



**Proximus Group**

# **Quality and Information Security Policy**

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# Quality and Information Security Policy

**By boldly building a connected world that people trust,  
the Proximus Group continuously strives to delight its customers with  
secure and outstanding products and services**



At the Proximus Group, we acknowledge that quality and network and information security are top priorities for our customers.

Our Quality and Information Security management systems comply with the international **ISO 9001** and **ISO 27001 standards**, the **ISAE 3000/SOC 2 Type II** framework, as well as with legal, regulatory and other contractual requirements.

We achieve this by demonstrating a strong commitment to:

- Providing qualitative and reliable solutions for our customers
- Maintaining high standards of security, availability and privacy through robust systems, measures and processes
- Conducting regular reviews, audits and gathering stakeholders' feedback to continually improve quality and security performance
- Fostering innovation while ensuring business continuity
- Promoting risk-based thinking and an all-hazards approach, embedded within a solid quality and information security framework
- Ensuring transparent communication with employees and stakeholders
- Adhering to quality and information security management requirements
- Actively empowering and ensuring adherence from colleagues within our organisation, supported by strong management involvement.

Our **'Think Possible'** culture plays a crucial role in steering our efforts towards achieving these objectives and realizing our strategy.