

Resources we use



Human capital

- 11,532 employees
- 57 nationalities
- 32% women



Financial capital

- € 1,203 Mio investments¹
- € 2,978 Mio shareholders' equity
- € 2,740 Mio adjusted net debt



Natural resources

- 9 Mio liters fossil fuel
- 328 GWh electricity
- 24 GWh natural gas
- 1,077,545 m² building footprint

¹ Excl. spectrum and football rights

How we create value

Our sense of purpose

Opening up a world of digital opportunities so people live better and work smarter.

Our ambition

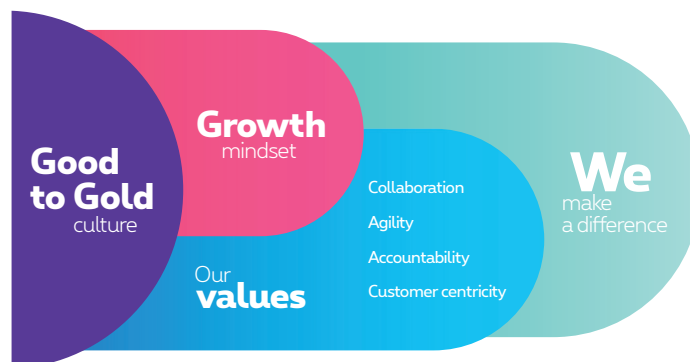
Make Proximus the reference operator in Europe.

Our company strategy

#inspire2022



Our company culture



Our leading brands meet the demands of a wide range of customers



The value we create for our stakeholders

Customers

Creating relevant end-to-end solutions to fully harvest the potential of technology

- 1.7 Mio active users on MyProximus
- 19,000 active users on MyProximus for Enterprises
- 1.2 Mio active users on Pickx
- 18,700 registered users on Doktr

Employees

Offering a challenging and inspiring work environment with specific focus on diversity, collaboration and empowerment

- € 32.34 Mio in employee re-/up-skilling
- 41.3 training hours/employee on average
- Good work-life balance for 73% of employees

Partners

Creating new innovative business models relevant for our customers and society

- 3.3 Mio IoT connections enabling smart solutions
- 20 use cases on 5G innovation platform

Suppliers

Building sustainable relationships to improve social and environmental standards across our supply chain

- 445 suppliers, representing 41% of our external spend, were assessed by EcoVadis on their ESG-compliance: 71% received a positive scoring
- All suppliers signed our Code of Conduct

Shareholders

Committing to an attractive return and transforming into a sustainable company

- € 1,772 Mio Group underlying EBITDA
- € 376 Mio Free Cash Flow (adjusted)
- € 1.2 dividend/share
- ESG as part of Management incentive plans

Belgian society

Bringing essential connectivity while contributing to an inclusive digital society

- 813,000 homes & businesses connectable to fiber
- 5G available in 70 cities & municipalities
- 1,145 job seekers supported by our initiatives
- 55% of tested devices accessible for at least five disabilities
- Supporting Belgium during COVID-19 and floods

Planet

Becoming net zero by 2040 and truly circular by 2030

- 4.4 ktons CO₂ reduction
- 89% waste recycled, reused or composted
- 80,000 old mobile phones collected
- 845,000 refurbished devices

Contributing to the SDGs

