

Impact report

proximus Group

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About this report

This Impact Report complements Proximus' Integrated Annual Report by providing an accessible overview of our societal impact and ambitions. Detailed information and performance data for 2025 can be found in the Sustainability Statement, which was prepared in accordance with the Corporate Sustainability Reporting Directive (CSRD).

This report focuses primarily on Proximus Domestic activities, unless otherwise stated.



Foreword by our CEO and our Chair

In a world shaped by rapid technological change, geopolitical uncertainty and growing cyber threats, high-quality connectivity and digital trust have become essential to social progress and economic resilience. These are also the areas where Proximus can make the greatest contribution.

This conviction is at the heart of **Amplify**, our strategy for the Benelux market. By investing in the digital infrastructure and trusted digital services on which society increasingly depends, we create the conditions for sustainable growth.

Our purpose remains our compass: **boldly building a connected world that people trust so society blooms**. Every day, millions of customers rely on our networks and digital solutions to connect, work, and innovate with confidence.

This report shows how we put our purpose into practice across four priority areas.

> “Our DNA is to provide infrastructure, solutions and security, and to build the trust that businesses, customers, and Belgian society truly need.” Stijn Bijnens

The first is **connectivity**. Building resilient, future-proof digital infrastructure is our core business and one of our greatest contributions to society. By rolling out fiber, strengthening our mobile networks and investing in secure digital infrastructure, we support digital inclusion, economic growth and innovation.

The second is **digital trust**. Connectivity only creates value when people can rely on it. By protecting networks and data, strengthening digital sovereignty and helping customers navigate the digital world safely, we aim to be the trusted partner people and organizations increasingly rely on.

> “By providing secure, resilient digital infrastructure and services to our customers, and equipping our people with the skills to embrace AI, we help prepare everyone for the future.” Cécile Coune

In addition, we keep reducing our **environmental impact**. We continue to implement our roadmap to achieve net zero by 2040, while accelerating circularity across our operations and value chain. These efforts make our business more resilient and contribute to the transition towards a more sustainable economy.

Finally, none of this is possible without our **people**. By investing in continuous learning and skill development, we prepare our employees not only for today's challenges but also for tomorrow's opportunities.

Creating long-term value means balancing economic performance with societal progress. With Amplify as our strategy and our purpose as our compass, we make choices that strengthen resilience, earn trust and support sustainable growth for all our stakeholders.



Stijn Bijnens, **CEO**

Cécile Coune, **Chair of the Board of Directors**



About us

Proximus Group (Euronext Brussels: PROX) is a leading provider of future-proof connectivity, IT, and digital services in the Benelux, also offering digital communications services to global markets. The Group employs almost 13,000 employees.

For nearly a century, we have played a central role in connecting Belgian society. Every day, we serve more than 2.8 million residential customers through the Proximus, Mobile Vikings, and Scarlet brands and provide premium telecom and ICT solutions to more than 450,000 businesses through Proximus NXT. We invest in open fixed and mobile networks that support the digital economy and drive innovation.

Proximus Global unites the strengths of BICS, Telesign, and Route Mobile to offer digital communications solutions worldwide. We help enterprises and mobile operators to connect, protect, and engage customers around the world.

More information on our products and services can be found on www.proximus.be and on www.proximusglobal.com.

Proximus Group key figures – FY 2025

Financial

Group underlying revenue[1]	EUR 6,307 million
Group underlying EBITDA[1]	EUR 1,883 million
CapEx[2]	EUR 1,249 million
Free cash flow (adjusted)[3]	EUR 130 million

Operational

731,000 fiber connections
2,349,000 Internet base
5,205,000 postpaid base
1,221,000 convergence base
89.5% 5G indoor coverage
47% fiber in the street

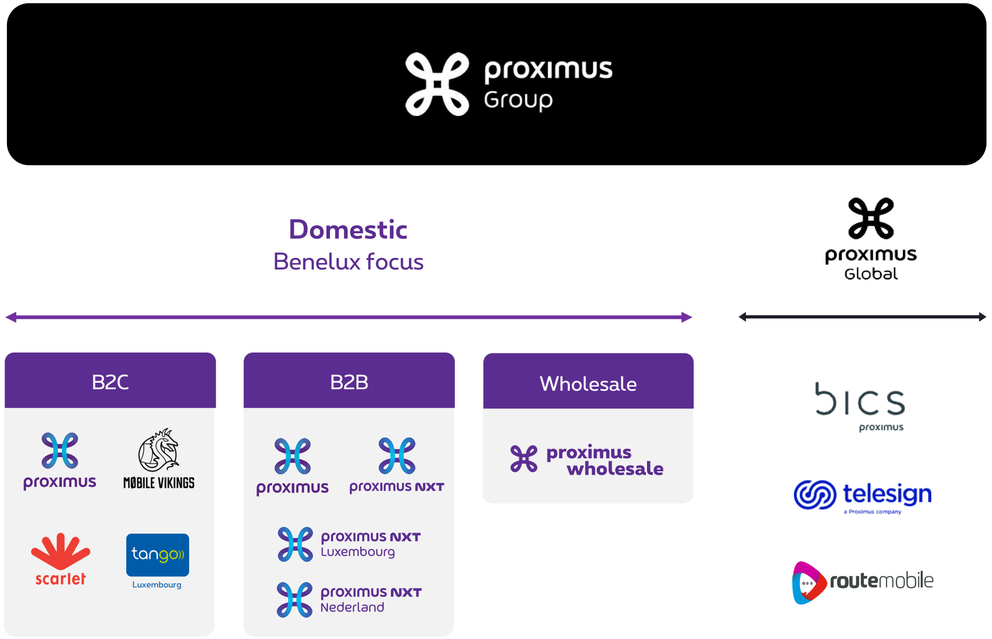
Societal

144,111 mobile devices collected
1,053,595 refurbished fix devices
50% women in the Board of Directors
76% employee engagement
87% Cybersecurity Resilience Index

1 The definition of the Group underlying revenue and EBITDA can be found in the Management discussion and the analysis of financial results in the IAR2025.
2 Excluding spectrum and football rights.
3 Excluding cash-out related to M&A transactions and related transaction costs and excluding proceeds from sold assets as part of the company's active asset portfolio management.

Our brands

Through our leading brands, we meet the needs of a wide range of customers in the residential, enterprise, public sector, and wholesale markets.



Our societal impact and strategy

Our **purpose** is our compass. We provide the digital infrastructure, solutions and security that people, businesses and public institutions rely on to participate fully in an increasingly digital society.

We focus on **four areas**, where we can make the greatest contribution to society. We are committed to providing reliable digital infrastructure for all, building trust in the digital society through security, sovereignty and data protection, reducing our environmental impact, and equipping our people with the capabilities needed for tomorrow.

Amplify, our strategy for the Benelux market, turns our purpose into action by embedding these four societal priorities in the way we invest, innovate and operate. It supports sustainable growth and reinforces our leadership in digital and resilient infrastructure, while ensuring that growth goes hand in hand with responsibility and trust. This creates long-term value for our business, customers, employees, shareholders and society.

Four societal priorities rooted in our purpose

Boldly building a connected world that people trust so society blooms

Reliable digital infrastructure for all

Ensuring citizen, businesses and public institutions can access and rely on high-quality connectivity and digital infrastructure

Environment

Reducing our environmental impact to reach net-zero emissions across our value chain by 2040

Building a trusted and sovereign digital society

Enabling people and organizations to use digital services safely and confidently and retain control over their digital assets, while protecting their data, privacy and digital interactions

Workforce employability

Equipping employees with the capabilities required to adapt to evolving technologies and business needs

Reliable digital infrastructure for all

Reliable, high-quality connectivity is essential to participate in today's digital society. By continuously investing in future-proof fixed and mobile networks, Proximus aims to provide everyone in Belgium with secure, resilient and fast connectivity at all times.

Our ambition

We aim to ensure citizens, businesses and public institutions can access and rely on high-quality connectivity and digital infrastructure

Our targets

- #1 in fixed & mobile performance, based on external benchmarks*
- 95% gigabit coverage by 2030 & for all by 2035*
- 60% own Fiber coverage by 2030*
- 99% 5G indoor coverage by 2027*

* Proximus Domestic

To the benefit of society

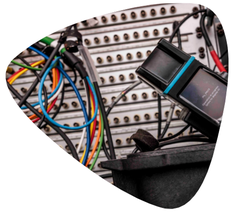
Connectivity is critical to the functioning of Belgian society and its economy. It enables people to access government and banking services, apply for jobs, learn, work from home and enjoy digital content. It also connects businesses of all sizes, strengthens their competitiveness and supports innovation. Without adequate connectivity, people and organizations risk being excluded from essential services and opportunities.

Proximus is therefore committed to making **high-quality connectivity available to all by 2035** through a combination of its own fiber network, partner networks and alternative technologies. This collaborative approach helps accelerate deployment, reduce civil works and extend high-speed connectivity to areas where fiber deployment alone is less viable.

Beyond connectivity, we also invest in **sovereign cloud** and **edge computing** capabilities to build the secure and resilient infrastructure enabling Belgium's sovereignty.







Fiber network

Proximus continues to expand **Belgium's largest fiber footprint**. By the end of June 2026, Proximus and its affiliates achieved national fiber coverage of more than **43% of the population**, representing more than **2.7 million homes and businesses** connectable to fiber.

Independent organizations have confirmed the quality of the network, with Ookla® recognizing Proximus as **Belgium's fastest and most stable fixed internet provider** and nPerf ranking it **highest for fixed internet performance.**

Deployment in densely populated areas such as large cities is nearing completion. Deployment in medium-density regions is being accelerated through our affiliates, Fiberklaar and Unifiber as well as through envisaged collaborations with Wyre/ Telenet in the North of Belgium and Orange Belgium in the South.

In rural areas, high-quality connectivity will be achieved through a combination of third-party networks and alternative technologies, such as fixed wireless access and satellite solutions. Public subsidies can make fiber rollout viable in those areas. In the German-speaking Region, the public-private initiative GOfiber aims to bring fiber to 98% of homes and businesses by 2028, supported by EUR 40 million in subsidies.



In July 2026, the Belgian Competition Authority approved the proposed collaboration between Proximus, Fiberklaar, Wyre and Telenet for the deployment of high-speed networks across Flanders. Fiberklaar and Wyre will each be responsible for the fiber rollout in designated areas and will provide the other party with access to their respective network.

Mobile networks

Proximus continues to strengthen its leadership in mobile connectivity through **sustained investment** in its network and spectrum assets. By the end of June 2026, indoor 5G coverage had reached more than **93%**, aiming for about 96% by the end of 2026 and approximately 99% by the end of 2027.

Independent assessments by MedUX, Opensignal and the Belgian regulator confirm Proximus' **leadership in speed, coverage and overall mobile experience.**

Beyond coverage, Proximus improves network performance by deploying the **latest European technology**, introducing **5G+** and innovative capabilities such as network slicing and **private 5G networks.**

As the most advanced form of 5G, 5G+ offers better resistance to peaks of data traffic, stronger security and new capabilities for innovative digital services.

These investments support advanced digital use cases across industries while ensuring customers benefit from reliable, secure and high-quality mobile connectivity.



In July 2026, AZ Groeninge launched the "MUG of the future", equipped with Proximus 5G slicing. This solution ensures priority access to the mobile network and reliable, real-time connectivity between emergency teams and the hospital, even in congested or crisis situations.

Building a trusted and sovereign digital society

As technology becomes more embedded in daily life and business operations, trust is essential to the adoption of digital services. Consumers expect to be protected against online fraud while also having access to practical tools and support to stay in control of their digital lives and well-being. Businesses and public institutions face increasingly sophisticated cyber threats and stricter regulatory requirements, while their expectations around cybersecurity, data protection, and digital sovereignty continue to rise.

By combining resilient infrastructure, trusted digital services and cybersecurity expertise with initiatives that strengthen digital confidence, Proximus is determined to become the most trusted partner for consumers, enterprises and public institutions in the Benelux.

Our ambition

We aim to enable people and organizations to use digital services safely and confidently and retain control over their digital assets, while protecting their data, privacy and digital interactions

Our targets

- Be #1 in Digital Trust perception among consumers and enterprises by 2030*
- Maintain a Cybersecurity Resilience Index of 95% each year*
- 95% of employees trained on Data Protection and Cybersecurity by 2030 at the latest**

Safeguarding own operations, networks and services

Trust starts with our own resilience. Proximus continuously strengthens the security of its networks, IT systems and services through its **Corporate Cyber Security Program.**

Our **Cyber Security Incident Response Team** (CSIRT) continuously detects, manages and responds to cyber threats, while **security-by-design** principles are integrated into the development of products and services. **Privacy-by-design, robust data protection governance** and **compliance with GDPR, NIS2** and internationally recognized security standards such as **ISO 27001** demonstrate our commitment to cyber resilience, regulatory compliance and the trustworthiness of the services we deliver.



Since 2025, Proximus has partnered with CEDISEP, an academic program of ULB and UNamur that supports the digital transformation of public services and helps strengthen the relationship between public administrations and citizens.

* Proximus Domestic
** Proximus Group

Supporting citizens and businesses

Proximus helps consumers, businesses and public institutions protect themselves against fraud and cyber threats.

At network level, we **proactively block phishing, fraudulent calls** and **malicious traffic** before they reach end users. In the first half of 2026, we blocked 2.7 million fraudulent SMS/MMS, 131 million phishing emails, and blocked or anonymized 30 million fraudulent or spoofed call attempts.

For families, Proximus' **Mobile Kids+ offer** combines safe connectivity with parental controls, budget management and practical guidance to help parents support their children's first digital experiences with confidence.

For businesses and public institutions, Proximus provides **connectivity, cloud, cybersecurity, digital workplace,** and **data & AI solutions** to support their digital transformation. Our local expertise, recognized cybersecurity capabilities, sovereign cloud offerings and edge computing initiative also enable us to provide highly secure infrastructure that complies with strict European data protection legislation and ensures data stays in Europe.



In 2025, Proximus launched Smarter Online, an interactive platform that helps people understand and respond to online threats such as cyberbullying, phishing, and risks to children's online safety. The platform brings together guidance from trusted organizations, including the Centre for Cybersecurity Belgium (CCB) and Child Focus.

Building a safe digital society for all

Creating trust extends beyond our own customers. Proximus collaborates with Belgian and European authorities, NATO, Europol, ENISA and the Centre for Cybersecurity Belgium to **share expertise, strengthen collective resilience** and **stay ahead of emerging cyber threats.**

We also help people navigate the digital world safely through **awareness** and **education** initiatives, and support digital inclusion as a strategic partner of the **DigitAll** ecosystem.

Looking ahead, Proximus is investing in **quantum-proof network security** and supporting research and innovation in quantum technologies. Through initiatives such as the Quantum Circle and the Proximus Chair in Quantum Science and Technology at KU Leuven, Proximus contributes to the development of technologies that will help secure digital communications in the future.



Through the "Cybersecurity for All" program in Wallonia, Proximus supports 211 digital public spaces by providing training and awareness sessions to improve citizens' digital skills and online security. Launched in March 2026 this program is expected to reach 5,000 citizens within two years.

Reducing our environmental impact

Climate change is a tangible reality. After another summer of extreme heat and devastating wildfires worldwide, the transition to a low-carbon economy is more urgent than ever. As Belgium's leading digital infrastructure provider, Proximus is committed to achieving net zero greenhouse gas emissions across its entire value chain by 2040.

Our ambition

We aim to reduce our environmental impact to reach net zero emissions across our value chain by 2040

Our targets

- Scope 1: -66% 2030 vs 2020*
- Scope 2: 100% renewable electricity*
- Scope 3: -42% 2030 vs 2020*
- Zero e-waste: >99% diverted from disposal by 2030*

Clear roadmap to achieve Net Zero

Proximus' climate targets have been validated by the **Science Based Targets initiative (SBTi)** and translated into a comprehensive **Climate Transition Plan.** As around 95% of our emissions originate in our value chain, decarbonization goes far beyond our own operations. Our plan defines concrete **actions across our own operations (Scope 1 and 2) and value chain (Scope 3)**, structured around six priority domains: fleet, buildings, electricity, networks, supply chain and customer devices.

Within our own operations, we are **phasing out fossil fuels**, improving the **energy efficiency** of buildings and networks, **electrifying** our vehicle fleet and continuing to source 100% **renewable electricity.**

Reducing Scope 3 emissions requires action across the entire value chain. Key levers include modernizing **networks** with fiber and 5G, adopting **circular business models**, working with strategic **suppliers** to reduce emissions, strengthening **internal commitment** to climate action, and **advocating** for climate action through several industry associations.

Achieving climate targets across the value chain remains our greatest challenge. The supply chain is global and complex and extends beyond our direct control, making industry-wide collaboration essential. Through the **Joint Alliance for CSR (JAC)** and the **GSMA**, we work with suppliers to improve emissions reporting, lifecycle assessment and renewable energy adoption.

As a result, in 2025, our Scope 1 and 2 emissions decreased by 14% and Scope 3 emissions by 11% compared with the previous year.

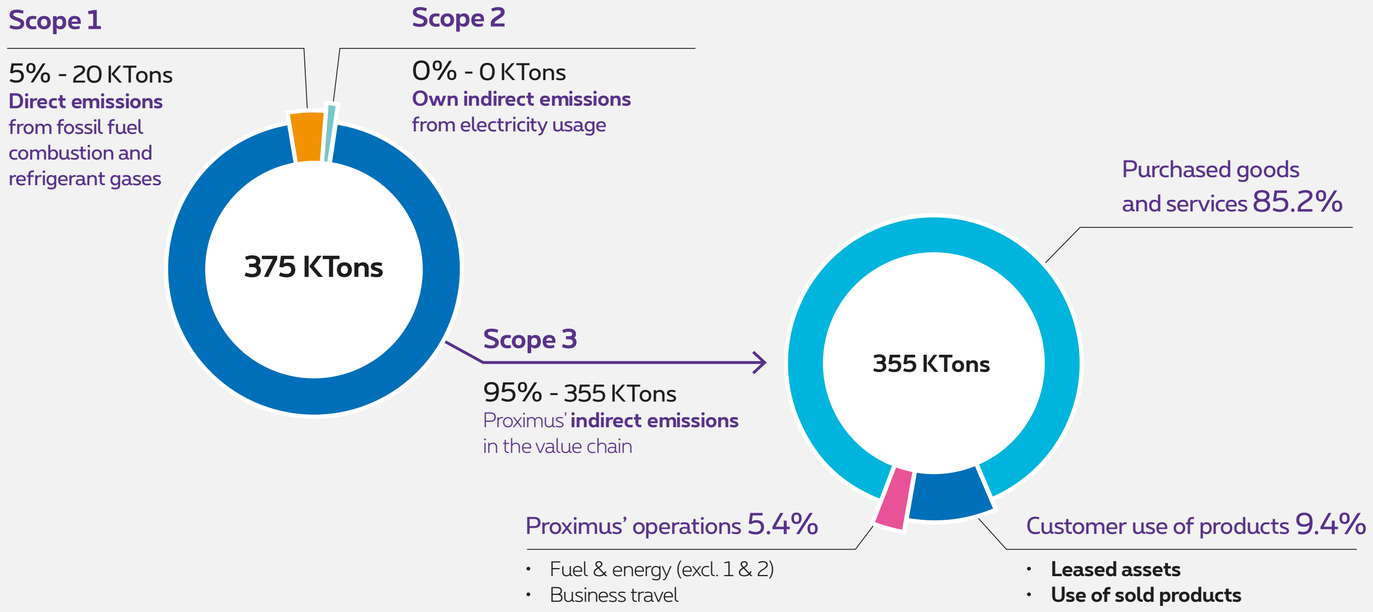
Fleet electrification is a major lever of decarbonization, with our vehicle fleet representing approximately 75% of Scope 1 emissions. By the end of 2025, electric vehicles represented 48% of the management fleet and 16% of the technical fleet in Belgium. We are also exploring solutions for heavy-duty vehicles, which are more complex to electrify.

* Proximus Group



In 2025, Proximus strengthened internal engagement through a new Climate & Energy Community, connecting experts across business units and affiliates. Leadership commitment was further reinforced through participation in Chapter Zero's Director's Climate Journey by members of the Board and the Proximus Leadership Squad.

2025 Breakdown of Proximus Group total GHG emissions



Targets

vs 2020 baseline

-66%
scope 1&2 by 2030

-42%
scope 3 by 2030

-90%
scope 1,2&3 by 2040

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION
THE NET ZERO STANDARD
APPROVED NET-ZERO TARGETS

Circularity

Circularity supports our net-zero ambition. By 2030, Proximus aims to become a blueprint for circularity by designing products for reuse, maximizing material recovery and working with partners to stimulate innovation across the value chain.

Electronic waste (e-waste) is one of the most significant waste streams in the telecom sector. By extending its device lifecycles through refurbishment and reuse, and by responsibly recycling end-of-life equipment, Proximus aims to recover valuable materials and recycle almost all collected e-waste by 2030.

Our **fixed devices** (such as Internet Boxes, TV Boxes and Wi-Fi Boosters) are developed according to eco-design principles to be energy-efficient, use fewer raw materials and facilitate refurbishment. In 2025, Proximus refurbished more than 1 million fixed devices, while more than 90% of its modems and decoders are repaired and reused up to four times before being recycled.

In 2025, Proximus also collected more than 144,000 **mobile phones** for refurbishment or recycling, representing around one in three devices sold through its channels. This was achieved through trade-in programs, in-store collection points, awareness campaigns and collection initiatives in schools and businesses. To further extend the lifecycles of its devices, Proximus expanded its refurbished smartphone offering and introduced repair services through a pilot partnership with BLOOO.

Circular principles are also applied to the **network**. Through Mwingz, its joint venture with Orange Belgium, Proximus shares mobile infrastructure, reducing the total number of mobile sites by up to 40% and electricity consumption by 20% compared with a non-collaborative scenario. Other network-sharing collaborations (mentioned above) help avoid unnecessary duplication of infrastructure and the associated use of materials and energy. In parallel, 514 copper cabinets were switched off in 2025 as customers migrated to fiber, improving energy efficiency and reducing resource consumption.

100% renewable electricity

Electricity is a key lever to achieve net zero. Since 2019, Proximus has **been sourcing 100% of its electricity from renewable energy.** It continues to expand its own production through solar panels and has secured around 20% of its electricity needs from offshore wind farms in the North Sea.

At the same time, we are **improving energy efficiency** through the rollout of more energy-efficient fiber and 5G networks, the retirement of legacy infrastructure, infrastructure sharing and the use of AI to optimize network performance.

Proximus has deployed the Energy Box across several technical buildings and mobile sites to further optimize energy consumption. This innovative solution combines real-time energy data, renewable energy production and market information to maximize the use of renewable electricity while reducing energy costs.

Preparing our people for the future

Our people are one of Proximus' greatest strengths in delivering long-term value for customers, society and the company. As technology, customer expectations and market dynamics evolve, we invest in learning and leadership to adapt the way we work and build the capabilities needed for the opportunities and challenges ahead.

Our ambition

We aim to equip employees with the capabilities required to adapt to evolving technologies and business needs

Our targets

- +25% of employees will have completed targeted training paths leading to new roles aligned with future workload by 2030*
- +95% of employees will have completed at least 5 training days/year by 2030*

Anticipating future skills needs

The foundation of this approach is **Strategic Workforce Planning** (SWP), which helps anticipate future workforce needs and identify potential skills gaps or surpluses resulting from technological, business and demographic changes. This allows Proximus to take targeted actions to reskill and upskill employees, ensuring that **workforce capabilities continue to evolve alongside the company's transformation.**







* Proximus S.A.

Empowering employees to shape their future

Sustainable employability is a shared responsibility. Proximus supports employees through learning opportunities, career guidance and internal mobility, while **encouraging everyone to take ownership of their professional development.**

Employees can develop digital, technical and leadership skills through a wide range of learning opportunities and certified training programs.

Internal mobility is another key lever, with **nearly eight out of ten vacancies filled internally.** Proximus also aims for every employee to complete **at least five training days per year.** In 2025, 90% of employees achieved this target, with the ambition to reach 95% by 2030.

Using AI to strengthen human potential

Proximus has long used automation and AI to improve productivity and enhance customer experience. Today, AI is deployed across customer services, network operations and internal processes, while Proximus invests in **adoption and the skills employees need to work with AI** and emerging technologies. By combining technological innovation with workforce development, Proximus aims to ensure that its transformation creates opportunities for both the company and its people.



Ratings, labels and initiatives

External assessments, certifications and strategic alliances help us measure our progress, strengthen accountability and advance responsible business practices across the company.

Ratings and awards

CDP A List: Proximus received an A score for the ninth consecutive year from CDP, recognizing its environmental transparency and climate action.

EcoVadis Gold: In 2026, Proximus has received a Gold Medal in recognition of its sustainability achievement.

Lean & Green – 3 stars: Our distribution center in Courcelles received the Lean & Green 3 Stars label, after reducing its CO_2 emissions by 55% since 2015.

External certifications

ISO 27001 (Information Security management system): Currently, Proximus holds an ISO 27001 certification covering a range of services for professional customers, including Communication Services, Cloud Services, Managed Services and Shared Services. As part of its journey toward NIS2 compliance, Proximus is working toward company-wide ISO 27001 certification, with the ambition of obtaining it by mid-November 2026. This certification demonstrates our commitment to the reliability, integrity and availability of information, and further strengthens customer confidence in our information security processes.

ISAE 3000 (standard for assurance engagements): Proximus NXT IT Belgium has obtained the ISAE 3000 / SOC 2 Type II attestation for its Managed Security Services, including Managed Detection & Response, Vulnerability Management and Managed Security Full Care. It has also obtained the ISAE 3000 / SOC 2 Type I attestation for its Managed Extended Detection and Response services specifically for mid-market customers. These attestations reflect our commitment to maintaining robust IT security and privacy standards.

Main alliances

Proximus works with the industry, public authorities and civil society to address challenges that require collective action.

Belgian Cyber Security Coalition
Proximus is an active member and co-founder of the Belgian Cyber Security Coalition, a collaboration platform bringing together cybersecurity experts from public authorities, academia, and the private sector.

The Coalition promotes awareness raising, knowledge sharing and policy recommendations to strengthen Belgium's cybersecurity ecosystem. Since its creation in 2015, its membership has grown almost fivefold, reflecting a shared ambition to make digital security accessible to everyone.

DigitAll
Proximus is a founding member and structural partner of DigitAll, Belgium's national coalition for digital inclusion bringing together companies, social organizations and governmental bodies. Through this partnership, we contribute to structural changes by co-creating solutions, raising awareness, and sharing best practices across sectors. Proximus supports the Digital Inclusion Charter, promotes internal and external training, and engages in campaigns to make digital inclusion a societal priority. These efforts help more people benefit from the digital society.

Child Focus
Since 2011, Proximus has partnered with Child Focus to help children navigate the digital world safely and responsibly. As part of the "Internet Safe & Fun Days" held twice a year, specially trained Proximus volunteers give interactive sessions for fifth- and sixth-grade pupils on privacy, cyberbullying, and other online risks. In 2025, this initiative reached more than 5,500 pupils. Child Focus also contributes its trusted expertise to Proximus' Smarter Online tool, which provides free, personalized advice on digital safety to all.



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