



Proximus Group

Quality and Information Security Letter of Engagement

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Quality and Information Security Letter of Engagement



With the Amplify 2030 strategy, the Proximus Group aims for a customer experience that truly makes a difference, builds an infrastructure that provides secure connectivity for everyone at any time, and prepares itself to anticipate future developments

At Proximus, we recognize that quality and network and information security are priorities for our customers. Through our ISO9001¹ and ISO 27001² certificates and by adhering to legal, regulatory and contractual requirements, we are committed to meet our customers' expectations.

We deliver on this engagement through:

- Providing high-quality and reliable services that meet our customers' expectations
- Maintaining high standards of security, confidentiality, integrity and availability through solid controls, systems and processes
- Conducting regular reviews and audits, and gathering stakeholders' feedback to continually improve quality and security performance
- Fostering innovation while safeguarding business continuity
- Applying risk-based thinking and compliance with NIS2 requirements
- Promoting transparent communication with employees and stakeholders
- Empowering employees and supporting them through strong leadership involvement.

Our **'Think Possible' culture** supports us in realizing our commitment and successfully achieving our strategy.

¹ISO9001 certificate covering Proximus SA, Proximus NXT and Davinsi Labs

²ISO27001 certificate covering Proximus SA, Proximus NXT, Proximus ADA, BICS and Davinsi Labs