

Proximus Group

Code of Conduct



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Foreword

At Proximus, our success is built on more than delivering excellent products and services. It is rooted in our commitment to integrity, trust, and responsibility. The Proximus Group Code of Conduct embodies these principles, guiding our actions and decisions to ensure we contribute positively to society.

We expect everyone within the Proximus Group, including temporary workers and contractors, to adhere strictly to the Code and its related policies and procedures.

Creating a healthy corporate culture is a shared responsibility. Together, we can keep the customer at the heart of everything we do and enhance our reputation as a reliable partner and responsible company. Please use this guide daily to contribute to our objectives with honesty, integrity, and respect for others.

The Proximus
Board of Directors

The Proximus
Leadership Squad

Engagement towards our stakeholders



Customers

We place our customers at the heart of everything we do.



Business Partners

Our partnerships are based on mutual respect and shared ethical values.



Employees

Our employees are our greatest asset. We provide a stimulating work environment where they feel valued, with adaptable working conditions and opportunities for learning and development.



Shareholders

We are committed to creating long-term value through performance driven by integrity.



Society

We are committed to protecting our planet and fostering an inclusive society, while maintaining high ethical standards in our business conduct.



Purpose of the document

Our Code of Conduct is not just a set of guidelines, it is a promise to uphold the highest standards of ethical behavior and compliance. It is integral to our employment conditions and is essential for our continued success.

The Code of Conduct serves as a guide for our daily business decisions and actions, and for what we may and may not do. All employees and contractors should understand this Code, adhere to the standards defined and act accordingly.

Scope of application

The Proximus Code of Conduct applies to all employees and contractors working for the Proximus Group (referred to as 'Proximus' in the document), including its subsidiaries and all stakeholders.

Directors and Managers must lead by example, enforce this Code of Conduct and ensure its values and principles are applied and shared by their teams.



Monitoring

A multi-disciplinary team, including Group Compliance, Human Resources and Legal experts, is responsible for implementing, monitoring, and updating the Code of Conduct.

The Risk Management and Compliance Committee, appointed by the Proximus Leadership Squad, oversees the ethics and compliance program and the Proximus Code of Conduct.

The Group Compliance team ensures a yearly review of the Code of Conduct. Content changes are subject to approval by the Proximus Board of Directors.

The Code of Conduct is publicly available. The latest version is published on the Proximus website and intranet.

All new Proximus employees and contractors must acknowledge the Code. Employees and contractors are regularly trained as scheduled by Group Compliance and must confirm their compliance with the Code.

Where to get guidance

In all cases where the Code does not provide explicit guidance, you should always act in the best interest of the Proximus Group. Any question regarding the interpretation or application of the Code of Conduct should be first submitted to your line manager.

Any unresolved question can be escalated to the Proximus Group Compliance team (group.compliance@proximus.com) or your local Compliance Officer.

1. Anti-bribery and corruption

Why is this important?

Corruption and bribery impede business growth, escalate costs and pose serious legal and reputational risks. They undermine trust in institutions and fair competition, deter long-term investment and distort development priorities. By promoting transparency and ethical conduct, Proximus aims to enhance trust and contribute to a more stable and equitable economic environment for all market participants.

Corruption is the abuse of entrusted power for private gain. This involves dishonest or fraudulent conduct such as bribery. Bribery is the act of offering, giving, receiving, or soliciting something of value to influence the actions of a person. This can include money, gifts, or favors, and is intended to sway the recipient to act in a way that benefits the giver, often contrary to their duty, laws and moral or ethical standards.

Examples of bribery and corruption are:

- **Kickbacks:** receiving money for awarding contracts to specific companies.
- **Embezzlement:** misappropriating funds for personal use from an organization.
- **Bribing officials:** offering money to influence public officials' decisions.

The Proximus Group maintains a strict 'zero tolerance' policy against corruption and bribery by enforcing strict rules on entertainment, hospitality and gifts, ensuring all actions and interactions uphold the highest standards of integrity, transparency, and ethical conduct within our organization.

1. Anti-bribery and corruption

What is expected from you:

- ✓ Refuse anything of value that might influence your decision.
- ✓ Never offer or promise anything of value to business partners to gain an unfair advantage.
- ✓ Never offer or accept facilitation payments.
- ✓ Only accept and offer hospitality and entertainment in accordance with the Proximus anti-bribery policy.
- ✓ Always report any violation of the anti-bribery rules to your manager and Group Compliance or your local Compliance Officer.
- ✓ Always maintain accurate books and records.
- ✓ Always disclose interactions with external parties to your manager to ensure transparency.
- ✓ Follow the mandatory training on anti-bribery and corruption promptly when asked.

You are not allowed to:

- ✗ Directly or indirectly offer or accept anything (gifts, hospitality, promises, career opportunity, discounts, incentives) that might influence a decision to win or retain business or to gain an advantage.
- ✗ Offer or accept invitations and gifts to/from business partners while in a tender process.
- ✗ Offer or accept gifts in cash or cash equivalent (e.g. vouchers).
- ✗ Offer gifts to employees as incentives.
- ✗ Break local laws and principles on bribery and corruption.

2. Conflict of interest

Why is this important?

Avoiding conflicts of interest ensures unbiased decisions, maintains trust, upholds integrity, and protects the company's reputation and stakeholder interests.



A conflict of interest occurs when an employee's personal interests clash with their professional duties, potentially leading to biased decisions that benefit themselves at the expense of the company's integrity and objectives.

Employees can have personal relations with partners, suppliers and customers. This can be beneficial to running the business. However, these relations cannot hinder the interests of the Proximus Group.

Examples are:

- **Nepotism:** hiring or promoting relatives over better qualified candidates.
- **Self-dealing:** awarding contracts to businesses owned by oneself or a family member.
- **Gifts and favors:** accepting gifts that influence business decisions.

What is expected from you:

- ✓ Always disclose when you are related to key people linked to a business decision/assessment.
- ✓ Avoid extra-professional activities that conflict with your employment obligations.
- ✓ Report any potential conflict of interest you are aware of through your manager and Group Compliance or your local Compliance Officer.

You are not allowed to:

- ✗ Engage in situations that would place you in a conflict of interest.

3. Human rights, working conditions, diversity and equal opportunities

Why is this important?

All people are entitled to be treated with respect, care and dignity. Respecting human rights, valuing diversity, and ensuring non-discrimination and equal opportunity creates a fair, inclusive and stimulating workplace where everyone can thrive.

We believe everyone should be treated with respect regardless of their background and are committed to creating working conditions which promote fair employment practices and where ethical conduct is recognized and valued.

We respect the fundamental principles of the Universal Declaration of Human Rights, the European Convention on Human Rights, and the United Nations Convention on the Rights of the Child. Proximus respects Belgian social legislation and the International Labour Organization’s (ILO) fundamental conventions.

Proximus values diversity and fights against any form of discrimination. Discrimination is a form of unequal treatment that could be based on

Sexual orientation	Physical characteristics	Employment conditions
Age	State of health	Family composition
Race or ethnicity	Pregnancy	Marital status
Social origin/condition	Religious beliefs	Wealth
National origin	Philosophical beliefs	Education
Language	Political beliefs	Experience
Disability	Trade union beliefs	Personality

Any other characteristic protected by the law

Our working environment standards are extended to every member of our diverse community and are demonstrated by all managers, team leaders and employees.

3. Human rights, working conditions, diversity and equal opportunities

What is expected from you:

- ✔ Treat all persons with respect and dignity.
- ✔ Respect freedom of opinion, as long as it is lawful and respectful.
- ✔ Pay employees fairly and at least at the legal minimal wage.
- ✔ Give everybody the same chances and opportunities to grow.
- ✔ Report any breach to human rights or any discrimination, including at customers or suppliers, without delay.

You are not allowed to:

- ✘ Discriminate in any form.
- ✘ Use any form of harassment to reach your goals.
- ✘ Employ children below legal working age.
- ✘ Turn a blind eye to harassment or discrimination.

4. Health and safety

Why is this important?

Working in a safe, secure and healthy workplace reduces workplace accidents and occupational diseases. It protects the physical and emotional health of employees, leading to a more efficient and productive workplace.

Proximus protects the health and safety of its employees and deeply cares about their well-being. Proximus complies with internationally recognized standards and local laws. Workplace hazards are identified, mitigated and monitored to prevent work-related injuries and occupational accidents or diseases. Programs and actions are put in place to monitor and foster the well-being of employees.

What is expected from you:

- ✓ Familiarize yourself with and respect our health and safety rules and instructions and comply with them.
- ✓ Care for your own safety and that of your colleagues.
- ✓ Help your line management identify workplace hazards.
- ✓ Keep yourself and your colleagues safe at work.
- ✓ Play an active role in ensuring well-being at work.
- ✓ Speak up if you see practices that are unsafe or unhealthy, in accordance with local instructions.

You are not allowed to:

- ✗ Act in a way that puts you or your colleagues at risk.
- ✗ Work with business partners who disregard health and safety rules.
- ✗ Work without the proper health and safety measures.

5. Data protection and privacy

Why is this important?

Lawful data processing strengthens Proximus' reputation, trust and business opportunities. Mishandling personal data can lead to privacy violations, financial loss or discrimination and other harms for individuals. Proximus risks fines, compensation claims, operational disruptions and increased regulatory scrutiny, along with reputational damage that could erode trust, cause business loss, and reduce investor confidence.

Proximus manages large amounts of personal data. It is crucial to process this data lawfully and implement robust protections to mitigate risks and consequences.

Proximus adheres to the highest standards of data protection, complying with the General Data Protection Regulation (GDPR) and other relevant laws. We safeguard personal data processed during our activities, which includes data from customers, end-users, employees and representatives of collaborating organizations.

Proximus has established comprehensive processes and measures to govern personal data processing. It maintains a Data Protection Policy, laying down the rules on the secrecy of electronic communications and the GDPR principles and obligations, as well as procedures outlining operational processes for compliance.

When processing personal data, Proximus rigorously adheres to GDPR principles, including lawfulness, fairness and transparency, purpose limitation and data minimization. By maintaining these high standards, Proximus ensures responsible and secure handling of personal data, fostering trust among all stakeholders. All measures are taken to avoid personal data breaches, which occur when the confidentiality, availability or integrity of personal data is compromised.

5. Data protection and privacy

What is expected from you:

- ✔ Follow the privacy by design process at the initial design phase of any system, product or process.
- ✔ Implement the identified measures to mitigate risks related to the processing of personal data.
- ✔ Protect personal data (paper and electronic) by applying appropriate security measures.
- ✔ Immediately report any suspected personal data breach in line with your internal reporting procedures.
- ✔ Report any complaints from data subjects about how their personal data is processed in line with your internal reporting procedures.
- ✔ Undertake and complete all required data protection and information security trainings.

You are not allowed to:

- ✘ Collect and use personal data that is not directly relevant and necessary to accomplish the specified purpose(s).
- ✘ Reuse personal data for any new purpose that is not compatible with the purpose originally defined.
- ✘ Access and use personal data that is not necessary for your current job responsibilities.
- ✘ Retain personal data for longer than necessary to fulfil the specified purpose(s).

6. Intellectual property, confidential information and information security

Why is this important?

Protecting intellectual property, confidentiality and information security maintains customer trust, ensures compliance with laws, and protects against cyber threats.

Intellectual property, including trademarks, copyrighted works, databases, inventions as well as other intangible property such as trade secrets and know-how, are valuable assets crucial to Proximus' market success. We safeguard this intellectual property from unauthorized access, sharing and illegitimate use, and respect third-party intellectual property.

Confidential information is strictly regulated to prevent unauthorized access and use, which could negatively impact Proximus' reputation. Sensitive information is classified as Confidential or Highly Confidential. Information from external parties is treated with the same level of confidentiality as our own information. Confidentiality obligations extend beyond employment or contractual relationships.

Information security ensures the protection of information and systems from unauthorized access, use, disclosure, disruption, modification, or destruction. Effective information security requires coordinated efforts, appropriate controls and active participation from everyone in the organization, supported by management oversight.

6. Intellectual property, confidential information and information security

What is expected from you:

- ✓ Always provide reliable and accurate information to our customers and stakeholders.
- ✓ If you possess insider information, ensure you behave according to our Dealing Code.
- ✓ Only utilize trademarks you are authorized to use.
- ✓ Protect and manage information in line with the rules and principles mentioned in our policies.
- ✓ Protect the organization's digital assets by adhering to security measures as defined in our policies.
- ✓ Understand that you have an important role to play in Proximus' resilience to cyberattacks.
- ✓ Report anything suspicious to your cyber-security team via the procedure applicable to you.
- ✓ Only send and receive company data using approved communication tools, e.g. company e-mail.
- ✓ Follow trainings on intellectual property and cyber-security when requested.
- ✓ Be careful when using a device that has Proximus business applications installed on it.

You are not allowed to:

- ✗ Share confidential information with anyone not authorized, including friends and family, or in the public domain.
- ✗ Connect non-Proximus devices on our network.
- ✗ Reveal your account password to others or allow them to use your account.
- ✗ Share Proximus business applications and devices with other people.
- ✗ Use your Proximus business applications and Proximus device(s) for non-Proximus related activities.

7. Competition

Why is this important?

Fair and open competition between companies, as well as doing business on a level playing field, is important to society in general and contributes to increased welfare for all. It also creates business opportunities for Proximus.

Competition law consists of a set of rules applicable to both private and public companies with an aim to maintain the principle of free and fair competition and to strengthen customer protection.

Particularly for our telecom business, specific Chinese Walls rules apply to prevent sensitive information exchange between departments to avoid conflicts of interest.

At Proximus, we support fair and open competition in all our markets, with a competitiveness approach based on good products and services at the right price. We implement fair sales and marketing practices when dealing with customers and suppliers.

What is expected from you:

- ✓ Keep in mind and respect applicable competition laws when dealing with competitors and suppliers.
- ✓ Respect the rules regarding Chinese Walls, whenever applicable, when having access to data in tools, applications, etc. Share this information only with authorized people.
- ✓ Always talk about competitors in a respectful manner.

You are not allowed to:

- ✗ Share information or consult with competitors when determining prices and other commercial conditions.
- ✗ Exchange commercially sensitive and/or strategic information when engaging in discussions with competitors, suppliers and/or customers.
- ✗ Align on commercial policies.
- ✗ Adopt any exclusionary practices when determining prices and other commercial conditions.

8. Environment

Why is this important?

Respecting the environment is crucial for corporations because it ensures sustainable resource use, reduces pollution and mitigates climate change impacts. This not only protects ecosystems and public health but also enhances corporate reputation, meets regulatory requirements and attracts environmentally conscious consumers and investors.

As a corporate citizen, Proximus, together with its partners and suppliers, is committed to conduct its operations with due regard for our environmental impact.

We are committed, together with our partners and suppliers, to fighting climate change by:

- Reducing our carbon emissions.
- Promoting an ever-wider range of environmentally sustainable solutions for our customers.
- Fostering recycling and circularity.
- Encouraging our employees, suppliers, and stakeholders to adhere to sustainable business practices.

Proximus adheres, and will continue to adhere, to relevant local and internationally recognized standards, as well as supporting development and diffusion of environmentally friendly technologies.

What is expected from you:

- ✓ Be conscious of how you can reduce your environmental footprint and impact in your daily work, discuss with your management and act on it.
- ✓ Help reduce environmental risks.
- ✓ Report any situation that you think may pose both immediate and long-term risk to the environment and help to prevent or mitigate this risk.

You are not allowed to:

- ✗ Act in contradiction to environmental laws and internal policies.

9. Training and career development

Why is this important?

Our employees are our greatest asset. Investing in employees' training and career development helps them grow and enhances their long-term engagement. This supports Proximus' long-term success and innovation.

Proximus invests in its employees' development by providing continuous learning opportunities and professional development programs. Proximus ensures that its workforce remains skilled, motivated and ready to meet future challenges, driving both personal and company growth.

What is expected from you:

- ✓ Seek continuous learning, enroll in courses, attend workshops and stay updated with industry trends.
- ✓ Engage in regular job rotations to gain new experience, expand your knowledge, and enhance your professional network.
- ✓ Build and maintain professional relationships within and outside the organization.
- ✓ Regularly ask for constructive feedback and use it to improve performance.

You are not allowed to:

- ✗ Ignore requests to follow mandatory trainings on ethics and compliance.
- ✗ Contribute to an environment where feedback is perceived as negative.

10. Information, communication and media

Why is this important?

Stakeholders expect to receive correct and relevant information about Proximus and its performance, in a reliable and timely manner. Therefore, the information we provide should fulfill the above conditions, in a professional and ethical manner.

At Proximus, communication with the media, the public and the financial markets takes place in accordance with established procedures and in compliance with the regulations and practices applicable to publicly listed companies. Group Communications centralizes all media requests and coordinates with internal stakeholders to provide correct and timely information to external audiences.

No information on financial or operational results can be communicated, except for the information already disclosed and published on the company website or after alignment between Group Communications and Group Finance.

We meet public authorities in an appropriate and open manner, according to our 'Public affairs' policy and our 'Relationship agreement' with the Belgian State (our majority shareholder).

Proximus respects the freedom of its employees to act as responsible citizens. Public information about Proximus should only be communicated by the person responsible for public communications, and by Proximus management, as per authorization.

What is expected from you:

- ✔ Know the company policies on press and social media interactions.
- ✔ Contact Group Communications or your local external communication team prior to interacting with the press or engaging in public speaking.
- ✔ On social media, always speak in your name, not on behalf of Proximus, and be respectful, authentic and transparent.
- ✔ Use social media responsibly while at work.
- ✔ Promote the company material whenever possible (press releases, forum, blogs, industry reports, corporate information).

You are not allowed to:

- ✗ Share any sort of confidential information or document marked as 'For Internal Use Only', 'Confidential' or 'Highly Confidential.'
- ✗ Contact any media on your own initiative.
- ✗ Communicate on social media on Proximus internal matters.
- ✗ Speak or express your opinion on behalf of Proximus.
- ✗ Defame or invade the privacy of another person or entity.

11. Use of Proximus assets

Why is this important?

The protection of company assets is critical to ensuring operational continuity, safeguarding sensitive information, preventing financial losses and maintaining a competitive advantage.

Proximus' assets hold considerable value and are essential to its success. They should be used only for business purposes, unless agreed upon in employment terms or in compliance with our procedures and guidelines.

What is expected from you:

- ✔ Use company's properties and assets with due care and in such a manner that their value is safeguarded.
- ✔ Observe security requirements concerning access to and use of facilities, IT resources and electronic resources.
- ✔ Return company assets in your possession when you no longer use them (e.g. when leaving the company or changing responsibilities).
- ✔ Report misuse of company assets.

You are not allowed to:

- ✘ Access or use company assets without proper authorization or for personal gain.
- ✘ Misappropriate or misuse company assets for illegal or unethical purposes.

12. Extra-professional activities

Why is this important?

Extra-professional activities can create conflicts of interest, hinder productivity and damage the company reputation. It is important to ensure they are performed in accordance with policy and law to safeguard both employees' and Proximus' integrity.

Extra-professional activities are pursuits employees engage in outside their primary job responsibilities, such as freelance work or side businesses activities, for both profit and non-profit. These activities can enhance skills, provide personal fulfillment and contribute to community involvement, but they must be balanced to avoid conflicts of interest and maintain job performance.

What is expected from you:

- ✔ Inform your manager and the HR department about performing an extra-professional activity and follow the validation procedure applicable to you.
- ✔ Report any offers of paid consulting services potentially in conflict of interest to your manager.
- ✔ Respect all principles of confidentiality, data protection and know-how.
- ✔ Know and respect the terms of your employment contract and consult with the HR department in case of doubt.

You are not allowed to:

- ✘ Engage in any extra-professional activity that competes with Proximus or hinders you from meeting your work objectives at Proximus.
- ✘ Undertake any extra-professional activity that could create a conflict of interest.
- ✘ Utilize Proximus resources for conducting your extra-professional activities.

13. Sponsoring and charitable donations

Why is this important?

Sponsoring and charitable donations enhance community relations, build a positive brand image, foster employee pride and engagement, and contribute to societal well-being.

Sponsoring involves a corporation providing financial or in-kind support to events, activities, or organizations in exchange for brand visibility and recognition. It helps build brand awareness, foster community relations and align the company with positive causes and values.

Charitable donations involve a corporation giving money, goods, or services to non-profit organizations or causes. This support helps address social issues, enhances community well-being, and demonstrates the corporation's commitment to social responsibility and positive societal impact.

Sponsorships and charitable donations must align with our principles and strategy and contribute to strengthening the image of Proximus.

What is expected from you:

- ✓ Always contact the Sponsoring department when you are solicited for any sponsoring by a third-party.
- ✓ Always respect the guidance from the sponsoring policy.
- ✓ Make use of the sponsoring benefits exclusively in the interest of the Proximus Group.
- ✓ Always contact the Sustainability or HR departments for any kind of charitable donation.

You are not allowed to:

- ✗ Engage in sponsorship relationships for the purpose of obtaining, rewarding or influencing a business relationship, influencing elected officials, influencing political decisions or policies inappropriately, or obtaining favorable decisions for any entity of the Proximus Group.
- ✗ Sign sponsoring agreements not approved by the Sponsoring department.
- ✗ Make charitable donations in cash or vouchers, since traceability is mandatory.
- ✗ Support causes that conflict with the company's values, mission, or involve unethical activities.

14. Anti-money laundering

Why is this important?

Anti-money laundering is crucial to prevent illegal financial activities, protect the integrity of financial systems, ensure compliance with laws, and combat terrorism financing. It helps maintain trust in institutions and supports global economic stability and security.

Money laundering is the illegal process of disguising the origins of money obtained through criminal activities, making it appear legitimate. This typically involves multiple transactions to obscure the money's source, allowing criminals to integrate illicit funds into the financial system without detection. It undermines financial integrity and facilitates further crime.

What is expected from you:

- ✓ Keep detailed and accurate records of transactions and customer information.
- ✓ Identify and verify the identity of customers.
- ✓ Immediately report any unusual or suspicious transactions to the compliance department.

You are not allowed to:

- ✗ Accept cash transactions, unless duly authorized (e.g. in Proximus shops).
- ✗ Bypass verification procedures (e.g. Know Your Customer).
- ✗ Fail to report suspicious activities to Group Compliance or your local Compliance Officer.

15. Third-party assessment

Why is this important?

Third-party assessment is crucial to ensure compliance with laws, avoid legal penalties, protect the company's reputation and prevent involvement in unethical or illegal activities, thereby safeguarding the company's integrity and operational stability.

Third-party assessment is the process of checking potential and current business partners, customers and suppliers that could behave illicitly or against our ethical standards.

At Proximus we deal only with customers and suppliers that are not subject to sanctions and respect the strict rules dictated by various international acts (EU, US, UK, UN, India).

We also monitor exports to sanctioned countries to ensure compliance with international trade laws and agreements.

What is expected from you:

- ✓ Deal only with partners after the assessment process has been completed.
- ✓ Contact Group Compliance whenever you have any goods that have to be exported abroad.

You are not allowed to:

- ✗ Enter into any contractual relationship without conducting a sanction check and obtaining clearance.
- ✗ Export goods in breach with international restrictions.

Zero tolerance policy

Breaches of the internal policies and procedures implementing the Proximus Code of Conduct will not be tolerated. The modalities concerning the application of the zero tolerance principle are clarified further in the respective policies and procedures.

Breaches may lead to disciplinary actions, up to, and including, termination of employment or contracts, in accordance with the applicable employment regulation.



What to do in case of infringements

Whenever you notice an infringement of laws, regulations, or the internal policies and procedures of this Code of Conduct, you should raise this issue promptly with your line manager. If this is not possible or appropriate, you are required to raise the issue or report the infringement directly to the Group Compliance Manager or your local Compliance Officer.

Proximus whistleblowing

Incidents may also be reported through the available whistleblowing channels, confidentially, or anonymously, with protection guaranteed.

The following internal whistleblowing channels are available at Proximus Group level:

- **WEB:** <https://proximus.grantthornton-whistle.com/en/home>
- **Phone:** whistleblowing hotline (9am-17pm CET Monday to Friday):
 - From Belgium: 0800 45002
 - From abroad: +32 (0) 800 45002

- **Letter:** (ensure you indicate **CONFIDENTIAL** on the envelope)
 - Proximus Group Compliance Manager: Maurizio Carlone, 27 Boulevard du Roi Albert II, B 1030 Bruxelles
or
 - Proximus President of the Audit & Compliance Committee: Catherine Vandendorre, 27 Boulevard du Roi Albert II, B 1030 Bruxelles
- **In person:** by setting up a meeting with the Proximus Group Compliance Manager
- **By email:** maurizio.carlone@proximus.com

Further information on the whistleblowing procedure is available on the Proximus Group corporate website.

To comply with whistleblowing laws and regulations, other internal whistleblowing channels are implemented for subsidiaries of the Proximus Group and can be found on their respective websites.



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