



# Proximus IMS Policy

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With its integrated management system (IMS), Proximus guarantees sustainable and secure top-quality solutions for its professional customers

For its professional customers, Proximus operates an integrated management system that complies with the international ISO 9001, ISO 27001 and ISO 14001 standards, as well as regulatory and all other contractual security obligations in particular. Proximus undertakes to meet all the requirements it has agreed with its customers.

### Proximus, reliable business partner in terms of quality, safety and environment



ISO 9001 certification guarantees the quality and reliability of our products and services. In turn, the ISO 27001 standard guarantees the confidentiality, integrity and availability of information. As a socially responsible company, our green ambitions are in line with the requirements of the ISO 14001 standard for our Machelen data center.

**Together, these ISO standards form the guiding principles of the integrated management system.** The latter entails all the components of the service to our professional customers and combines the processes, procedures and controls used within Proximus. In this way, Proximus aims to be the provider of intuitive end-to-end solutions, enabling customers to organize and enrich their work and private lives.

**In addition to continuously improving our products and services, we are constantly working on information security.** To protect this information from inadvertent or intentional unauthorized disclosure, modification or destruction, a number of Security Governance guidelines must be followed internally. Employees who wish to obtain access to this company information must inform themselves of and strictly comply with the related policies. The security systems, whatever their type, must be configured to ensure continuous and sufficient protection, even in cases of service disruptions. In this context, the "protected by default" principle applies.

Effective information security is essential to achieving our goals, complying with the law, and maintaining and improving our shareholders' expectations and our image.

These coordinated activities, which direct the implementation of appropriate controls and treatment of unacceptable information security risks (commonly referred to as elements of Information Security Management), can only be effective provided everyone within our organization gets actively committed and involved, including oversight and support at all levels of management.

Through the continuous application and management of appropriate controls, we successfully address a wide range of threats, ensuring business success and continuity and minimizing the impact of information security incidents.

**Furthermore, we strive every day to achieve our environmental goals.** Those goals imply less CO<sub>2</sub> emissions, less energy consumption and more sustainable alternatives.

**Through regular reviews and audits, we continuously improve this integrated management system.** Feedback from customers, partners, employees and stakeholders is monitored and analyzed to achieve our goals. The Proximus management ensures that this policy is shared and understood both internally and externally.