

# Sustainability report 2023

Our contribution to the environment and society







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## Foreword by our CEO and our Chairman

Dear reader,

Like all forward-looking companies, we are fully committed to environmental sustainability, diversity & inclusion, and responsible business conduct. Moreover, Proximus Group – both in Belgium and internationally – plays a unique role in providing the infrastructure, the innovative solutions, the trust, and the security that our increasingly digital societies need to thrive. This is highlighted in our purpose: ‘Boldly building a connected world that people trust so society blooms’.

### Rapid roll-out of fiber and 5G networks

As a major connectivity and digital services provider in Belgium, it is our responsibility to build the best digital infrastructure for our country. This is important for Belgium’s competitiveness in an ever-more-rapidly digitalizing world. We have never been more determined to provide the best fiber and 5G networks to people and businesses in the country: at the end of 2023, 34% of homes and businesses were covered with “Fiber in the street” and we reached 40% indoor 5G coverage. And we have done – and continue to do – this in a responsible, inclusive and sustainable manner.

### Trust & inclusiveness

Digitalization offers many opportunities, but also poses a series of challenges. We want everyone to be able to use and benefit from digitalization, so that nobody is left behind. We are aware that not everyone has the same access to our services and products. With our low-price Scarlet brand and social tariffs, we contribute to making connectivity affordable.

Another important challenge we are facing is that of bridging society’s digital divide. We are committed to making our digital services and products safe, inclusive and accessible to everyone. We collaborate with partners that develop digital skills in Belgium, helping people acquire the competences they need to embrace digital opportunities. Lastly, we are determined to fight cybercrime and make the digital world a safer place.

### Net zero

We have been reducing our impact on the environment for years. Since 2019, 100% of our electricity has come from renewable sources. In September 2022, we became the first large Belgian company and third telco worldwide to acquire SBTi validation for our net zero targets. We aim to achieve net zero greenhouse gas emissions by 2040, while at the same time also assisting our customers in reducing their emissions. Additionally, we strive to become truly circular by 2030 through transformative changes in our operations.

We take our entire value chain into account. In 2023, we launched our Supplier Engagement Program, in collaboration with our top 150 suppliers. Through this program, we help our suppliers to set CO<sub>2</sub> reduction targets that are as ambitious as our own.

We are committed to do our part in the collective effort to protect our planet and society. Let us be ‘bold’ together and take action on environmental, social and governance progress.

**Guillaume Boutin**, CEO  
**Stefaan De Clerck**, Chairman of the Board of Directors



## Proximus at a glance

Proximus Group provides future-proof connectivity and digital services, operating in the Benelux region and on international markets. As a major economic player and listed company in Belgium, we make the most of every opportunity to positively impact the world around us. Our investments in our open fixed and mobile networks are critical to the growth of the Belgian economy, as they support the development of new digital ecosystems and innovative solutions.

We invest at an international level, which generates considerable value for the whole Group. Our international affiliates – BICS and Telesign – are

global frontrunners in communication platforms and digital identity, enabling us to provide reliable and secure communication around the world. In 2023, we also signed a definitive agreement to acquire a majority stake in Route Mobile, which will make us one of the worldwide leaders in digital communications.<sup>1</sup> Our goal? To shape a fair, trustworthy and inclusive digital world, whilst striving for sustainable growth to the benefit of all of our stakeholders.

## Key company figures

Group underlying revenue  
**€ 6,042 Mio**

Number of employees  
**11,654**

Group underlying EBITDA  
**€ 1,757 Mio**

CapEx<sup>2</sup>  
**€ 1,325 Mio**

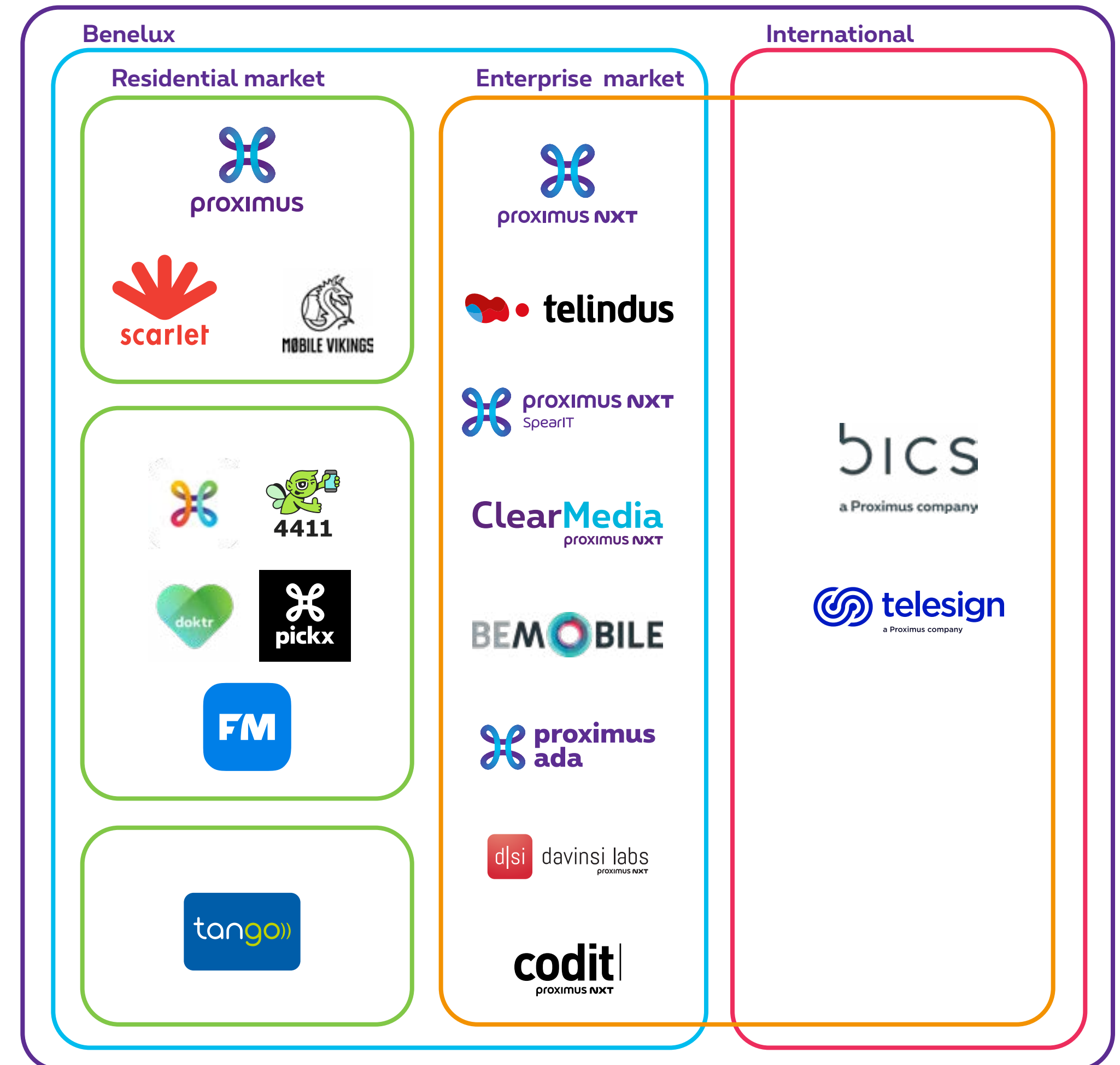
More information about Proximus Group, its strategy and its financial performance can be found in the [Integrated Annual Report 2023](#).

1. The agreement remains conditional upon the fulfillment of a number of stipulated conditions, including completing the MTO (mandatory takeover offer).

2. Excl. spectrum and football rights

## Our brands

Through our leading brands, Proximus Group helps out a wide range of customers in the residential, enterprise, public sector and wholesale markets.





## Our key ESG ambitions

Theme	3 year ambitions	Status 2023
<b>Connectivity</b>	50% fiber coverage by end 2025 (>3 Mio connectable) <sup>1</sup>	29% of the total Belgian premises connectable 34% "Fiber in the street" <sup>2</sup> coverage
	100% 5G indoor coverage in 2025 <sup>1</sup>	40% indoor coverage We anticipate to reach 100% indoor coverage in the 2025-2026 timeframe
<b>Trust</b>	Maintain high cybersecurity resilience <sup>3</sup>	Cybersecurity resilience index <sup>5</sup> : 95.9%
<b>Society</b>	Reach employee engagement at > 75% by 2025 <sup>1</sup>	Employee engagement: 77%
	Increase % women in management functions <sup>1</sup>	24% of women holding a management function
	By 2025, 95% of employees will have attended 5 training days or more/year <sup>1</sup>	63% of employees attended 5 training days or more
	Net zero by 2040 <sup>4</sup>	-13% CO <sub>2</sub> emissions scope 1+2 +1% CO <sub>2</sub> emissions scope 3
	Truly circular by 2030 <sup>4</sup>	799,432 refurbished fixed dives 128,002 mobile devices collected
	Contribute to digital inclusion in Belgium <sup>1</sup>	15,515 people trained through digital inclusion projects

1. Proximus SA

2. 1.75 Mio Homes Passed + joint venture's fiber in the street funnel of 300,000 Living Units

3. Proximus Domestic (Benelux)

4. Proximus Group

5. The Cyber Security Resilience Index represents the ratio of: [the number of major incidents for which a visible business impact was prevented thanks to adequate security controls or for which the CSIRT was able to quickly mitigate the impact] on [the total number of major incidents]. This index is calculated at Group level, excl. BICS and Telesign.



## Our purpose – the compass of our ESG commitments

Our purpose is ‘boldly building a connected world that people trust so society blooms’. That means we are actively building a connected world and have a unique role in ensuring the trustworthiness, security and sovereignty of these digital societies. By investing in digital accessibility and inclusiveness – and by taking action against global warming –

individuals, households, companies and governments will flourish, and society will benefit. This purpose is our compass, guiding us in all we do and defining our nine commitments in the Environment, Social, and Governance (ESG) areas.

## Contributing to the SDGs

Our ESG commitments are also directly linked to seven of the United Nations’ Sustainable Development Goals (SDGs). The SDGs define global sustainable development priorities for 2030, and seek to mobilize governments, businesses and society at large around a common set of objectives and targets.

As a provider of future-proof connectivity and digital services, we particularly play a role in contributing to SDG 8 (Decent work and economic

growth) and to SDG 9 (Industry, innovation and infrastructure). In addition, we believe that Proximus, through its operations, corporate governance, and strategic priorities, can also have an impact – positive or negative – on SDGs 4 (Quality education), 5 (Gender equality), 12 (Responsible consumption and production), 13 (Climate action) and 16 (Peace, justice and strong institutions).

“Boldly building a connected world that people trust so society blooms.”





### Our nine ESG commitments

Our nine commitments are linked to the three dimensions of our purpose. Each of our ESG commitments contributes to either one or two SDGs.

#### Boldly building...

a connected world

Building the best **gigabit network** for Belgium



Developing **digital solutions** for everyday life



Connecting people and devices **worldwide**



that people trust

Ensuring **cybersecurity** for our **customers**



Supporting Europe in achieving **sovereignty**



Embedding highest **ethics and compliance** standards



so society blooms

**Fighting** against **climate change**



Investing in **digital accessibility, inclusiveness and upskilling**



Stimulating an **inspiring and inclusive work environment**





# Committed to a connected world

Building a connected world lies at the core of our business.





## Building the best gigabit network for Belgium

The roll-out of fiber and 5G benefits the whole of Belgian society. It encourages innovation, boosts competitiveness, enables new business models, stimulates job creation, and supports the digital transformation of the Belgian education system.

Yet digitalization also has a downside. Without a fast connection, people can find themselves excluded from government services, job interviews, school registrations, banking services, and more. High speed connectivity for all consumers, businesses of all sizes, public services and cities is therefore a priority for Proximus.

Lastly, fiber and 5G networks are part of our plan to reduce our CO<sub>2</sub> footprint. Fiber is a more durable technology compared to copper, while 5G is a much more efficient technology compared to previous generations. We also share a mobile network with Orange Belgium through the joint venture Mwingz, which enables us to reduce the number of base stations and amount of electricity consumption. In 2023 we switched off 264 mobile sites.

### Fiber for 6 million homes and businesses

We have the ambition of achieving a 50% fiber coverage of Belgium – equal to more than 3 million homes and businesses – by the end of 2025. Ultimately, we strive toward a 95% coverage, or around 6 million homes and businesses.

To achieve this, we work with partners. Proximus in standalone focuses on rolling out fiber in areas with the highest population densities, while our joint ventures Fiberklaar in Flanders and Unifiber in Wallonia focus on medium-density areas. Proximus is also exploring other partnerships to roll out fiber as quickly and extensively as possible in areas with low population densities. The joint venture Glasfaser Ostbelgien (GoFiber) – between the German-speaking Community of Belgium, Proximus and Ethias – will cover this rural area by the end of 2026.

In 2023, we continued to roll out our fiber network at a high pace, with one home or business being added every 15 seconds.

### High speed Internet coverage in rural areas

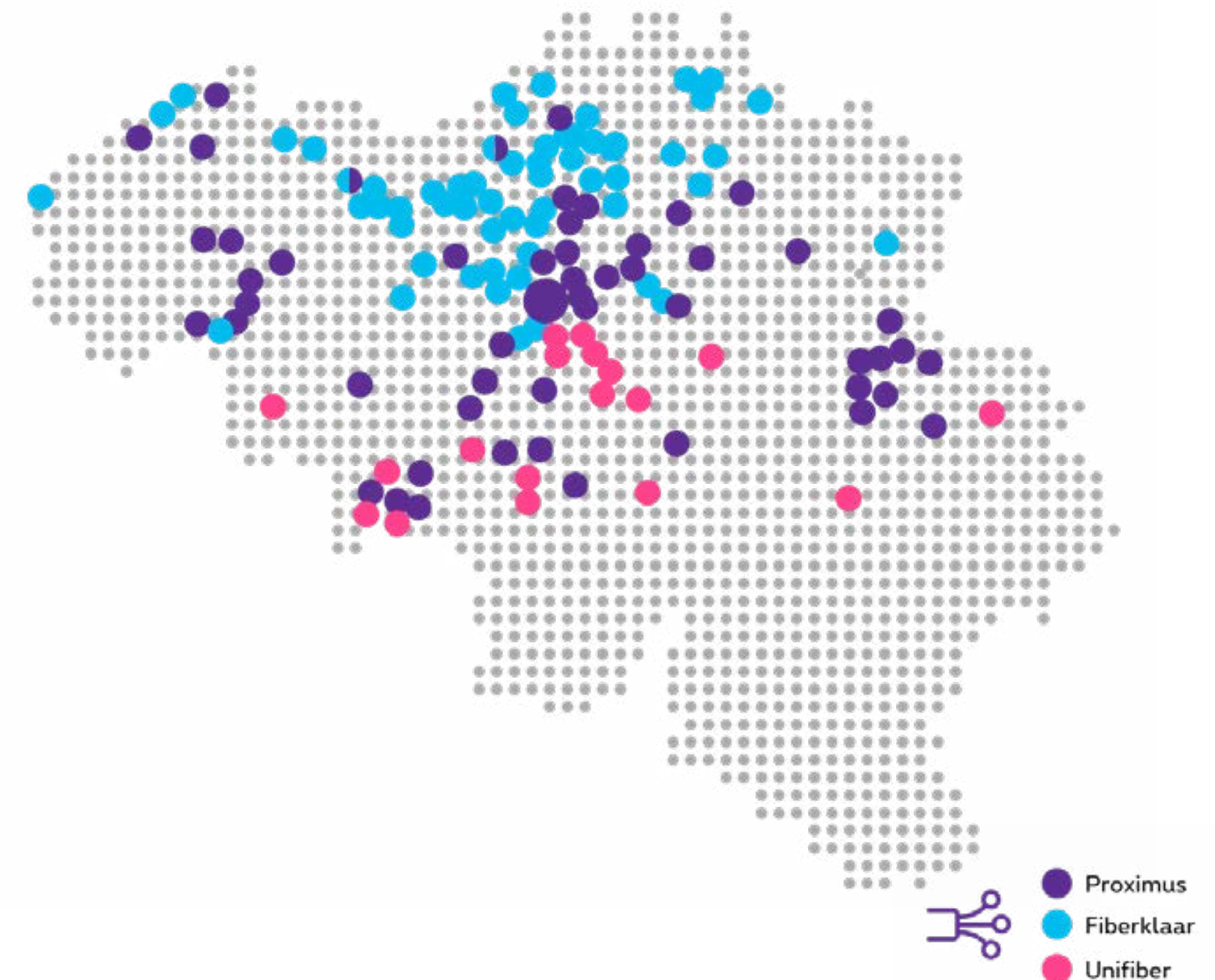
There are still areas in Belgium where people do not benefit from high-speed Internet (speeds above 30 Mbit/s), so-called “white zones”. Those zones are primarily located in rural areas across Wallonia. There, traditional cable laying is either too expensive or not an option. We are therefore constantly looking for new alternatives combining fiber with other innovative technologies. Such techniques include aerial fiber installation using the poles of electricity providers, or a combination of fiber and radio link. These efforts are paying off: at the end of 2023, 95.9% of inhabitants had access to high-speed Internet.

### Our aim for 100% 5G coverage

Our ambition is to cover all major Belgian cities by the end of 2024, and to achieve coverage of 100% of the country during the 2025-2026 timeframe. At the end of 2023, 5G was available in 337 cities and municipalities.

Proximus is continuously investing in its mobile networks in order to provide an excellent mobile experience to its customers. During the spectrum auction conducted by the telecom regulator in 2022, Proximus acquired the largest share of the spectrum for the next 20 years. The spectrum refers to the invisible radio frequencies that carry mobile signals. Those investments will allow us to continue to make a difference in mobile experience for the coming decades.

In March 2024, the telecom regulator published the results of its annual campaign measuring the quality and experience of mobile networks in Belgium. Both in terms of pure speed and experience, we scored excellent, not only on our existing 4G network but also on the 5G network currently being rolled out. These results are a true validation of our efforts, and proof that our continued investment in our networks is paying off.



Bringing fiber to **29%** of Belgian premises or **1.75 million** homes and businesses connectable to fiber

'Fiber in the street' reaching **34%** of Belgian premises

Fiber works ongoing in **147** cities and municipalities





## Developing digital solutions for everyday life

Our society is currently faced with major challenges including – but certainly not limited to – healthcare modernization and mobility. Proximus wants to help tackle these tough societal issues through the development of smart services and apps.

### Smart solutions for healthcare

We have launched Doktr, a secured and user-friendly video consultation app that connects healthcare professionals and patients. At the end of 2023, the Doktr app had 106,000 registered users.

Proximus is also actively involved in a number of innovative projects using 5G and virtual reality (VR). These include the monitoring of heart failure patients at the ASZ Aalst hospital and preventive care at IDEWE Group. We support projects in VR for training purposes and augmented reality (AR) to improve remote assistance. One notable use case is the launch of the 5G-connected ambulance at UZ Brussels, where caregivers wear smart glasses to support telemedicine.

### Smart solutions for mobility

With the aim of tackling the mobility challenge, our subsidiary Be-Mobile provides traffic information broadcasts on the radio. Their 4411 mobility app currently counts 4 million registered users. Flitsmeister, with 2.9 million users, is another example of an app that improves the daily mobility of travelers. Aside from its GPS function, the app also offers warnings for obstacles on the road and speed cameras.

A third mobility service we offer is real-time crowd management. Through this, public services, including the police, can better anticipate risks linked to crowd movements. This solution is for instance used by the West Flanders province to monitor crowding on the Belgian coast.

### 5G: a driver of innovation

5G has many properties that help drive innovation: stability, faster speeds, ultra-low latency, and more beside. Drones, for example, benefit from the ultra-low latency, allowing them to respond to a command from human pilots almost instantly.

A very telling use case we implemented in 2023 was the launch of Wallonia's first warehouse management project to employ a drone coupled with 5G and artificial intelligence. Proximus teamed up with several partners to develop an inventory management solution that will make it possible for a drone to fly autonomously into a covered storage warehouse. As a result, relevant real-time information can be transmitted to the company's stock manager. This project showcases innovative solutions to help companies more efficiently manage and control their inventories.



## Connecting people and devices worldwide

We are literally connecting the world through our BICS subsidiary. BICS's mission is to break down the barriers of international communication and connect every person, application or thing, wherever they are, simply and securely.

Every day, over 5 billion mobile subscribers, and more than 150 million connected 'things' enjoy borderless communications across 180+ countries thanks to BICS's global footprint. BICS carries close to 50% of the world's mobile data traffic, 24 billion minutes of voice calls, and 21 billion SMSs every year.

### Connecting the unconnected

Connecting the world also means connecting remote and vulnerable regions. To this end, BICS has established a number of partnerships to create new solutions.

In 2022, BICS and Lynk, a leader in satellite-direct-to-phone communications, initiated a partnership to ensure mobile coverage in remote and offshore areas using Lynk's innovative satellite technology. This collaboration aims to provide affordable mobile coverage across North America, the Caribbean, Latin America, Southeast Asia and rural Africa, benefiting those who had previously been off the grid.

As operators phase out 2G and 3G networks to make way for 4G/5G technologies, concerns for those using older technologies are arising. To address this, in 2023 BICS entered into a collaboration with the network software provider Mavenir to facilitate seamless roaming between older and newer networks. This initiative ensures that roamers from 2G/3G networks can make calls and access emergency services on 4G/5G networks.

Telecommunications play a crucial role in keeping people safe during disasters and emergencies. In 2023, BICS and Everbridge, a Critical Event Management provider, partnered to improve the reach and reliability of Everbridge's mass notification system worldwide. This system alerts communities, businesses and governments across the globe through various means, including texts and automated voice messages. This partnership has a real impact on human lives, particularly in remote and vulnerable communities, ensuring that people everywhere remain connected to critical services.





# Committed to more trust in society

We are committed to building trust in technology by providing high-quality services and products, adhering to the highest ethical standards and handling our customers' data with full respect for their privacy. We are actively working towards a safer digital society, fighting online fraud and cybercrime, being aware that the use of our networks and services may result in a risk of data security and privacy.





## Ensuring cybersecurity for our customers

Proximus builds on its local expertise to advance cybersecurity to the benefit of all; citizens, companies and public authorities alike. Our 350 cybersecurity experts continuously monitor and protect Proximus' own infrastructure, while also offering security solutions that protect customers against cyberattacks. In 2023, we invested € 7.2 million in our Corporate Cyber Security Program. This program aims to make our company more cyber-resilient, while offering best-in-class secure services and networks to our customers.

### We grow and share our expertise

Through a series of associations and bodies with the common ambition to innovate and learn faster than cyber criminals, we share and gather knowledge:

- On a national level, we remain a committed partner of BE-Alert, a 24/7 public warning system used by the Belgian authorities to broadcast news and information in the event of a crisis.
- We are members and co-founders of the Belgian Cyber Security Coalition, which is a collaboration platform for cybersecurity experts from public authorities, the academic world and the private sector. Our objectives are to raise awareness, facilitate the exchange of expertise, and share policy recommendations.
- We share knowledge with other European telecom operators through a collaboration platform called ETIS. We also work together with the European Network & Information Security Agency (ENISA) to gain a better understanding of the regulatory environment and its evolutions.
- Lastly, we engage with NATO, Europol (Cyber Crime Centre) and Interpol (Global Cybercrime Expert Group) to stay up to date on new cyberthreats.

### Proximus Ada

Artificial intelligence (AI) is increasingly used to detect cyber threats, while cybersecurity can protect the data required by AI to detect those threats. With that in mind, we launched Proximus Ada in 2022, the first Belgian center of excellence for AI and cybersecurity. It offers its expertise to all the companies of Proximus Group, and intends to develop a local ecosystem by collaborating with universities, higher institutions of applied sciences, research institutions, public authorities, and other companies.

Within Proximus Ada, the Cyber Security Incident Response Team (CSIRT) is responsible for responding to cybersecurity incidents and attacks. With a general increase in the number of phishing attacks, experts from the CSIRT have an important role to play in educating and raising awareness amongst employees. They also perform various simulation exercises to assess Proximus' ability to respond to cyberattacks and define actions for improvement. Furthermore, they closely monitor the Internet, to block cybercriminals' attempts to abuse Proximus and our affiliate brands.

### Driving force in Belgium's cybersecurity programs

We are heavily involved in the "StopPhishing" project, a government initiative that encourages telecom operators to implement anti-phishing and anti-fraud platforms for SMSs, emails and voice calls. We invested in the development of an AI-based detection solution to protect our customers from fraudulent SMSs. Over a one-month period, we managed to increase the number of fraudulent SMSs blocked by a factor of 50, and successfully blocked 16 million such messages

between October 2023 and February 2024. In 2024, we will extend this approach to emails and calls.

We also collaborate with the Centre for Cybersecurity Belgium (CCB) on the Belgian Anti-Phishing Shield (BAPS) project. This project engages all Belgian telecom operators in blocking access to malicious websites identified by the CCB.



**2,088,227**  
customers prevented from  
accessing fraudulent websites





**Investing in the future with quantum technology**

Quantum technology will play, over the coming decades, an essential role in cybersecurity. Simply put, in fiber networks, special “keys” called quantum keys can be generated and used to encrypt and decrypt messages, to make communication flows extremely secure. In 2023, we successfully conducted a test in a laboratory followed by a real-life demonstration on an operational fiber network in Belgium. We are also part of a quantum R&D ecosystem that includes industrial partners and academic experts.

**Global fraud prevention: BICS**

Few people realize how important BICS is in fraud prevention on a global scale. Its fraud prevention hub digests around half the world’s data roaming traffic, and analyzes millions of internal and external data points. BICS uses AI solutions

to identify potential threats and global fraud trends. BICS’s proactive fraud protection solutions blocked over 617 million fraudulent attempts in 2023, saving operators an estimated € 87 million in one year alone.

**Leading in global digital identity: Telesign**

Our subsidiary Telesign offers solutions that are complementary to those of BICS. Telesign focuses on user identification. It allows enterprises and their customers to act with confidence, knowing that their digital interactions are safe and trusted. Telesign invests in multiple domains of Identity Access Management, such as account onboarding and account integrity, to further reduce the presence of fake and unreliable users.



## Supporting Europe in achieving sovereignty

New European regulations like the General Data Protection Regulation (GDPR) require an extremely high level of data protection. To address customer concerns about protecting their data, we have strengthened our strategic focus on sovereign cloud solutions. These solutions allow customers to fully benefit from the advantages of the cloud, while substantially increasing the protection of data and preventing third-party access, including access by the cloud provider itself.

### Pioneering cloud solutions

In 2022, Proximus was one of the first operators in the world to have concluded an agreement with Microsoft to create a Belgian sovereign cloud. This is a cloud solution for the secure storage of sensitive, confidential or personal data. The data remains protected, even when in use. Microsoft itself is not in possession of a key for encrypting and decrypting the data.

In March 2023, Proximus and Google Cloud joined forces to deliver Google Distributed Cloud Hosted, a highly secure sovereign cloud, and the first of its kind in Europe. This Google platform, which is intended to be physically isolated (i.e. not connected to the public cloud or the Internet), will be hosted in the data centers of our partner LuxConnect and operated by Proximus, through the joint venture Clarence. With this solution, Proximus enables government bodies and regulated enterprises to benefit from the powerful capabilities and benefits of a public cloud, all while being compliant with data sovereignty regulations.

Both solutions will be ready in the course of 2024 and will prove to be instrumental to ensuring full data sovereignty in Belgium and Europe.







## Embedding highest ethics and compliance standards

At Proximus, we know that doing business the right way is our license to operate. We put the right measures in place to ensure our business is conducted ethically. We not only abide by the law, but also ensure that each and every one of our collaborators and employees considers business ethics of paramount importance, and adopts appropriate behaviors in their daily activities. Our employees attend mandatory training on the application of the principles of the Code of Conduct, Anti-corruption & Conflict of interest and GDPR.

Alongside ensuring internal compliance, Proximus also pays attention to sustainability and ethics throughout its supply chain. With our Suppliers Code of Conduct, we push our vendors and partners to also uphold the strictest ethical standards and principles. Detailed information on our ESG governance model and how sustainability is embedded in our remuneration policies can be found in our [Integrated Annual Report](#).

### Protecting personal data

With the introduction of the GDPR, data protection has been placed under the microscope. GDPR imposes obligations for all organizations that target or collect data related to people in the EU, regardless of where they are located or operate. Naturally, we apply strict rules and policies within our company, complying with the GDPR and e-privacy directives. Furthermore, we are constantly improving our Privacy Review Process to address all privacy matters at the highest level of management through a dedicated Privacy Governance. In addition to this, our 100 Privacy Ambassadors ensure the highest level of awareness and accountability for privacy compliance.

Our customers have the option of submitting their data subject requests via email, letter or a dedicated web form. They can continue to indicate their privacy preferences within the privacy settings of the MyProximus app and website. By end of 2023, we handled approximately 13,300 requests in relation to this. In addition, we registered several hundred general opt-outs for processing of personal data for direct marketing. Finally, we reported three personal data incidents – i.e. substantiated complaints concerning breaches of customer privacy and losses of customer data – to the Belgian Data Protection Authority.

### Responsible fiber roll-out

To reduce any risk of violation of Belgian labor law in the context of the large-scale deployment of fiber, Proximus and our joint venture partners adopted a societal responsibility charter. Through this, we aim to limit the number of subcontractor levels and ensure the well-being and safety of workers.



# Committed to a blooming society

Our commitments for a blooming society are all about contributing to a more sustainable and more inclusive society.





## Fighting against climate change

Proximus has the clear ambitions to achieve net zero greenhouse gas (GHG) emissions across its value chain by 2040 and to become truly circular by 2030.

As a telco and tech company, we have a dual role to play in the fight against climate change. We are reducing our own emissions and moving toward a circular economy, while at the same time developing technologies and solutions to support the transition to a more sustainable society.

### Net zero by 2040

The telecom sector is estimated to be responsible for 1.6% of global GHG emissions; close to the level of the aviation industry. While direct emissions from fossil fuel combustion (scope 1) and indirect emissions from electricity (scope 2) account for only a small part of this footprint, about 95% comes from the indirect emissions resulting from telecom companies' value chains (scope 3).

To reach our goal, we have set science-based net zero targets, validated by the Science Based Targets initiative. Being net zero by 2040 means an effective reduction of at least 90% of all our emissions (direct and indirect) and the use of carbon removal technology for the remaining emissions (less than 10%). For a company like us, most of the work lies in reducing scope 3 emissions.

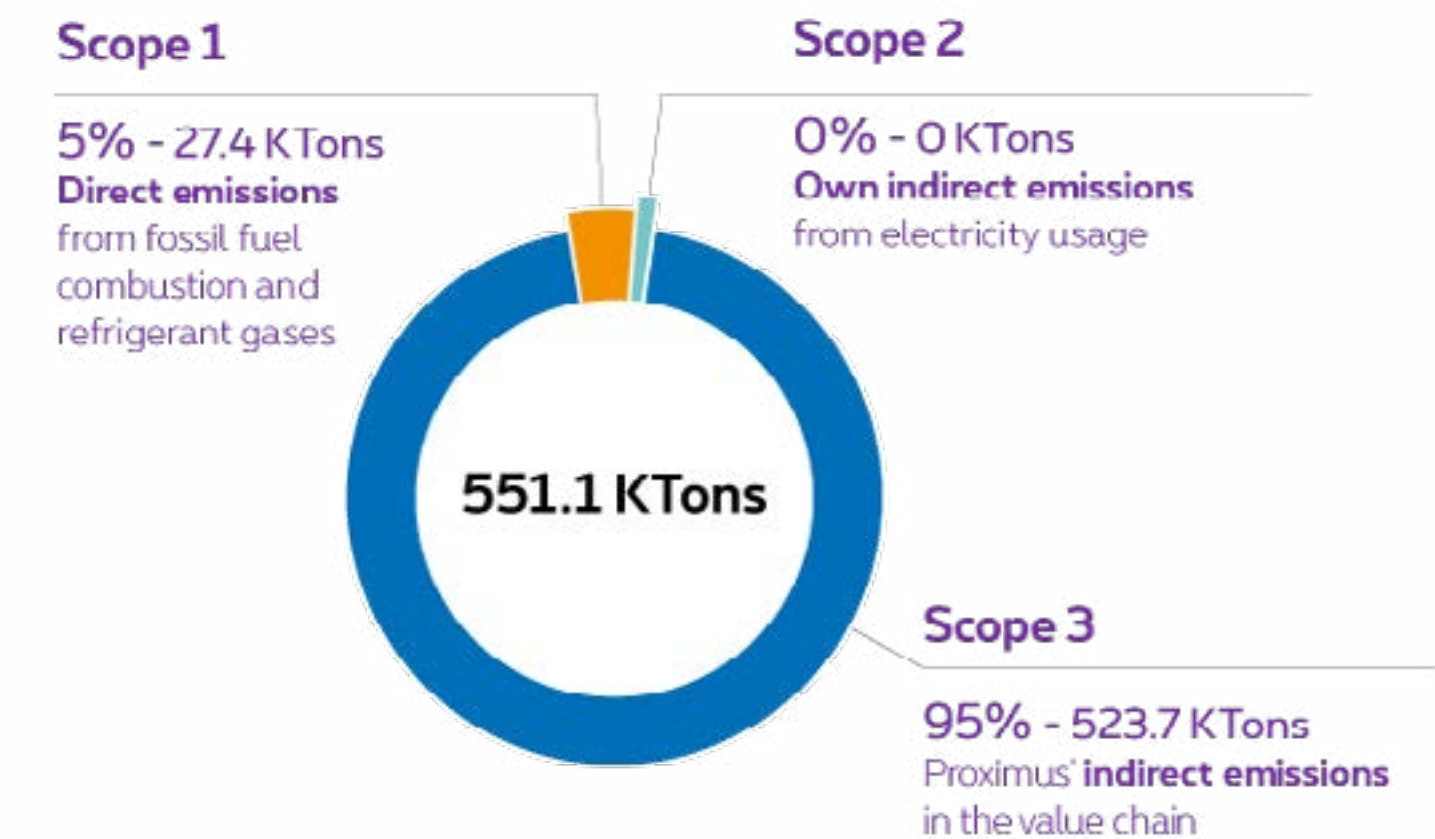
### Reducing our scope 1 and 2 emissions

To achieve the targets related to our own direct and indirect emissions through our use of electricity and fossil fuels, we are acting on three fronts. Firstly, since 2019, we have been sourcing 100% renewable electricity. Secondly, we keep our electricity consumption under control. For example, by consolidating our mobile network, we can deactivate mobile sites. We incorporate energy-efficient technologies in the networks and replace old technical buildings with highly compact energy-efficient units. In 2023, such initiatives resulted in a net saving of 10 GWh. Thirdly, we are moving away from fossil fuels: our buildings are gradually being equipped with fossil-fuel-free heating systems, and we are also electrifying our fleet. In addition, store deliveries in Antwerp and Brussels are being made by electric delivery van or cargo bike, thanks to the CULT project.

### Reducing our scope 3 emissions

Most of our scope 3 emissions come from the goods and services we buy. In order to meet our emission reduction targets, we are transitioning toward sustainable sourcing as a standard practice. Internally, we are transforming the way we operate to avoid carbon emissions by sourcing less, or by sourcing sustainably. Externally, we collaborate with our top 150 suppliers through our Supplier Engagement Program. Through this, we help them set emission reduction targets that are just as ambitious as our own, and ask them to disclose their progress annually.

## Group's emissions for scope 1, 2 & 3 in 2023



Zoom on our near-term and long-term GHG emission reduction targets validated by the SBTi.

#### Near-term targets:

- Reduce absolute scope 1 and 2 GHG emissions by 95% by 2030 (from a 2020 base year)
- Continue to source 100% renewable electricity annually
- Reduce absolute scope 3 GHG emissions by 60% by 2030 (from a 2020 base year)

#### Long-term targets:

- Maintain a minimum of 95% absolute scope 1 and 2 GHG emission reductions from 2030 through 2040 (from a 2020 base year)
- Reduce absolute scope 3 GHG emissions by 90% by 2040 (from a 2020 base year)



### Truly circular by 2030

One of the biggest levers for reducing global emissions is the adoption of the circular economy principles. According to a study by the OECD (Organization for Economic Co-operation and Development), roughly 50% of emissions can be linked to the use of manufactured goods and raw materials.

At Proximus, we are dedicated to moving toward a circular economy: we are using less new material, refurbishing and recycling more frequently, reducing the amount of goods purchased, avoiding residual waste, and, ultimately, reducing our emissions.

More concretely, we focus on devices, network & data centers, and buildings. With regard to fixed devices, we rely on eco-design for new devices, and refurbish our modems, decoders, Wi-Fi boosters, etc. We encourage consumers to return their mobile devices to us for refurbishment or recycling. We also offer our equipment on a lease basis, which we call “as-a-service”. This approach enables us to collect it for refurbishment or recycling at the end of the lease period. Lastly, we reduce plastics and paper in our packaging wherever possible.

Where our network and data centers are concerned, we adhere to the circular economy principles when modernizing our infrastructure. For instance, when replacing our copper network with fiber in 2023, we recovered 590 tons of copper cable for recycling or reuse. Finally, we are optimizing the use of our office spaces, thus reducing energy consumption and costs in our buildings.

### Transition to a greener society

We help our customers and society at large to reduce their GHG emissions.

We provide valuable information to our residential customers on our websites, and engage in various initiatives to encourage sustainable practices:

- Through our Use-Reuse-Recycle program, we stimulate eco-friendly behavior. For example, we help our customers to make ecological purchasing decisions (e.g. by opting for the Fairphone).
- To extend the lives of smartphones, we offer our customers the option of adding a screen protector or taking out insurance against screen breakages.
- We incentivize our customers to return their old smartphones and tablets to a Proximus shop for recycling.
- We have a partnership with GoodPlanet to collect mobile phones in schools and organize workshops on the topic in class.

On the enterprise market, we develop innovative digital solutions that optimize the use of resources and reduce CO<sub>2</sub> emissions. For example, we are introducing new connectivity equipment that is highly efficient, offering more bandwidth, while consuming less power. Moreover, our cloud offerings give high priority to power efficiency, and are coupled with cloud optimization services.

In 2023, emissions avoided by customers through Proximus solutions reached 769.6 kilotons of CO<sub>2</sub>.







## Investing in digital accessibility, inclusiveness and upskilling

In a world that is becoming increasingly reliant on digital solutions, we have a responsibility to ensure that everyone can use and benefit from digitalization. First and foremost, we do this by deploying a network for all Belgians and ensuring our digital services and products are safe, inclusive and accessible. Second, we help people to acquire the skills they need to embrace digital opportunities. As we cannot tackle this challenge alone, we join forces with partners to achieve a greater impact.

### Lowering barriers for access to digital in Belgium

According to a study by the King Baudouin Foundation, as much as 46% of the Belgian population today risks being excluded from our increasingly digitalized society. Digital exclusion affects Belgians of all ages and backgrounds who lack access to technology or possess inadequate digital skills. Therefore, we act in three domains: connectivity & equipment, affordability, and inclusiveness.

### Connectivity and equipment

We are determined to roll out our fiber and 5G networks to all people and businesses in the country, and are furthermore making significant investments to improve connectivity in rural areas.

Schools are also an important target group. By the end of 2025, we aim to connect nearly all secondary schools and large elementary schools in Belgium to fiber. We cover part of schools' connection costs and also provide our expertise in Wi-Fi solutions and security to them. This is part of our partnership with Signpost to support the digital transformation of the Belgian education system. End 2023, 292 schools had already been connected to our fiber network.

Additionally, our partnership with Bednet and ClassContact allows over 1,000 children living with long-term illnesses to continue their education at home or in hospital through videoconferencing solutions. We support these organizations by providing Internet connections and financial aid.

### Affordability

With our three consumer brands – Proximus, Scarlet and Mobile Vikings – we ensure that everyone can find a suitable solution, from value seekers to price-conscious customers. Scarlet Poco has the cheapest fixed Internet offer in Belgium, while Mobile Vikings offers unlimited Internet-at-home at competitive prices. Proximus also grants social tariffs to 150,000+ persons in unfavorable economic situations.



### Inclusiveness

Proximus works with partners to improve the accessibility of its platforms, products and services for people with disabilities. For instance, we test the accessibility of new smartphones and tablets in collaboration with the Passe Muraille association.

Our websites Proximus.be and Proximus.com, as well as our MyProximus and Pickx platforms, are accessible to people with hearing and visual impairments. We also offer adapted subtitles and audio descriptions on several channels on the Pickx TV platform.

Furthermore, Proximus, together with BNP Paribas Fortis, is a driving force in [DigitAll](#), an ecosystem of more than 100 companies, social organizations and governmental bodies dedicated to advancing digital inclusion in Belgium. DigitAll brings together people and organizations committed to bringing about a structural change and increasing the impact on digital inclusion by means of co-creation and awareness-raising. We are building a network of organisations and people who can contribute to this with the aim of creating a true community; an ecosystem in which participants share experiences, work together and can use one another's actions as a lever.

Finally, together with Paradigm, which manages the digital transformation of the Brussels Region, Proximus Ada cybersecurity experts offer their skills and expertise free of charge to Brussels Digital Public Spaces (DPS). In these places, the most vulnerable and least digitally equipped citizens are able to use computer equipment and attend IT initiations and trainings.

### Empowering through education

Proximus supports education initiatives to develop the digital skills that people need both in society and in the workplace. For instance, we have a long-term partnership with MolenGeek, Campus 19 and Technobel. MolenGeek is an organization that helps less privileged jobseekers with an entrepreneurial mindset to build their careers in the digital world, while Campus 19 is the first free Belgian coding school. Technobel offers ICT training courses to those seeking employment, as well as information and awareness initiatives for citizens, schools and professionals.

We also work with research centers and universities such as A6K (Charleroi), Howest University of Applied Sciences, and VIVES University of Applied Sciences. Together we set up 5G innovation labs, that have also been made available to students. These labs support various educational programs, and allow researchers and students to discover, test and build new use cases, with complementary technologies such as IoT, artificial intelligence, virtual reality and edge computing.

Internet safety among young people is likewise an important topic to us. In a reflection of this, we take part in the Internet Safe & Fun Days on a twice-yearly basis. For 13 years now, our employees, trained by partner organization Child Focus, visit primary schools to explain to children how to safely use the Internet. In 2023, Internet Safe & Fun Days reached 5,512 children.





## Stimulating an inspiring and inclusive work environment

We recognize and value the passion and expertise of our employees, whom we see as the driving force of our company. In turn, we offer them a stimulating and inspiring work environment.

### Promoting diversity and inclusion

Proximus values diversity in its workforce, recognizing that employees' unique talents and experiences contribute to business sustainability. We believe that diverse teams enhance innovation, creativity, learning, and employee engagement.

Our Policy on Diversity and Equal Opportunities, which forms part of the Code of Conduct and applies to all employees of the Group, aims to create a positive and safe work environment where each individual's authenticity is respected and valued, and where all employees are treated on a fair and equal basis, regardless of their background. Specific teams within Proximus monitor compliance with the policy and take corrective measures if needed.

Furthermore, we offer working conditions that allow our employees to achieve a better balance between their professional and private lives during the different phases of their life by offering internal job changes and development opportunities, home working, part-time schedules, and home childcare, among other things.

### Investing in learning and development

To continue to attract and retain the best talents, we aim to position ourselves as a leader in the employer market, offering jobs in future-oriented fields (such as AI and cybersecurity), international development opportunities, and a modern work environment. Keeping our employees motivated to grow is just as important as ensuring that we recruit the best talents. Each year, we make significant investments in training programs to support employees' personal development.

Our employees have access to a wide range of training programs through our Proximus Academy. We offer our leaders an attractive range of leadership development programs, while employees who are 50 or older have access to tailored development tracks. Furthermore, we regularly inform our employees aged 55 and above about sustainable employability, and provide those performing heavy work with options to accommodate their end of career.

Of course, we also pay attention to internal mobility possibilities, promoting candidates internally wherever possible.

### Diversity & inclusion

- **70 nationalities** among our employees
- **50% women** in our Board of Directors
- **30% women** with a university degree recruited in technical areas
- Employee engagement score of **77%**

### Learning & development

- **€ 40.83 million** invested in employee re- and up-skilling
- **63%** of employees attended **5 training days** or more
- Specific support to **50+ staff**





## ESG ratings and alliances

### Ratings and awards

Each year, Proximus completes questionnaires from ESG rating agencies such as CDP, Sustainalytics, EcoVadis and S&P. These evaluations enable us to monitor our performance and define actions to further embed Environmental, Social, and Governance (ESG) criteria in our processes, policies, strategy and roadmaps.



We received an A-label from the CDP for the 8th time for our “leadership in environmental transparency and performance on climate change”.

We received a Silver label from EcoVadis. EcoVadis allows companies to conduct environmental and social performance assessments for themselves and their suppliers.



The Proximus distribution centre in Courcelles was awarded “Lean & Green 3 stars” label, certifying that it has cut its CO<sub>2</sub> emissions by 55% since 2015.

We received an award recognizing our evolution toward being a skills-based organization.



### Alliances and initiatives



SCIENCE  
BASED  
TARGETS

In 2022, we became the first large Belgian company – and only the third telco worldwide – to acquire Science Based Targets initiative (SBTi) validation for our net-zero targets. The SBTi focuses on showing businesses how much and how fast they need to reduce their GHG emissions in order to limit global warming to 1.5°C in line with the latest climate science.

E100, a global initiative led by the Climate Group in partnership with CDP, brings together businesses that are committed to driving the transition to 100% renewable electricity. RE100 recognizes that Proximus has already met its goal of sourcing 100% of its electricity from renewable sources.



As a member of the Belgian Alliance for Climate Action, Proximus has committed to using science-based targets to reduce its emissions and to strengthen its efforts in the fight against climate change.

Proximus is an active member of the Joint Alliance for CSR (JAC), a global alliance of telecom operators who monitor, assess, share and develop sustainability practices for their suppliers. Currently, the JAC encompasses a total of 27 telecom operators, together representing more than 50% of worldwide telecom turnover.



We are a driving force behind the DigitAll coalition, which is dedicated to digital inclusion in Belgium.