



TELONE (PRIVATE) LIMITED

2022 BUSINESS STRATEGY

“The Future is Better Together”

TELONE (PRIVATE) LIMITED 2022 BUSINESS STRATEGY

Introduction

TelOne (Private) Limited (TelOne), is in the second year of implementation of the Five -Year Strategic Plan (2021-2025) which seeks to reposition the business as a leading player in the Telecommunications Sector in Zimbabwe.

The strategy addresses the TelOne digital footprint while focusing on client centric systems to improve client experience with an aspiration to create a “**Digitally Enabled Society by 2023**” through the provision of “**Connectivity and Digital Solutions**”.

The market dynamics have been significantly disrupted by the COVID-19 pandemic, which has resulted in a shift of all interactions to virtual platforms as physical interactions became restricted. This shift has placed a major push for TelOne to upgrade and expand its network and services. The replacement of the copper network which is now outdated and continues to be subjected to widespread network vandalism has become urgent. The strategy therefore requires significant funding for the deployment of new technologies that will address the needs of a rapidly expanding market.

TelOne realizes that growing the business using the new technologies will require collaboration between technology, industry and society. As a result, the strategy has adopted a consultative approach, through engaging the entire value chain and adoption of a partnership model with stakeholders for mutual business success. This proposition acknowledges shared value and this is harnessed by the TelOne brand promise that ‘**The Future is Better Together**’ as we seek collaboration with our Shareholder, our Regulators, our customers, our suppliers and business partners, our communities and other stakeholders at large.

It is expected that the successful implementation of the strategy will achieve market share growth, revenue growth and operational efficiencies which will reduce costs which ultimately will lead to long term business viability and growth.

The Five Key Result Areas (KRAs) have been maintained as:

- Financial Sustainability
- Client Experience Enhancement
- Digital Transformation
- Improving Human Capital and Culture
- Corporate Governance and Robust Risk Management

The Strategy has been developed using the Integrated Results Based Model (IRBM) which clearly defines inputs and outcomes as well as goals to be achieved in 2022. This forms the basis upon which performance evaluation for the Board, Management and Staff will be conducted.

The TelOne 2022 Business Strategy was reviewed and approved by the TelOne Board of Directors on 1st December, 2022.

Signatures:



MRS. C. MTASA
MANAGING DIRECTOR

Date 3/ 12/ 2021



DR.D. ZIMBANGO
CHAIRMAN TELONE BOARD

Date 3/12/2021

MISSION, VISION AND VALUES

The 2019-2023 Mission and Vision, Core Values and Key Result Areas shown below continue to guide and inform the company 2022 strategy.

VISION

Digitally Enabled Society by
2023

MISSION

To Provide Connectivity and Digital Solutions

VALUES

Client Centric

Our clients are the Centre of our existence. We remain committed to deliver amazing customer experience at every level

Commitment

We are dedicated to deliver value to all stakeholders

Innovation

We promote a culture of creativity and innovation to improve and develop cutting edge products and services

Accountability

WE are accountable for our actions which will remain compliant. Professional and reliable

Excellence

We strive together and complement each other's effort in achieving our mission to deliver superior connectivity and digital services