.

“Greatness isn’t forged in isolation. It’s forged together — every day, in how we treat each other and the world around us.”

Veemal Gungadin

Chief Executive Officer

7 November 2025

Preface

At Mauritius Telecom, our culture is a lived experience shaped by each of us, every day. This book began as a spark; an invitation from our CEO during a TGIF video asking who among us wanted to help shape the MT culture of tomorrow. A small team was formed, each member bringing their own stories, laughter, and reflections about what it truly means to be part of this family. From that spark emerged a shared purpose, to rediscover what connects us all. What unfolded wasn't new, but something was rediscovered.

Our values are:



We Care



We Win as One Team



We Learn, Adapt and Grow



We Aim High and Stay Humble



We Act with Goodwill and Integrity

They quietly guide our actions and shape the way we serve our people, our customers, and our country. They remind us that culture is built through the smallest gestures: a friendly good morning, a helping hand, a shared solution, as well as through the way we keep moving forward, together, even in moments that test us.

Our values are more than spoken words, and this preface is a tribute to everyone who genuinely reflects them in their actions. It belongs to the teams working late to restore a line, the colleagues who listen with empathy, the leaders who encourage growth and integrity over convenience. Every choice we make, every action we take, builds the culture we are proud of. Because values are not just written, they are lived, felt, and shared.

As we look ahead, this book reminds us that culture is continuously unfolding. It evolves with every choice we make, every hand we lend, and every moment we show care, humility, and courage.

Acknowledgements

We extend our heartfelt gratitude to Mr. Veemal Gungadin, our Chief Executive Officer, for his trust, inspiration, and belief in the power of people to drive meaningful change. His vision for a stronger, value-driven MT, inspired the creation of this Culture Book.

To the leaders, teams, and employees who live these values daily, thank you for being the heartbeat of Mauritius Telecom. Your actions make our culture real.

This book belongs to all of us, who believed, contributed, and continue to carry the torch forward.

Our Core Values

1. We Care

‘We Care’ is more than kindness or service; it is empathy in action. It is the ability to listen deeply, communicate honestly, and act thoughtfully. It is patience when things take time, compassion when someone struggles, and respect in every interaction.

In our personal lives, we have all shown care for our families, our friends, and our communities. At work, ‘We Care’ guides how we act every day showing respect, taking responsibility, and staying connected. It means supporting each other and making choices that value people as much as results.

We Care for our employees by creating a safe, supportive workplace where growth and wellbeing matter. It means recognising effort, providing opportunities to learn, and ensuring that every voice is heard.

We Care for our customers: we listen, serve with empathy, anticipate needs, and find solutions that make life easier.

We Care for the environment by making choices that protect the planet for the generations to come, reducing waste, saving energy, and innovating sustainably.

We Care for our country means using our technology, our resources, and our creativity to build a better Mauritius.

In Action

Care has always been part of who we are. It’s seen in the action of a technician who climbs a pole in the rain so that a family can reconnect, the Telecom Shop staff who listens patiently to a customer’s frustration, and the manager who says ‘we are in this together’.

It's also in the milestones that shaped our story:

- The 2009 SPICE initiative sped up complaint resolution and boosted customer satisfaction across all channels.
- The rollout of Fibre in Mauritius reached nearly every household by 2017, transforming how people work, learn, and connect.
- In 2019, the MARS Submarine Cable connected Rodrigues, cutting internet delays by 80% and boosting learning, business, and tourism: a powerful symbol of inclusion and care.
- Mauritius Telecom Foundation supports social initiatives like the Social Register of Mauritius project, which helps vulnerable households, by providing free internet facilities.
- Mauritius Telecom Foundation has supported education, shelters, scholarships, and digital access, impacting over 100,000 lives through donations and community programmes.
- The School Connectivity Programme provided free internet to over 300 schools, giving students and teachers access to digital learning tools.
- During disruptive times, MT maintained services, restored connectivity, and supported communities with free data and relief efforts.
- MT's environmental initiatives: Green ICT, e-waste recycling, and solar projects, have reduced carbon emissions and promoted renewable energy.

From these moments to countless acts of kindness behind the scenes, 'We Care' has never been a slogan; it's who we are.

Leadership

Great leaders show care by asking "How can I help?" before "What went wrong?" They take responsibility, protect their teams, give constructive feedback, and put people first, leading through service and empowerment.

2. We Win as One Team

Teamwork at MT is about collaborating with trust, purpose, and accountability. Every success, every customer connected, and every innovation come from teams supporting each other, sharing openly, and growing together.

When we say We Win as One Team:

- We share knowledge.
- We collaborate across departments, breaking silos to deliver better solutions for our customers.
- We celebrate collective wins, because every achievement carries the fingerprints of many hands.
- We create a culture where ideas can come from anywhere, from the field to the boardroom.

In Action

Teamwork has always driven MT's success from the broadband expansion that connected homes and businesses, to the customer experience transformation that improved service quality.

During the COVID-19 lockdown, teams kept critical communication running. Recently we saw the success of the my.t ecosystem and cross-functional collaboration such as the ALL my.t Business AI Summit.

Leadership

Leaders who win as one team don't seek the spotlight; they shine it on others. They nurture trust and ensure every voice is heard, where winning together is about unity, not hierarchy.

3. We Learn, Adapt and Grow

Growth comes from curiosity, courage, and embracing challenges. At Mauritius Telecom, learning happens everywhere through listening, asking, sharing, and giving others space to try.

When we say We Learn, Adapt and Grow:

- We stay curious, open-minded, and always seek better ways to serve.
- We see mistakes not as setbacks but as lessons that move us forward.
- We adapt quickly to change, embracing technology and innovation with optimism.
- We grow together, because progress happens when shared.

In Action

Learning has always been part of our DNA. From our internal training academy to the Talent and Development Programmes, we've equipped employees and empowered professionals to continuously grow, innovate, and take on strategic and digital roles.

Challenging times tested our spirit, as teams adapted to remote work and virtual service. Every challenge became a lesson, and learning continued with new tools, digital journeys, and sustainability training, showing that growth is an ongoing mindset.

Leadership

Leaders who learn, adapt, and grow lead with curiosity. They encourage exploration and celebrate progress. They create environments where trying, failing, and improving are all part of success.

4. We Aim High and Stay Humble

It's the balance between ambition and gratitude, the drive to achieve more without forgetting who we are and how we got there. Ambition gives us vision; humility gives us strength.

At Mauritius Telecom, we push boundaries, lead in innovation, expand our reach, and constantly improve customer experience. Yet, we stay humble by listening to feedback, learning from our peers, and recognising that every success is built by many hands.

When we say We Aim High and Stay Humble:

- We dream big but keep our feet grounded.
- We take pride in our achievements but remain open to learning more.
- We let our work speak louder than our words.
- We celebrate success without arrogance, knowing there is always room to grow.

In Action

From expanding international connectivity through submarine cables to pioneering nationwide fibre and 5G readiness, MT has never stopped reaching higher. We led the region in connectivity and innovation yet continued to act with humility, focusing on service, reliability, and trust.

Our teams showed humility by sharing credit, mentoring each other, and celebrating success together.

Leadership

True leaders aim high but maintain humility with their teams. They are confident but never complacent, visionary but always listening. Humility is not weakness, it's wisdom in motion.

5. We Act with Goodwill and Integrity

‘We Act with Goodwill and Integrity’ is the promise that binds all other values. It’s about doing the right thing, not because we must, but because it’s who we are. Goodwill is our intent; integrity is our action.

When we say We Act with Goodwill and Integrity:

- We treat everyone with fairness and respect.
- We communicate openly and honestly.
- We honour our commitments and take responsibility for our actions.
- We show kindness in how we speak, decide, and lead.

In Action

Integrity has shaped MT’s reputation. We aim for transparent partnerships, fair operations, and consistent trust. Our ethics, governance, and CSR/community initiatives bring accountability and goodwill to life.

Every day, goodwill shows up in small moments: colleagues helping one another, departments collaborating to solve problems, and teams giving back to the community through volunteer work and donations. Integrity shows up in the decisions we make when no one is watching.

Leadership

Leaders act with goodwill and integrity when they put people before pride and purpose before self-interest. They keep their word, admit when they’re wrong, and lead by example.

Culture Reflection

Our culture is the heartbeat of Mauritius Telecom. It's seen in the way we treat each other, the choices we make, and the pride we take in our work.

Every value is a promise; to care deeply, work together, grow continuously, dream boldly, and act with integrity.

When we live our values, we don't just build a company, we build a legacy.

Voices of Our People

This Culture Book is made richer by the voices of those who live its values every day. The following reflections are drawn from the TGIF Culture Video scripts, real words from our people, showing what these values mean in their hearts and work.

We Care

"We care is a way of living, a way of thinking, and a way of acting. It starts with simple gestures, like saying hello with a smile." – Ousna Sohodeea

"When we show empathy and respect, we build trust and create an environment where everyone feels valued, heard, and truly knows that 'We care.'" – Deoraj Nund

We Win as One Team

"Our work is like a relay race; each one of us runs our stretch, but success comes only through coordination, trust, and team spirit." – Norbert Donat

"I believe in the power of a team that collaborates, listens, and shows compassion in every interaction." – Rutna Ramparsad

"When respect shapes our actions, unity lifts our spirits, integrity guides our path, and empathy connects our hearts, we rise together, and every voice, effort, and success is shared." – Gaysha Canayah

We Learn, Adapt and Grow

"Every new challenge teaches us something. Whether it's new tech, feedback, or failure, we grow by learning together." – Anna Yerriah-Baichoo

"True growth goes beyond titles; it's about becoming a better version of ourselves each day. We learn from every experience and from one another, adapt to change with openness, and grow stronger together as a team." – Sheetal Beegadhur Ramsurn

“I learn from you, you learn from me; united, we’ll go faster and further. When we learn together, we turn obstacles into possibilities.” – Brian Thomson

We Aim High and Stay Humble

“To shine, you don’t need to shout. Humility is the true light that never fades.”

– Géraldine Philippe

“Innovation only matters when it helps people; that’s where ambition meets humility.”

– Nallen Moorooogen

We Act with Goodwill and Integrity

“Integrity is when words and actions align even when no one is watching.”

– Kevin Narrainen

“Goodwill is found in every little word and action that uplifts others. It becomes second nature to know that you have our support. When all people are connected and united, there’s nothing we can’t face together.” – Kevalina Deeljore

These voices remind us that values are not written by leaders; they are lived by people. Each of these reflections adds a heartbeat to our culture, turning words into meaning, and meaning into action.

Epilogue – The Journey Continues

A culture is never finished, it grows as we do. The pages of this book are not just stories from the past; they are the foundation for our future. Each generation of employees who joins MT inherits a legacy of care, teamwork, learning, humility, goodwill, and integrity, and the responsibility to strengthen it further.

From our early days of connecting families by voice to our leadership in broadband, fibre, mobile, cloud, and AI, MT's success has always been about people, the hearts and minds that bring these technologies to life. The same values that guided us through challenges, storms, and change continue to light our path forward.

As we look towards 2026 and beyond, these values will remain our compass. They will guide how we innovate responsibly, how we nurture our people, how we serve our nation, and how we build trust with our colleagues, customers and partners.

The story of Mauritius Telecom is a story of evolution of people who dared to connect, to care, and to grow. And as long as we live these values, we will keep building something that lasts far beyond us.

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