



CSR report Proximus Group 2015

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Key figures
Proximus Group



Highlights



13,449

children learned the right behaviours on Internet



47

young jobseekers trained in new technologies



Thanks to home/school connections,

456

long-term sick children avoided dropping out



Energy consumption down for the

7th

consecutive year



70%

CO₂ emission reduction vs. 2007



Average TV-decoders consumption at our customers down by

14%

vs. 2014



100,000

old mobile phones collected



Transport-related CO₂ emissions down by

4%

vs. 2014



85%

of all waste was recycled



Strategy Governance

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Introduction

At Proximus, we want to contribute to a sustainable and safer society, in which everyone can participate. We want to incorporate ethics and a responsible approach in everything we and our suppliers undertake.

We operate in fields where we developed longstanding credibility and recognised expertise because we are passionate about what we do.

We are fighting to close the digital gap by offering training to the elderly, to jobseekers, children and the public as well as setting up initiatives designed to improve access to our products and services for the disabled people and longterm sick children.

We are committed to the environment and are concerned about climate change, which means that we are trying to reduce our carbon footprint as well as helping our customers reduce their own impact by using our products and services.

Strategy

Our corporate social responsibility (CSR) strategy sets out to create shared value for our company and our stakeholders. We want to make a sustainable contribution to technological, social and economic progress with our activities.

In 2015, our CSR activities were mainly a continuation of the strategy that was revised in 2014 and which is based on three pillars, i.e., Education, Communities and Green. We also make a point of ensuring that our suppliers and our subcontractors apply CSR standards in their own activities.



Education

SAFER INTERNET & WEB EXPERTS

SMART CAFÉ for everyone

PROXIMUS FOUNDATION & TECHNOBEL
for young jobseekers



Communities

BEDNET & TAKE OFF
for sick children with a long-term illness

ACCESSIBLE DEVICES
for people with disabilities

COMMUNITY ACTION



Green

COLLECT & RECYCLE
for schools and customers

REDUCTION OF THE CARBON FOOTPRINT
of Proximus and its customers

GREEN PRODUCTS
for our business customers

Raise the CSR standards of our suppliers and subcontractors

In education we want to make sure that everyone becomes familiar with our technologies so they can easily and safely use them. In 2015, the Proximus Foundation targeted young jobseekers with its initiatives.

We want to make our technology available to communities, especially to sick children and people with disabilities. In 2015, we took community action in the framework of the refugee crisis.

On the green level, we have set ourselves ambitious objectives aimed at reducing our carbon footprint and helping our customers reduce theirs with the solutions we offer. We also wish to promote the collection and recycling of waste electronic equipment.

Governance

At Proximus, our mission, our corporate values (Collaboration, Agility and Accountability), our Corporate Governance Charter, our Code of Conduct, our Compliance Office and our policies all underpin our commitment to responsible business. Moreover, our corporate strategy is aimed at ensuring sustainable growth.



Our internal CSR governance and reporting structure comprises three entities: the Executive Committee, the CSR team and the representatives of each Business Unit who are tasked with implementing our action plans.



Given its close links with the retail side of our business, the CSR team is part of the Marketing & Communication Division of the Consumer Business Unit while playing a central role in the organisation.



The CSR Manager regularly reports to the Executive Committee through the intermediary of the Chief Corporate Affairs Officer who provides an update to the CEO about the CSR objectives and achievements every four months.

Stakeholder dialogue

Our employees

According to our job satisfaction survey, 72% of our employees set ambitious targets for themselves in terms of social responsibility. Our intranet and our social media keep all our employees up to date about our CSR projects and achievements, offering them the opportunity to contribute to the discussion by posting comments.

Investors

We participate in surveys organised by SRI (socially responsible investing) rating agencies which evaluate our CSR performance through our Investor Relations Department. We also regularly attend meetings with several of these agencies.

Our CSR partners

We meet with our CSR partners at least twice a year to take stock of our joint projects and better understand the issues involved in order to be able to maximise our impact.

Our suppliers

A key objective of our company's purchasing department is to encourage our partners and our suppliers to respect and even exceed the legal standards in their supply process for products and services by implementing social, environmental, ethical and sustainable principles in their processes. Likewise, we encourage our suppliers to promote these same CSR principles among their own partners and suppliers.

Since 2010, we use an external platform with a standardised tool that allows our suppliers to measure their compliance and avoid duplication. Our main and high-risk suppliers can fill out a self-assessment questionnaire on this platform, which analyses and validates their CSR performance.

Proximus is a member of the JAC (Joint Audit Cooperation), along with Deutsche Telekom, Orange, Verizon, TeliaSonera, France Telenor Telecom Group, Telecom Italia, KPN, Swisscom and Vodafone. The JAC tasks third parties with conducting on-site CSR audits. The results of these audits are shared with the members of the association.

The authorities

In 2015, our Public Affairs Department organised information sessions for local authorities during which we presented our training initiatives for bridging the digital divide.

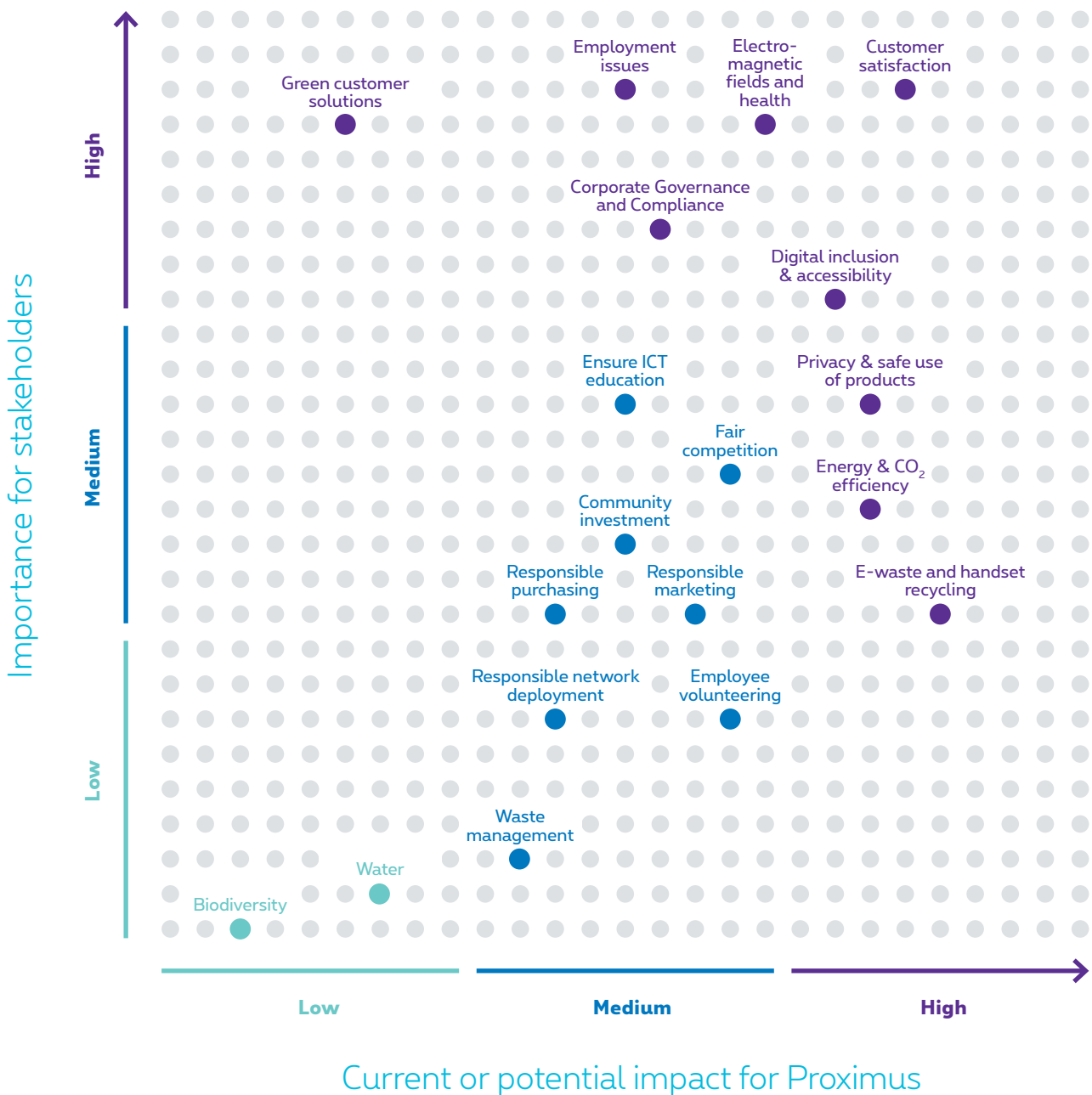
Our peers

We share best practices in CSR with other members of various networks, including The Shift, Be.Face, ETNO and GSMA.



Materiality

Materiality matrix





Education

- 09 Digitalent
- 10 Initiatives and partners

“ At Proximus it is our responsibility to train and support users of our technologies, especially the youngest and the oldest. Leading by example and staying in close contact with these groups is part of our mission. ”

Dominique Leroy

At Proximus, our aim is to ensure that our ICT technology becomes a familiar tool, which everyone can safely and easily use

To achieve this, we develop, support and are partners of various training initiatives. In 2015, we established two projects for young jobseekers, namely Digitalent and internships to facilitate the transition from school to work.

Digitalent

In April 2015, the Proximus Foundation launched a pilot project in the framework of its “**Digitalent**” initiative. This project fills an existing gap in the training of young jobseekers between the ages of 18 and 25 years without any particular qualification who need study or career guidance. This training bridges the gap between traditional education, where these youngsters often dropped out without a degree, and the training courses of the regional employment offices (VDAB, Forem and Actiris).

Digitalent works along different lines than traditional education: the workshops are very hands-on. Theoretical concepts are immediately put into practice in mini projects. Creativity and group work are encouraged.

This full-time project lasts eight weeks and targets groups of up to 12 young jobseekers.

Three days a week, the participants who have no experience whatsoever of new technologies learn more about 3D drawing and printing, the basics of programming and website design. They

are supervised by two coaches and test tools with which they can then create their own project.

Thanks to **YouthStart**, they discover their own talents and entrepreneurship (one day a week).

During the trainings of the regional employment office they learn presentation skills, how to draw up a résumé and cover letter as well as getting to know themselves better (one day a week).

The project ends with a presentation of the participants’ projects and the presentation of their diplomas.

At the end of the project, each participant has a personal development and career plan, which is drawn up together with the VDAB, Forem or Actiris. During the first week after the training, the young jobseekers regularly meet with their referent in order to stay in an upward spiral. The aim is to support their efforts, to point them towards a training programme or employment.

The **Proximus Foundation** follows these

young jobseekers for 18 months.

In 2015, the **Proximus Foundation** provided training to 47 young jobseekers in Antwerp, Brussels and Liège. The majority of them went back to school or chose another training, some even found work.

In 2016, the **Proximus Foundation** will organise nine sessions.

www.youthstart.be
www.proximusdigitalent.com



Internships

Proximus offers low-skilled young jobseekers internships in the three regions of the country, so they can have a first full-time professional experience working in a company. The internship lasts three months in Flanders, three to six months in Brussels and in Wallonia. In 2015, Proximus welcomed 96 interns.



Safe Internet use for children

Together with **Child Focus**, volunteers from Proximus and Microsoft visit classrooms in the two last years of primary education across the country to teach children to safely and responsibly use the Internet. Although the Internet is an amazing tool, it also requires prudence and vigilance. Teachers are often not sufficiently trained to teach this matter to children. As an expert in prevention, Child Focus every year provides training to Proximus volunteers on a range

of themes including the creation of a password, the protection of personal data, online communication, privacy settings and cyberbullying among others. The initiative is intended as a springboard to help schools address these issues. In order to help participating teachers broach this subject with their students, Child Focus has prepared an information kit with teaching materials to provide guidance to students and help them become socially adept Internet users.

Number of children trained





Smart Café

With **Smart Café** we provide about a dozen different free trainings throughout the year. Where? In our points of sale in 15 cities across the country. We organise other sessions in response to public demand or requests from associations and local authorities. In 2015, over 3,000 people were trained during these sessions.

www.proximus.be/workshop



Web Experts

The **Web Experts** educational project was launched in 2011 and encourages young people to share their knowledge of the Internet with senior citizens. Children are encouraged to submit their individual or group projects, which are designed to educate the older generation about the benefits of using the Internet, how to safely use it, social media, navigation and communication apps and so on. Children can download training kits from a dedicated website. Every month, a prize is awarded to the best individual and group projects. **In 2015, 850 people were trained thanks to Web Experts.**

www.webexperts.be

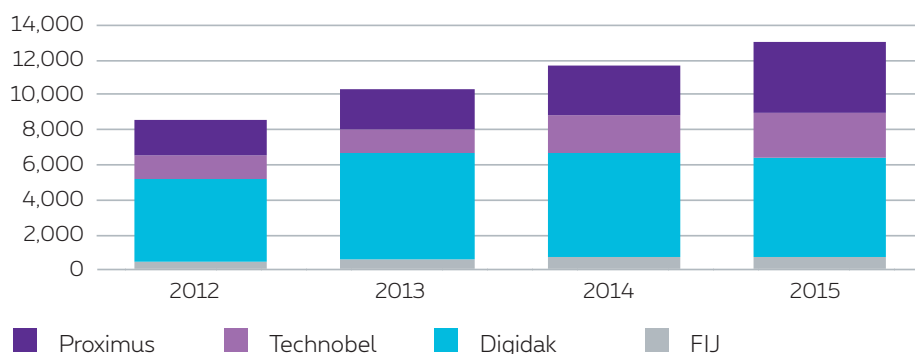


Technobel

Technobel was established as a public-private partnership in 2001, in collaboration with Forem. Technobel was recognised as a competence centre in 2003. Every year, it provides over 130,000 hours of ICT training to jobseekers, students, teachers and companies. In 2015, Technobel trained 2,657 people. The success rate is high: **after taking a Technobel qualification training, 70% of the trained jobseekers find a job.** Building on the experience it acquired in 2014 with Algo-Bot, Technobel developed "Softkillers", a new serious game for developing behavioural skills.

www.technobel.be

Direct or indirect support for training sessions for 13,000 people in 2015



Besides the aforementioned initiatives and partnerships, we also support **Digidak** and **FIJ**, two training associations, by providing them free connectivity.

Communities

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- 14 Accessible devices for disabled people
Medical research
- 15 Disadvantaged people

Solutions that improve the life of every citizen

At Proximus, our aim is to place our wide range of technologies at the service of those communities that will benefit the most, especially sick children, people with disabilities and people living in poverty.

Connecting sick children with a long-term illness so they can maintain contact with their peers

We provide our partner associations **Bednet** and **Take Off** free internet access for videoconferencing services to sick children with a long-term illness. This allows them to maintain contact with their peers and to continue their education in spite of their absence.

Thanks to these associations, more than 450 children were able to attend school in 2015, with over 90% of them passing the year.

In the past 11 years, Bednet has helped more than 1,400 children, a number it hopes to increase in the future as the

Flemish Government has recognised children's right to synchronous learning using the Internet, which became effective on 1 September 2015.

www.bednet.be
www.takeoff-asbl.be



Accessible devices for disabled people

According to recent figures, 12 to 16% of the population suffer from some form of disability. Proximus understands how important it is to guarantee these people the same access to its ICT solutions. In the last three years, we have tested the accessibility of our devices (smartphones, tablets, phones) with **Passe-Muraille**, an association that established an independent panel of people with various disabilities. Passe-Muraille has assured us that these devices meet their specific requirements. These accessible devices,

which are sold through our various sales channels, all feature specific pictograms. Our online catalogue also includes information about the most appropriate devices for people with disabilities.

http://www.proximus.be/en/id_cr_disability1/personal/discover/proximus-commitments/for-people-with-a-disability.html

www.passe-muraille.be

We have renewed our partnership with the Belgian Paralympic Committee, whose athletes have started to prepare for the Paralympics in Rio.

www.paralympic.be



CAP48
www.cap48.be

We again supported Belgian television's CAP48 challenge, a solidarity initiative for disabled people.

www.cap48.be

Medical research

We provided technical and financial support for the organisation of the **Télévie** telethon to raise funds for cancer research.

We cover the technical cost for recording the **Télévie** play that is performed every year by RTL TV presenters and make it available for one year through our

Proximus TV on-demand service in the RTL à L'Infini environment.

Our technical teams are in charge of all the telecommunications for the Centre de Promesses, the **Télévie** telethon and the closing event for RTL and Bel RTL.

www.televie.be



Disadvantaged people

We continued our partnership with Be.Face based on the two priorities that were defined by this network of responsible companies, namely Employment and Training and Proximity and Solidarity.

EMPLOYMENT AND TRAINING

Bright Future

Bright Future, a mentoring project that was set up with our partner **Be.Face**, targets talented and motivated students, from disadvantaged backgrounds. Volunteers within the participating companies help facilitate these students' first contacts with the business community. They help them get their foot in the door and build a professional network as they take the first all-important steps towards their professional career.

PROXIMITY AND SOLIDARITY

Multiservice Info Points

A growing percentage of the population lives below the poverty line. Information and communication technology have become an indispensable part of our life, whether in our home or at work. They promote social inclusion, which is why we developed information material with our partner Be.Face. The community services that local governments propose to disadvantaged people now include information sessions with advice about the packs that are best purchases, using Wi-Fi instead of 3G or 4G, controlling spending habits and so on.

Various donations

By appealing to the generosity of our employees and companies we were able to set up joint operations including a large-scale collection of warm clothes and covers for the homeless and for refugees.

Proximus (working closely with the NGOs on the ground) decided to make free Wi-Fi available to allow these refugees who are so far from home to keep in touch with their families. As a result, various temporary accommodations were fitted with Wi-Fi, starting with Parc Maximilien, followed by Tower III and IV of the WTC (Croix-Rouge and Rode Kruis), a large building on Quai de Willebroeck (Médecins du Monde) and two drop-in centres of Samusocial, which Fedasil uses. We also set up charging terminals for smartphones in the WTC Towers.

www.beface.be



In 2015, we also provided support for **Viva For Life** and **Music For Life** with our year-end campaign which focused on our Storygram app. Proximus donated € 0.50 for every Storygram that was sent to one of these causes, according to the user's choice.

www.vivaforlife.be
www.musicforlife.be





Green

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Towards carbon neutrality

Our climate is changing worldwide, resulting in more extreme weather conditions and rising sea levels. This is largely due to greenhouse gas emissions, such as CO₂, which are a contributing factor in global warming. Proximus wants to actively combat climate change and has the ambition to be a climate neutral company as of 2016.

Moreover, Proximus will continue to help other industries reduce their carbon footprint with its products and services.

Our action areas are:

To continue to reduce our environmental impact and become climate neutral in 2016. After reducing CO₂ emissions by 70% in 2007-2015 for our Belgian activities we set ourselves an additional target of reducing carbon emissions by 30% for the period from 2015 until 2025 for the entire Proximus Group. We will compensate for those emissions we cannot reduce as of 2016.

Help our customers reduce their environmental impact.

Talk to our stakeholders, raise their awareness and increase standards in relation to climate change and the environment.

CDP Climate Leadership Award 2015

Proximus recognised as one of the global leaders in climate performance



It gives me immense satisfaction to accept the Climate Leadership Award. It is a mark of the international recognition for the efforts Proximus makes to contribute to a more sustainable world. The fact that Proximus is the only Belgian company to receive this award only enhances our leadership position in terms of sustainability even more



Dominique Leroy

On 4 November 2015, Dominique Leroy accepted the CDP Climate Leadership Award in Paris in recognition of Proximus's efforts in terms of sustainable business practices.

CDP is a non-profit organisation, which every year compares listed companies and how they combat climate change, on behalf of the largest institutional investors. More than 2,000 listed companies worldwide are included in the

survey and assessed according to CDP's rating method. Companies can be ranked from A (the highest score) to E (the lowest score).

Along with 112 other listed companies worldwide, Proximus for the third year running was included in CDP's Climate "A" list. Proximus is the only Belgian company and one of seven telecom companies worldwide that belong to the top 5% best performing companies.



Climate summit in Paris: Proximus also contributed

CONFERENCE ON CLIMATE CHANGE 2015

World leaders met in Paris at COP21, the climate summit, with the aim of setting even more stringent targets in terms of CO₂ emissions.

In order to make an even more meaningful contribution to action on climate change, Proximus, along with hundreds of other companies, joined the "We mean business" coalition.

In so doing we reiterated our request to achieve an ambitious global climate agreement in Paris and signed the commitment to achieve the 2-degree threshold target for global warming, to use 100% electricity from renewable sources and to report transparently about our climate performance.

www.wemeanbusinesscoalition.org



Proximus was also included in the FTSE4Good Index Series

"FTSE Russell (the trading name of FTSE International Limited and Frank Russell Company) confirms that Proximus has been independently assessed according to the FTSE4Good criteria, and has satisfied the requirements to become a constituent of the FTSE4Good Index Series. Created by the global index provider FTSE Russell, FTSE4Good is an equity index series that is designed

to facilitate investment in companies that meet globally recognised corporate responsibility standards. Companies in the FTSE4Good Index Series have met stringent environmental, social and governance criteria, and are positioned to capitalise on the benefits of responsible business practice."

www.ftse.com



CO₂ performance across the Group

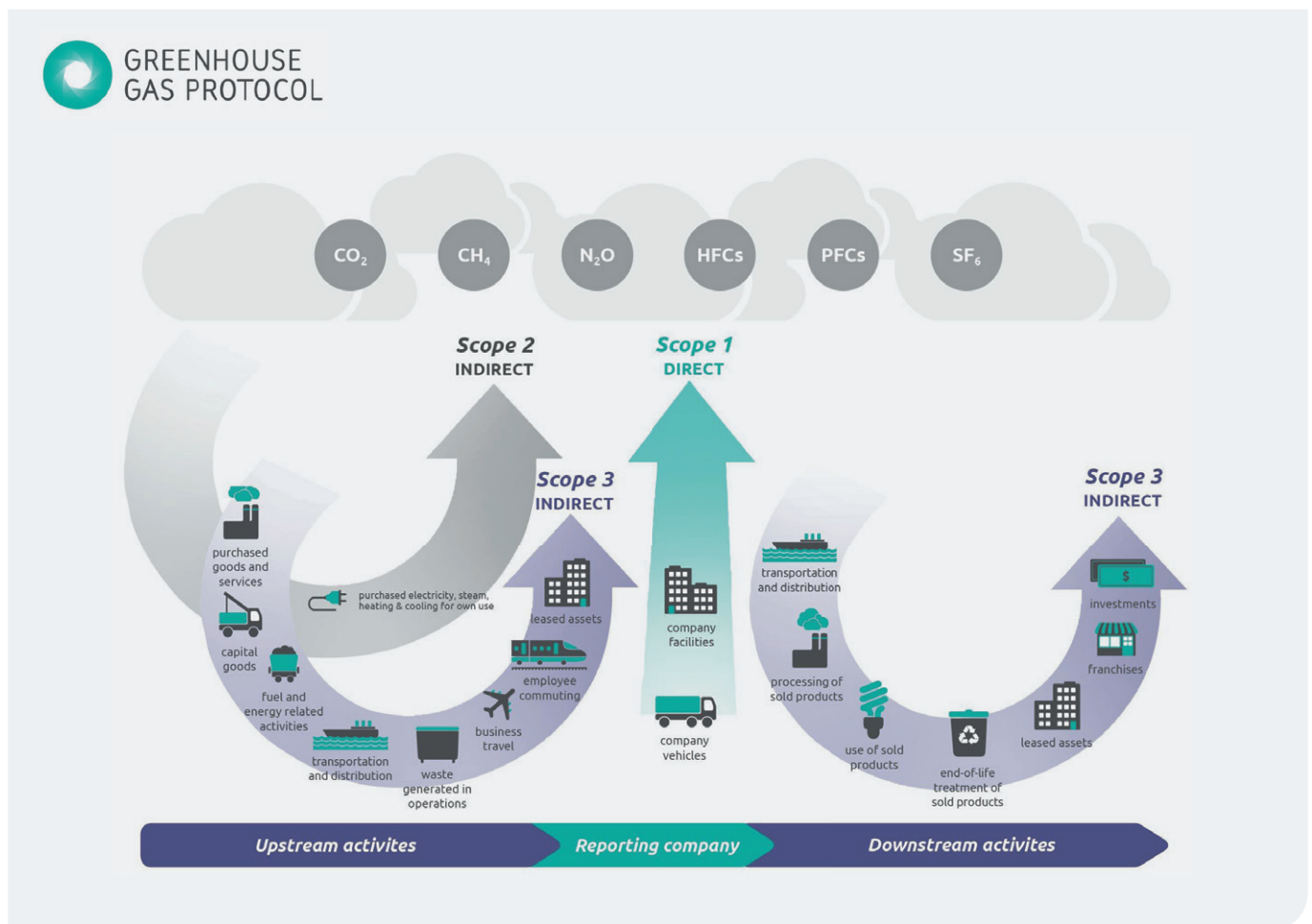
CO₂ emissions are calculated Group-wide according to the GHG Protocol guidelines. The GHG Protocol, a partnership between the World Resources Institute and the World Business Council for Sustainable Development, is the pre-eminent

organisation that defines standards for calculating emissions.

In addition to Belgian emissions, we have also been measuring CO₂ emissions of the Proximus Group subsidiaries

abroad since 2010, whose consumption amounts to 5% of the Group total. Our international operations are BICS (worldwide), Telindus Luxembourg, Telindus-ISIT Netherlands and Tango (Luxembourg).

Overview of GHG Protocol scopes and emissions across the value chain (source: www.ghgprotocol.org)



Emission data are compiled according to three different scope areas, based on the origin of the emissions:

Scope 01

Direct emissions generated by the company's activities, such as the emissions of the company's fleet and the heating of its buildings.

Scope 02

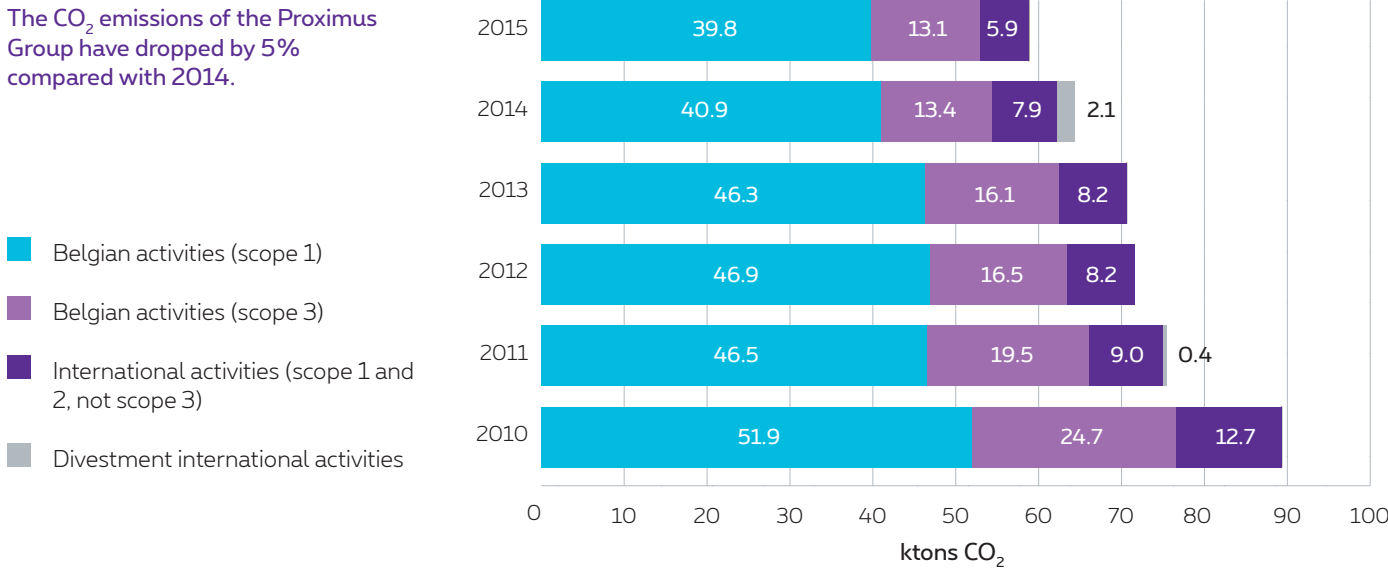
Emissions from generated electricity that the company purchases. These emissions occur in the energy chain during the conversion of fossil fuels into electricity and are therefore considered indirect emissions.

Scope 03

All other indirect emissions as a result of the company's activities, such as the commuting, business travel and traffic of subcontractors (Proximus network operations).

Last year, the company succeeded in reducing its emissions by 5% compared with 2014. In scope 1 and 2, emissions of international activities fell by 25%. This decrease is due to the use of electricity from renewable energy sources in the eight countries where our subsidiary BICS operates and at Telindus-ISIT Netherlands and due to an update of the emission factors in every country.

The CO₂ emissions of the Proximus Group have dropped by 5% compared with 2014.

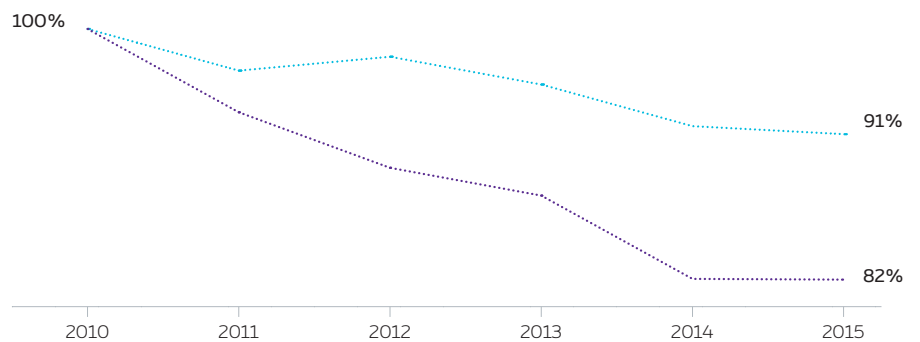


In 2015, Telindus-ISIT Netherlands switched to renewable energy, from Dutch wind farmers, which were awarded the "Milieukeur van SMK" quality label.

The gap between energy consumption and revenues remains important

Using 2010 as a reference, it is clear to see that the gap between energy consumption and revenues remains important, which indicates a positive performance rate in terms of energy efficiency measures. Had no measures been taken, energy consumption, in theory, would have followed the same trend as revenues. This gap between revenue and consumption corresponds to annual energy savings of € 8 million.

Positive evolution energy consumption vs. total revenue



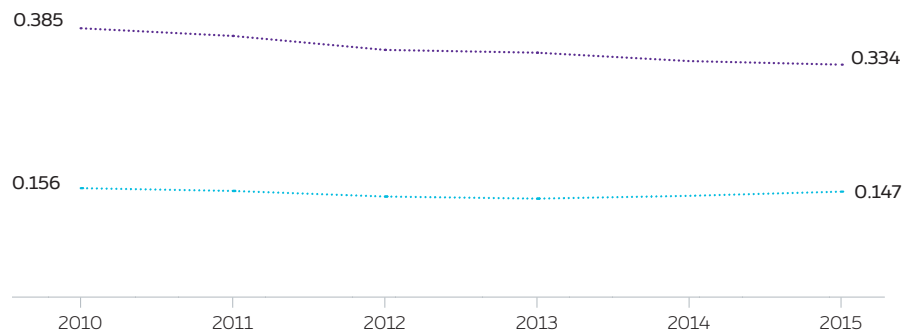
..... Total revenue with 2010 as a reference

..... Own energy consumption with 2010 as a reference

Other energy efficiency indices

In the past five years the energy efficiency index vs. FTEs and vs. total revenue improved by 6% and 11% respectively.

Energy efficiency index (vs. FTEs and vs. total revenue)



..... Energy efficiency index (energy consumption in TJ vs. total revenue in M €)

..... Energy efficiency index (energy consumption in TJ vs. FTEs)

New target: climate neutral as of 2016

As we already have achieved our ambitious target of reducing the CO₂ emissions for our Belgian activities by 70% in 2015, we chose to start with a new baseline measurement in 2015 and have set ourselves the target of turning

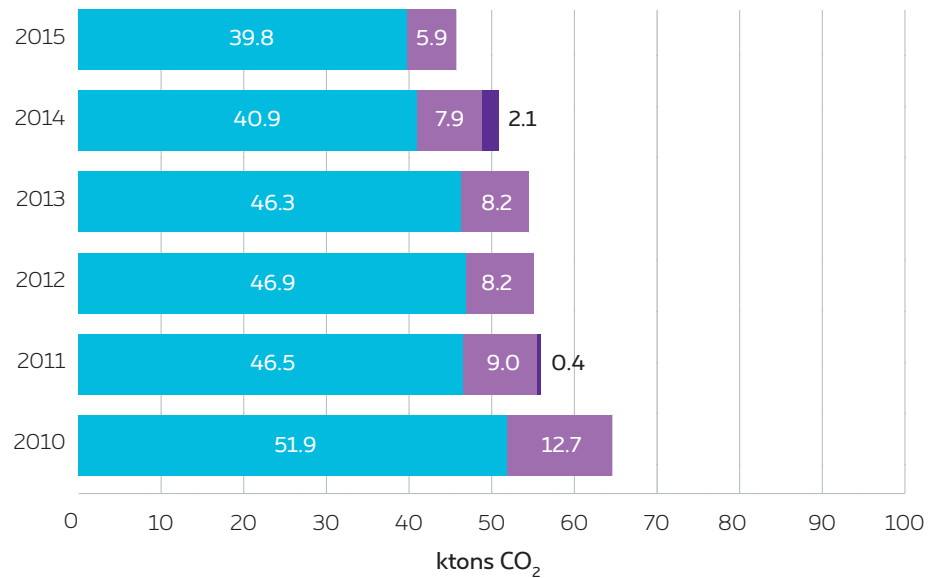
the entire Proximus Group into a climate neutral company in 2016.

This means that we will primarily strive to become more energy-efficient and further continue to reduce carbon

emissions with the aim of achieving a reduction of 30% from 2015 until 2025 for scope 1 and 2 on the group level. We will compensate those carbon emissions that we are unable to reduce, including the emissions generated by refrigerants.

The Proximus Group CO₂ emissions (scope 1 and 2).

- Belgian activities
- International activities
- Divestment international activities



Target to reduce carbon emissions in Belgium by 70% achieved five years earlier than planned

BB *The global warming of our planet is one of the biggest problems that we face worldwide. Proximus wants to take its responsibility and eliminate its impact on climate change to assure a sustainable future for generations to come. I am very concerned about this and see it as our company's social duty to take initiatives to turn Proximus into a green company, that excels in sustainable business practices* **DD**

Dominique Leroy

Carbon emissions have continued to continually decrease for our Belgian activities since 2008 so we were able to achieve 70% of our target as early as 2015, five years earlier than scheduled.

The following is an overview of our main objectives for reducing energy consumption and CO₂ emissions.

	Target	Target date	Status
Reduction of our CO ₂ emissions (vs. 2007) in Belgium	70%	2020	Achieved in 2015 (70%)
Reduction of our CO ₂ emissions (vs. 2015) + compensation for remaining CO ₂ (carbon neutral) for the Group	30%	2025	New target
	100%	2016	
Renewed certified electricity Group	100%	Renewed annually	98% 100% for offices in Belgium, the Netherlands and Luxembourg and in 8 countries where BICS is active
Fixed and mobile network Belgium	Increase energy efficiency by 25%	2020	On schedule Achieved (mobile network)
Data centres Belgium	Average PUE* of 1.75 Increase energy efficiency by 25%	2012 2020	Achieved: 1.68 Achieved
Transport Belgium	Achieve an average of 120 g/km for CO ₂ emissions of new company cars	2012	Achieved: 108 g CO ₂ /km
	Encourage the use of low carbon transport carbone	2020	On track
Offices Belgium	Monitor and improve the energy efficiency of our buildings	2020	On track

* PUE (Power Usage Effectiveness) is a measure of efficiency of data centre energy use. The lower the PUE, the more efficient the data centre.

Energy consumption down for the seventh consecutive year

Energy efficiency is an important part of our environmental policies and management systems. Our energy

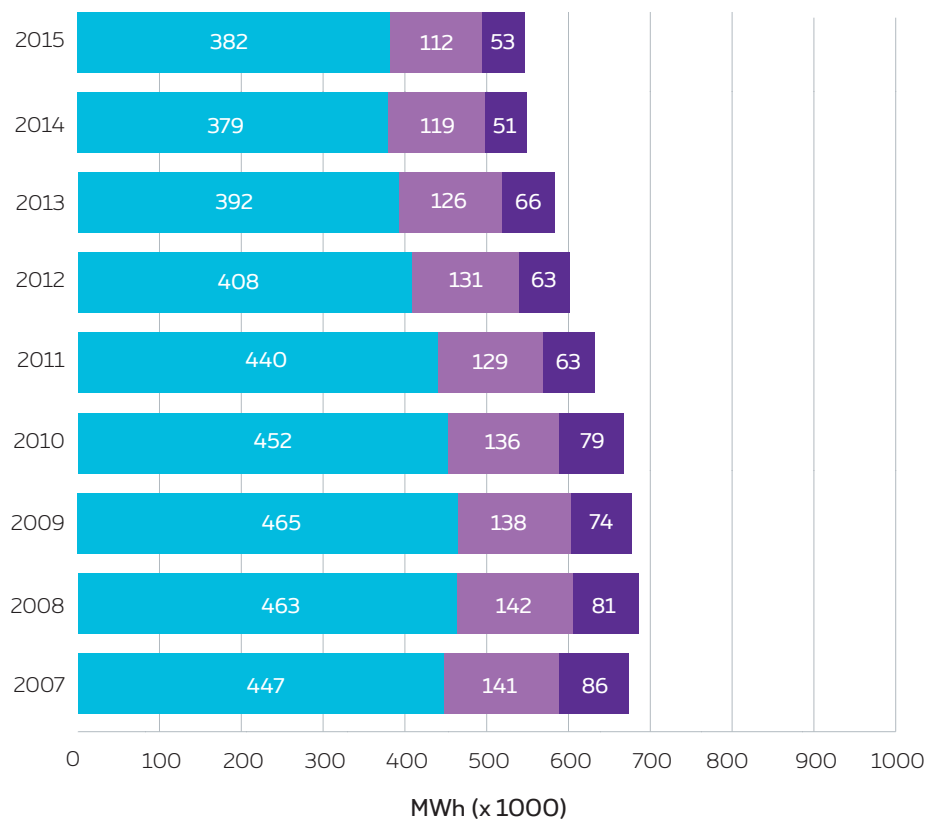
consumption showed a positive trend for the seventh year running. Thanks to the commitment of our teams on all

levels of the company, internal energy use for our Belgian activities fell by 19% compared with 2007.

Our own energy use fell for the seventh consecutive year*

- Electricity
- Vehicle fuel fleet
- Heating

* Belgian activities



BB In the past year, our division was able to make an important contribution to the 70% reduction of CO₂ emissions. We achieved this by making energy efficiency one of our priorities and continually apply the latest technological innovations available on the market. We implemented energy savings projects in our office buildings, for the electrical supply of our networks (rectifiers and cooling systems) and our fleet. **DD**

Jan Joos, Director Group Internal Services Proximus

Carbon emissions fell for the eighth consecutive year

The new "GHG scope 2" standard now requires double reporting for the measurement of carbon emissions as a result of electricity consumption. CO₂ is calculated both with a market-based and location-based method.

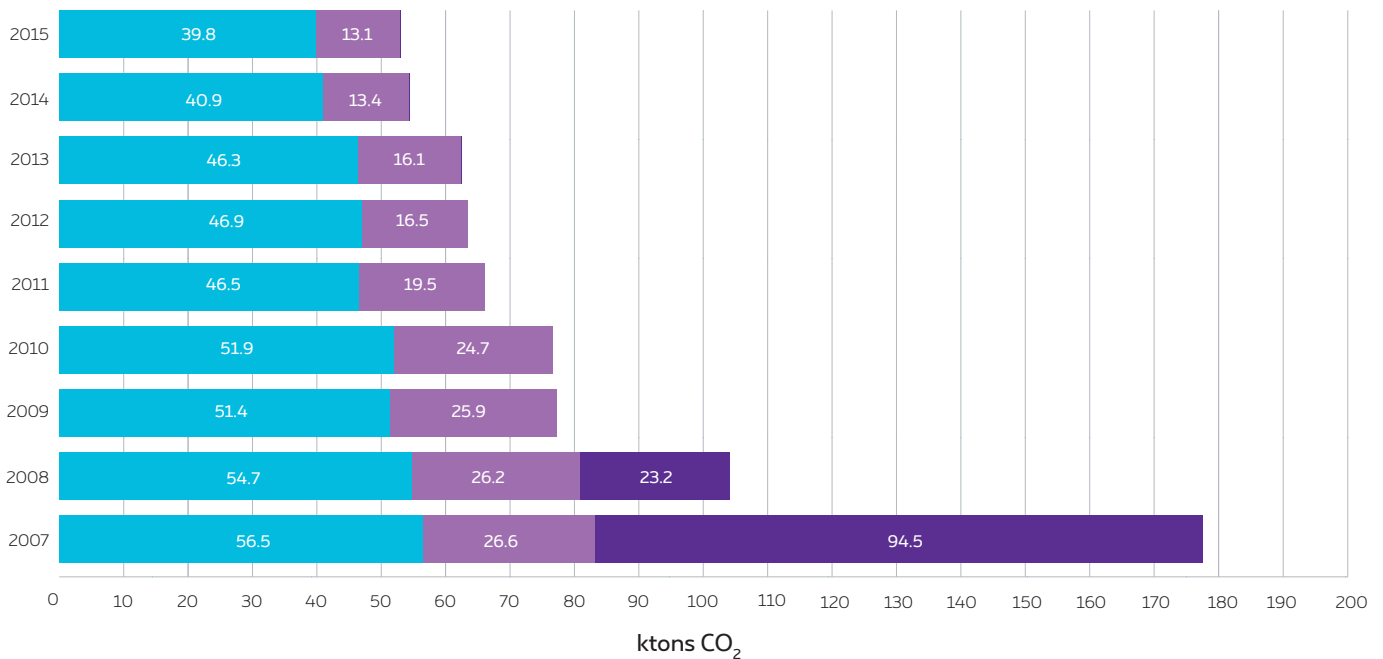
Emissions according to the market-based method

The market-based method reflects the company's choices in terms of electricity supply, such as the purchase of electricity from renewable energy sources.

This is set out in detail in contracts between the company and its energy suppliers.

The target to reduce carbon emissions for the company's Belgian activities by 70% in the period from 2007 until 2020 relied on the market-based method.

CO₂ emissions fell by 3% vs. 2014 and by 70% vs. 2007



■ Belgian activities (scope 1)

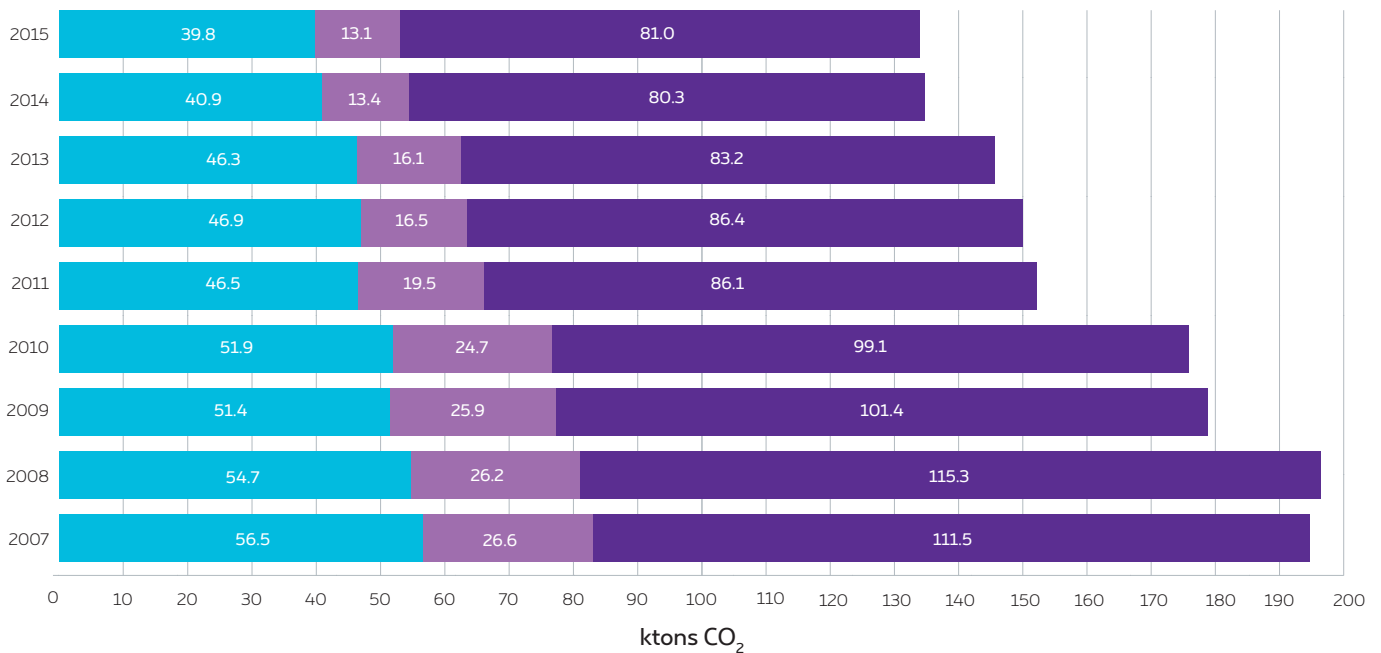
■ Belgian activities (scope 3)

■ Belgian activities (scope 2 – Market-based method)

Emissions according to the location-based method

The location-based method reflects the energy mix that is available in the location where energy is consumed. In this case, the type of electricity that is purchased has no impact on this calculation.

CO₂ emissions (excluding GoO*) fell slightly vs. 2014



■ Belgian activities (scope 1)

■ Belgian activities (scope 3)

■ Belgian activities (scope 2 – Location-based method)

* Purchase of renewable energy with Guarantees of Origin

Increase in electricity consumption by 1%

The electricity Proximus uses in Belgium is derived from certified renewable energy sources with guarantees of origin, as well as from solar energy production to a more limited extent. The annual amount of green energy Proximus buys is equivalent to the annual consumption of 109,000 households. Although the use of renewable energy with guarantees of origin is important, our main priority

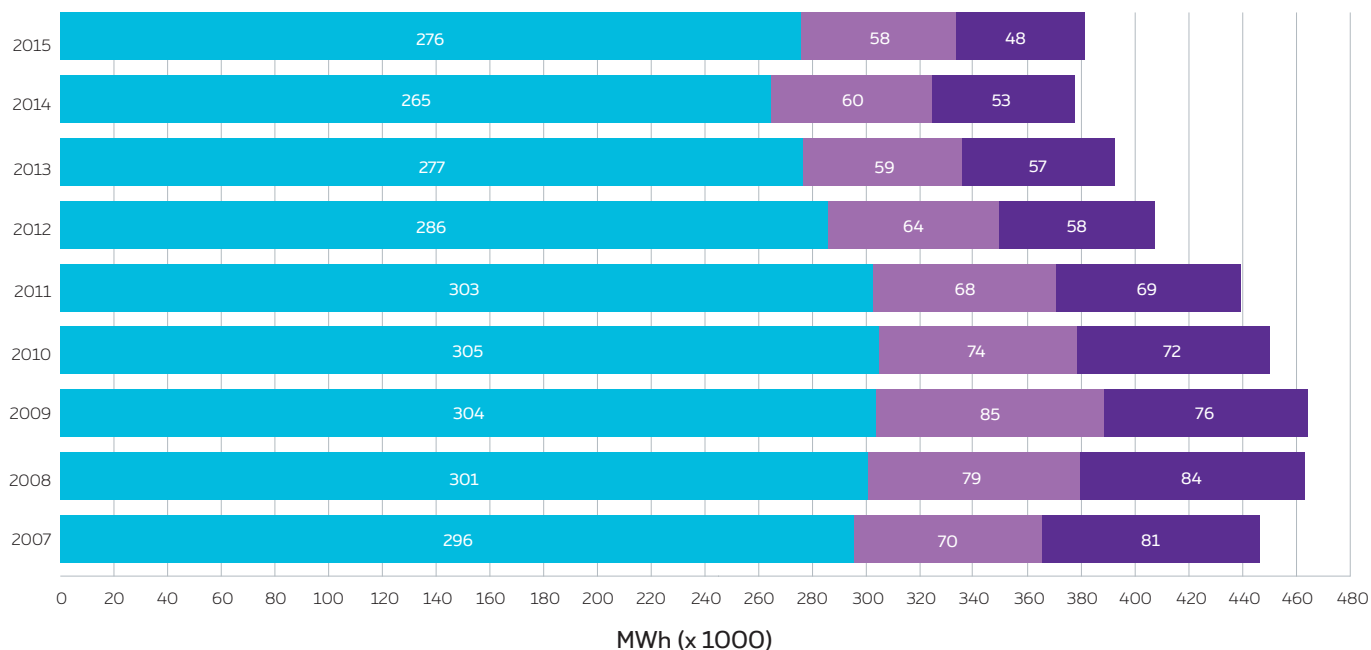
continues to be investing in energy efficiency projects.

In 2015, electricity consumption increased slightly by 1%, compared with 2014.

During the past six years our electricity consumption fell by 18%, which is equivalent to the annual consumption of 24,000 households.

The additional energy efficiency projects that we implemented in 2015 generated additional electricity savings of more than 11 GWh a year. Moreover, we continue to buy 100% certified renewable energy, e.g. with a new contract for the purchase of locally generated renewable energy for our head office, a data centre and the Proximus Centers.

Our own electricity consumption increased by 1% vs. 2014



- Fixed and mobile network
- Data centres*
- Office buildings

* The electricity consumption of the equipment of customers of our housing service is not included in this figure.

DATA CENTRES

Data centre consumption fell by 4%. PUE has improved from 1.71% last year to 1.68 in 2015. Investments in 2015, of which we partly reaped the fruit in the course of 2015, and whose impact will be fully apparent in 2016:

- › Additional drycoolers were installed in our Mechelen data centre, allowing for more energy-efficient free cooling instead of compression cooling when outdoor temperatures drop below 9°C.
- › An additional heat pump was installed in the Mechelen data centre, allowing us to heat the rest of the building with the data centre's residual heat.
- › The Air Handling Units in a number of rooms in Evere and Mechelen were replaced, resulting in a more optimum set-up and control than was previously the case.
- › Control-technical optimisation of the cooling installation for energy-efficient cooling.
- › The gradual introduction of IT hardware of the latest generation, with more energy-efficient power consumption, which, in turn, reduces overall IT consumption (on the internal level and with our external customers).

NETWORK

The consumption of the mobile and fixed networks combined increased by 4%.

FIXED NETWORK

The consumption of our fixed network has increased as a result of the gradual migration from traditional technology to new, highly efficient technologies. The two types of networks will continue to co-exist for another few years.

We also continued to invest in the further dismantling of old network cards.

We are keeping our carbon footprint as low as possible for all new installations by using free air cooling and banning HFKs (fluorinated hydrocarbons) as a coolant.

PROJECT MANTRA – PROXIMUS MIGRATES TO THE NETWORK OF THE FUTURE

Phasing out outdated technology is one of the greatest challenges that network operators face in the future, in view of the expansion of new technologies and new network layers that were added to the existing networks during the past two decades.

Proximus has opted to play a pioneering role by migrating to a high-tech broadband network that will serve our customers' needs better and faster. The new technologies that are applied in this framework are much more compact and cheaper as well as using much less energy. This migration is implemented in two phases:

- › The first phase consists of the removal or the consolidation of the older data network and the traditional telephone exchanges.

This allows us to close 24 large technical buildings, reducing our overall technical space by 25%. This first phase must be completed within a timeframe of eight years, of which three have already passed.

- › In the second phase, we aim to reduce our copper network by 25%, as we divest another 33% of our technical space, housed in smaller buildings. Ultimately our network technology will be mainly concentrated in the existing street cabinets, supplemented by newly designed small containers

The outcome will be an IP-based model network, which no longer requires hundreds of buildings to house it.

MOBILE NETWORK

The consumption of our mobile network increased in the past year as a result of the strong increase in traffic on our mobile network and the further roll-out of the 4G network.

On the other hand, we continued to invest in energy efficiency such as the installation of free air cooling, the migration to more efficient rectifiers and the optimisation of the energy consumption of the basic stations.

OFFICE BUILDINGS

The electricity consumption of our office buildings fell by 9%, largely due to the closure of a large building at the end of 2014 and the TOP project (Total Optimizing Program), which aims to permanently identify sites with a bad operational cost performance.

In 2014, a hundred of our buildings were selected based on their bad (energy and water) consumption. A large team of various specialists visited 38 medium-sized buildings, listing a total of 345 points of action.

These points of action are currently generating potential annual savings of €570.000, half of which consists of operating costs (38 sites) and the other half that is made up of building-related costs (six sites).

Energy consumption and the speed of response to waste are a major point of attention for these teams. In the future, we will implement a permanent screening of all our sites, with increasingly rigorous selection criteria. In 2016, the teams will visit twenty buildings.

Heating

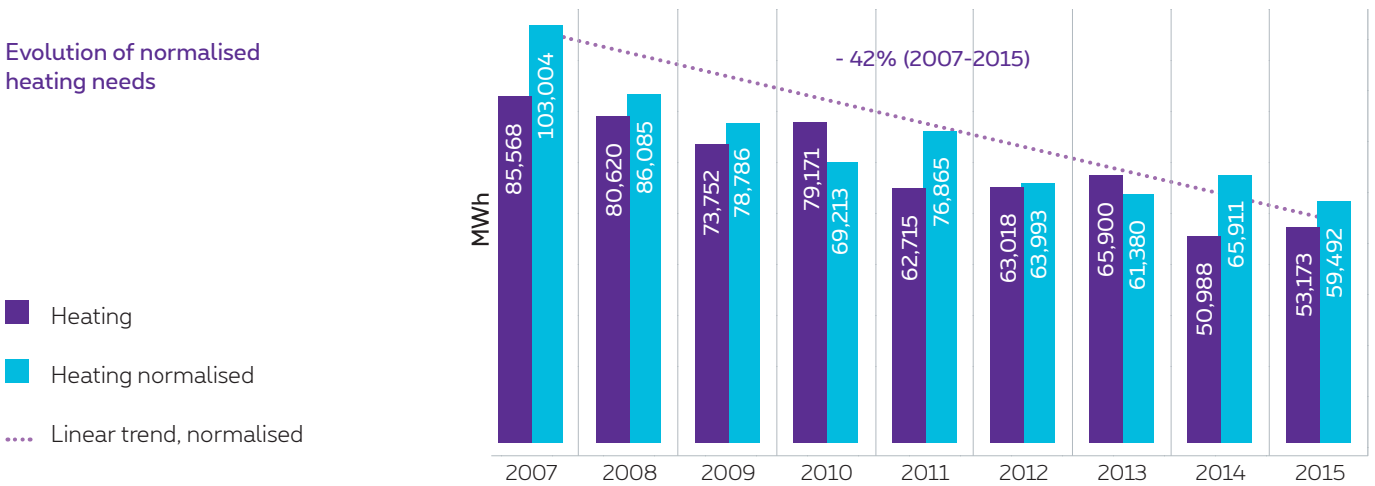
2015 was one of the five warmest years since the RMI started its measurements. The degree days, which are a measure of temperature over a specific period of time and which are used to calculate how much energy is needed to heat a

building, showed that 2015 was still 16% colder than the record year 2014. By comparison, the energy consumption in our technical buildings and offices was only 4% higher than this figure, which clearly indicates the impact of our energy

saving measures. The normalised heating demand, which takes into account these degree days, was 10% lower than last year.

Eight-year trend shows that heating consumption fell by a total of 42%

Evolution of normalised heating needs

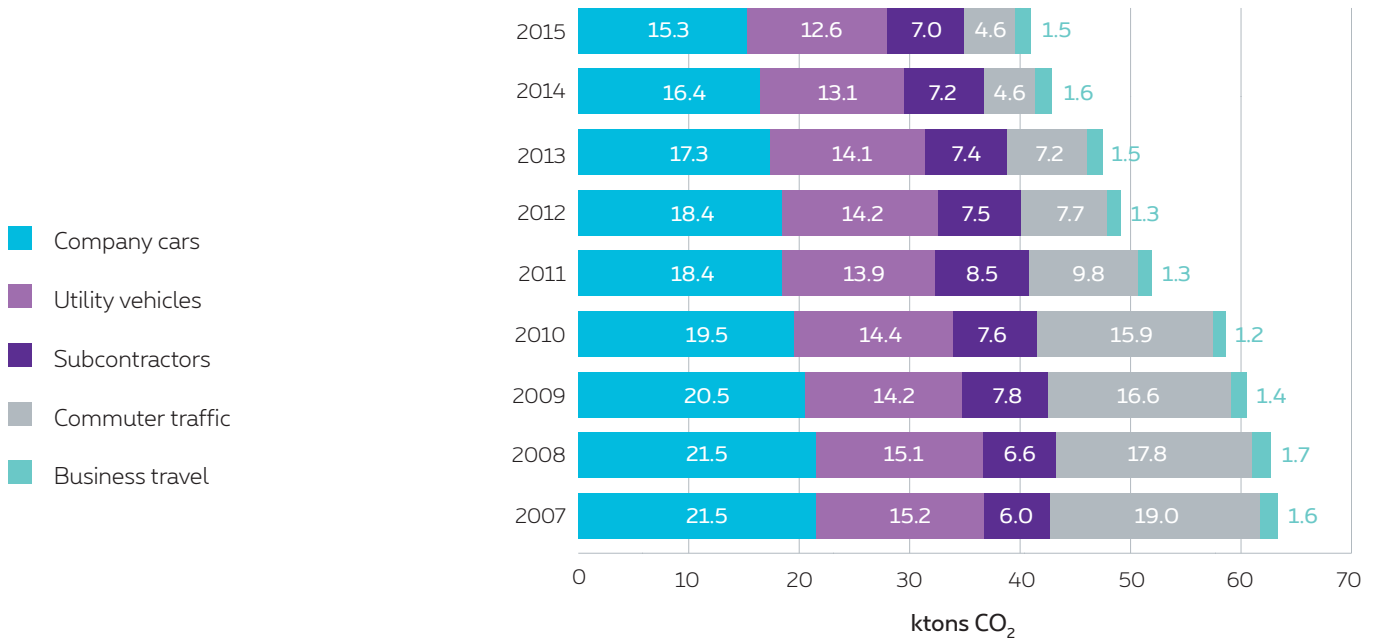


Normalisation based on the degree days, using the average of the past 30 years as a reference for the period (1981-2010)

Source for the degree days: www.aardgas.be

Transport

Transport-related carbon emissions down by 4% compared with 2014



Transport-related carbon emissions have dropped by 35% since 2007.

In 2015, transport-related CO₂ emissions dropped by 4% compared with 2014, mainly due to the following actions:

Sector	GHG protocol	Change vs. 2014 in % in ktons CO ₂	The main drivers for change
Utility vehicles	Scope 1	-4% / -0.5	<p>Fleet replacements:</p> <ul style="list-style-type: none"> › 295 'Small Van' vans from EUR IV to EUR V › 25 'Small Van' passenger cars from EUR IV to EUR VI › 68 Medium Vans from EUR IV to EUR Vb › 6 Large Vans to EUR Vb <p>448 technicians pick up supplies from local Kiala points and a further 91 technicians' vans are supplied overnight, reducing both mileage and time.</p> <p>8 hybrid or electric cars in service.</p> <p>Optimisation of interventions in the field.</p>
Company cars	Scope 1	-7% / -1.1	<p>Average CO₂ emissions of new cars: 111 -> 108 g CO₂/km Average CO₂ emissions of the entire fleet: 113 -> 110 g CO₂/km</p> <p>62% (vs. 56% last year) of our employees who do not regularly travel opted for the green mobility plan, using public transport instead of their car for their daily commute. In 2016 this is set to increase to 65%.</p> <p>35% (vs. 16% last year) of our frequently travelling employees opted for the blue mobility plan with limited fuel cars and Railease train tickets. In 2016 this is set to increase to 45%.</p> <p>A total of more than 1,600 employees opted to trade in the parking space for their company car for alternative transport.</p> <p>Increase in the number of homeworking days by 39%.</p> <p>35 hybrid or electric cars.</p>
Business travel	Scope 3	-3% / -0.1	Reduction of 3% of CO ₂ emissions is due to less long-distance flights.
Commuter traffic (excl. company cars)	Scope 3	0% / 0	<p>Increase in the number of homeworking days by 29%.</p> <p>Workforce reductions.</p> <p>Optimisation of the calculation method.</p>
Subcontractors (network)	Scope 3	-3% / -0.2	<p>Drop in the number of orders.</p> <p>62% of all external technicians pick up supplies from their local Kiala points and 11% of technicians' vans are supplied overnight, reducing both mileage and time.</p>

Fuel consumption per vehicle also down

Thanks to our policy of greening our fleet, as well as other initiatives to reduce mileage such as the mobility budget for commuters, working from home and the optimisation of routes for technicians, we were able to achieve this clear downward carbon emission trend. Last year, our employees used Villo!

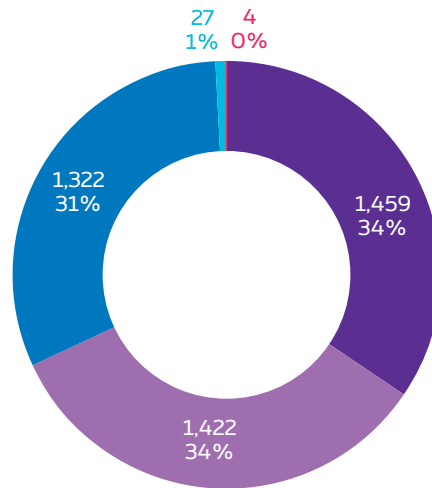
public bikes for more than 1,600 service trips in Brussels.

Thanks to the efforts we made in the past four years, 99% of our company cars now have carbon emissions of less than 145 g CO₂/km, compared with 56% in 2010. The remaining 1%

consists of cars used by large households, employees with a disability and certain management positions. About 68% of our company cars now emit less than 116 g CO₂/km whereas the average emission for our entire fleet currently stands at 110 g CO₂/km.

Number of company cars per CO₂ emission category

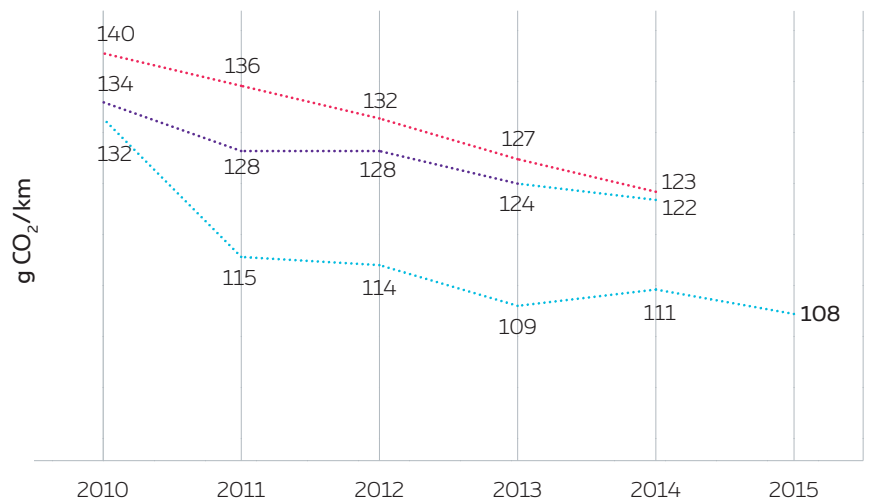
- Very economical: ≤105 g CO₂/km
- Economical: 105-115 g CO₂/km
- More or less acceptable: 116-145 g CO₂/km
- Polluting: 146-170 g CO₂/km
- Very polluting: >170 g CO₂/km



A greener fleet than the European average

Our new company cars are significantly greener than new cars in BE and the EU

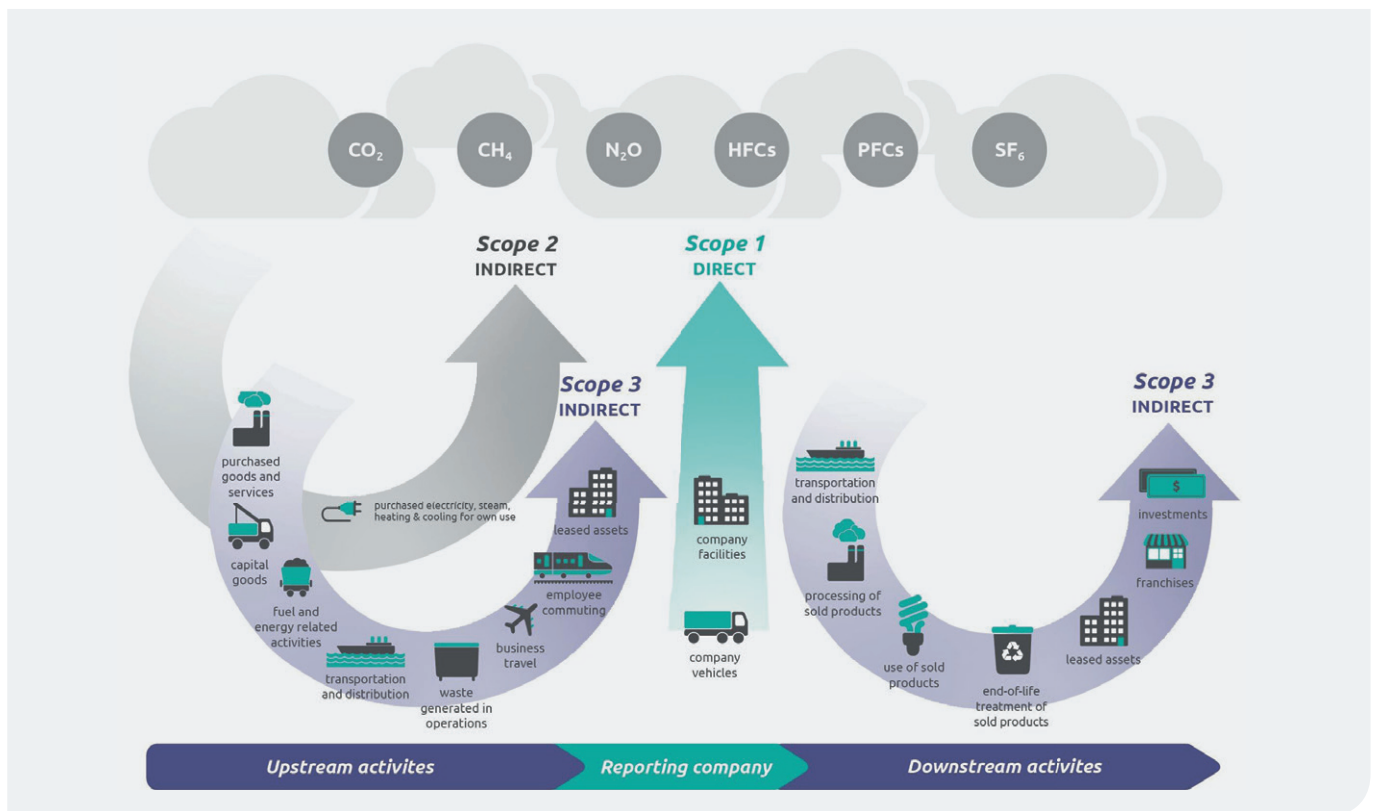
- ⋯ New passenger cars in Europe EU27 (source: Febiac)
- ⋯ New passenger cars Belgium (source: Febiac)
- ⋯ New Proximus fleet vehicles for Belgian activities



Scope 3

Besides scope 1 and 2 reporting and the partial reporting of three “scope 3” categories in previous CSR reports from 2007 until 2014, Proximus has extended the scope of its GHG reporting to include all relevant categories of the GHG scope 3 corporate value chain standard, in accordance with the GHG protocol and Bilan Carbone.

Overview of GHG Protocol scopes and emissions across the value chain



Scope 3 relates to the upstream and downstream GHG emissions that are indirectly generated by Proximus. Upstream emissions, for example, are emissions that are released during the production of goods that are purchased, including emissions that are released

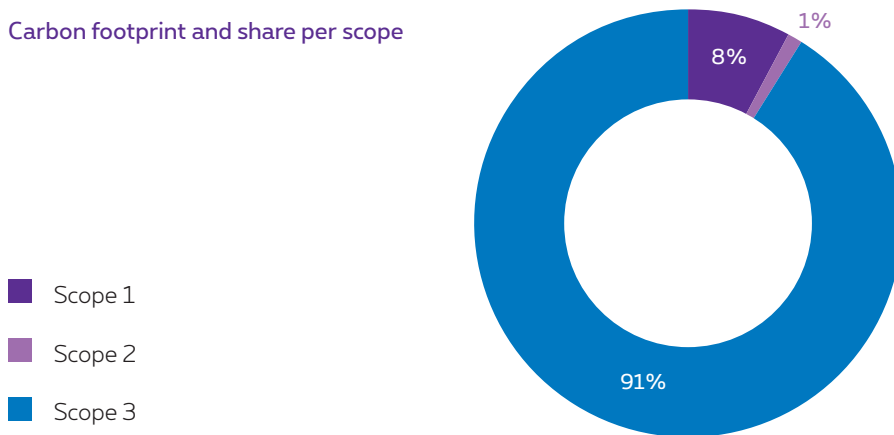
during transportation to Proximus. Downstream emissions, for example, are emissions linked to the use of Proximus devices (modems, decoders) by customers.

The calculation and reporting of the

overall scope 3 emissions gives a good idea of the indirect impact of the value chain and the supplied products and services. Scope 3 calculations are important because indirect emissions can play a major role in a company's total carbon footprint.

¹ Greenhouse Gas

Carbon footprint and share per scope



What type of scope 3 emissions are we talking about?

Each of the 15 categories was checked and calculated. Some do not apply to Proximus.

Upstream scope 3 emissions

Scope 3 category according to GHG terminology	Explanation	Scope in 2015 (Tons CO ₂ /year)
1. Purchased goods and services	Emissions linked to resource extraction, transportation and production of goods and services bought by Proximus	301,023
2. Capital goods	Emissions linked to acquired investments.	90,111
3. Fuel- and energy-related activities (not included in scope 1 or scope 2)	Emissions linked to the extraction, production and transportation of direct fuel and electricity purchased by Proximus which is reported in scope 1 and 2. Network losses are also included in this.	10,774
4. Upstream transportation and distribution	Transport by subcontractors for network activities	6,976
5. Waste generated in operations	Processing of waste flows	981
6. Business travel	Emissions of planes and trains for business travel	1,533
7. Employee commuting	Emissions of the commuter traffic of employees (train, bus tram, metro, own car). Company cars are included in scope 1	4,561
8. Upstream leased assets	Not applicable	0

Downstream scope 3 emissions

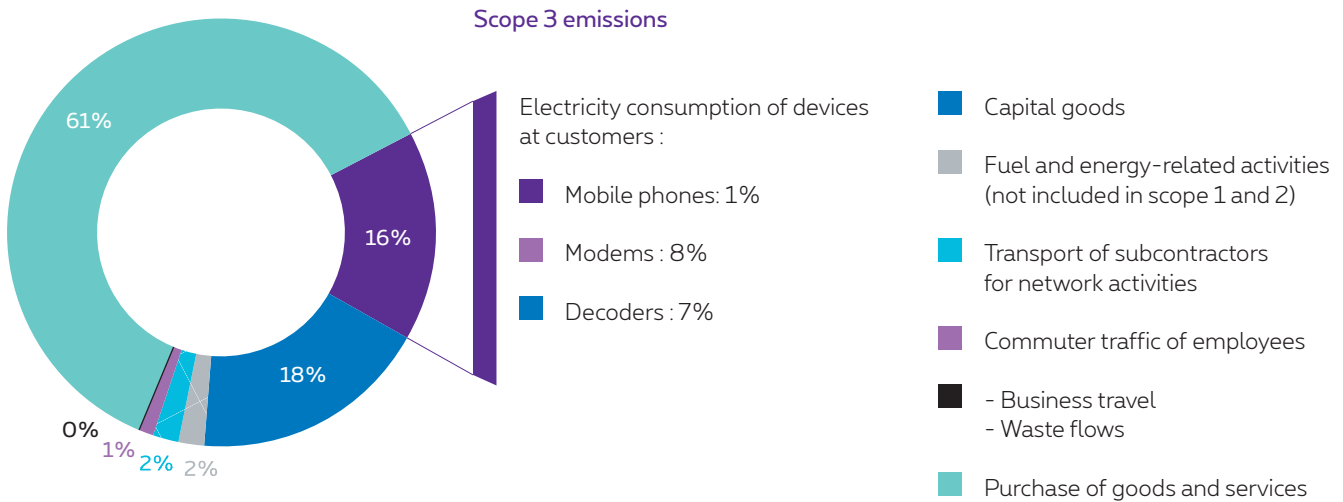
Scope 3 category according to GHG terminology	Explanation	Scope in 2015 (Tons CO ₂ /year)
9. Downstream transportation and distribution	Not applicable	0
10. Processing of sold products	Not applicable	0
11. Use of sold products	Energy consumption of Proximus devices at customers (modems, decoders and mobile phones)	76,604
12. End-of-life treatment	Not applicable (see cat. 5)	0
13. Downstream leased assets	Not applicable	0
14. Franchises	Not applicable	0
15. Investments	Not applicable	0

Results of Proximus

Scope 3 emissions fell by 5% compared with 2014.

Three categories represented more than 90% of the scope 3 footprint:

- › Consumption of Proximus devices at customers
- › Purchased goods and services
- › Capital goods acquired in 2015



Methodology

Proximus uses three methodologies to calculate its scope 3 emissions:

- › Bilan Carbone® to calculate the footprint of its suppliers using specific Bilan Carbone® emission factors. The Bilan carbone® methodology was developed by ADEME (Agence de l'environnement et de la maîtrise de l'énergie) and is an internationally recognised standard for calculating

and reporting CO₂ emissions. This methodology is compatible with the GHG Protocol.

- › Life Cycle Analysis (LCA) for the footprint of specific Proximus products such as modems and decoders. In this framework, Proximus launched a collaboration with its suppliers.
- › Monetary method using an "environmentally extended economic input-output model" (EEIO) that uses financial data to calculate the emissions

for the goods and services for which no direct data is available.

Based on the LCA approach, Proximus can make conscious choices based on the environmental performance of the products it offers its customers. This is mainly the case for products such as modems and decoders.

One of our modem suppliers, Sagemcom, won the "Proximus supplier sustainability award" in 2015.

Environmental Management

The Proximus Environmental Management System is made up of several components. It involves various parties and the system comprises various tools and resources.

Parties:

- › The Department of Corporate Social Responsibility (CSR) with a strong focus on environmental issues and the reduction of CO₂.
- › The Corporate Prevention & Protection Department, including the environmental department.
- › The Internal Audit Department, which reports to the Board of Directors and conducts environmental audits at the request of the Departments of Environment and CSR, the Board of Directors or the Executive Committee.
- › Government-accredited independent external organisations that audit our waste policy and our waste procedures (packaging, WEEE, batteries).

Tools and resources:

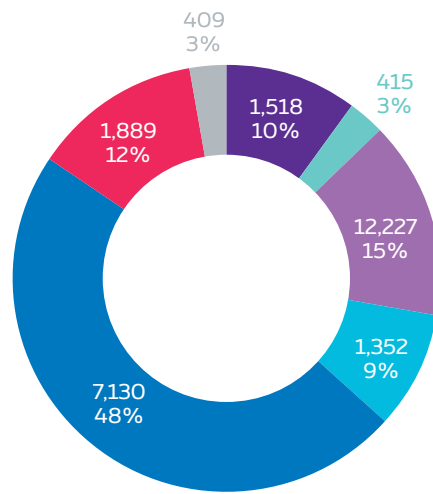
- › Environmental policy.
- › Procedures, guidelines and plans on environmental issues, such as mobility, the reduction of packaging and so on.
- › Site visits concerning environmental issues such as hazardous products, waste, and the control of permits.
- › CSR annual report.
- › Communication channels: intranet news, toolboxes, internal reporting to the Executive Committee.
- › Integrated management system, ISO9001 certificate.
- › New environmental clauses in procurement procedures for the reduction of waste, including recycling, eco-design and life cycle.
- › Noise studies and control measurements to ensure compliance with the strict sound standards and limit the nuisance for neighbours.
- › Soil surveys for high-risk installations.

Waste

One hundred percent of all waste generated by Proximus is recyclable, 15% of which is residual waste that is converted into recoverable energy. The largest proportion of the total, i.e. 48%, is made up of stones and sand from our network operations. Twenty-five percent consists of recyclable material, glass, plastic paper, wood, batteries, toners and so on. The remaining 12% is electronic waste which is re-used or recycled.

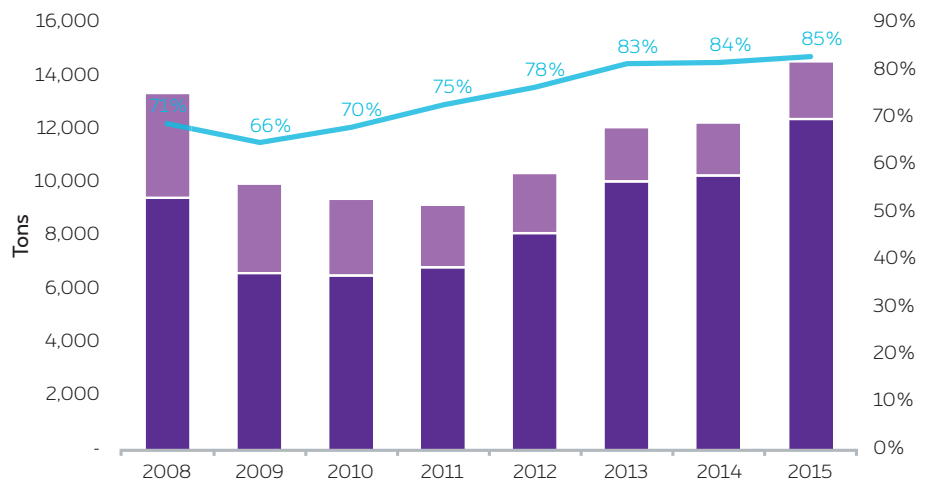
Waste flows in tons and %

- Paper, glass, PMD, textile – recycled
- Organic waste and wood – recycled
- Residual waste – energy recovery
- Metal – diverse – recycled or recovered
- Stones and sand – recycled
- Electronic waste – recycled or reused
- Batteries and toners - recycled



85% of all waste was recycled or reused

- Tons of waste – recycled or reused
- Tons of residual waste (with energy recovery)
- % of recycled or reused waste (excluding energy recovery)



In 2015, the 15% of residual waste which we sent to waste processing plants was converted into 813 Mwh electricity and 1.23 TJ heat energy. We also reduced carbon emissions by 2,741 tons by sorting and separating waste.

SOME WASTE MANAGEMENT IMPROVEMENTS IN 2015

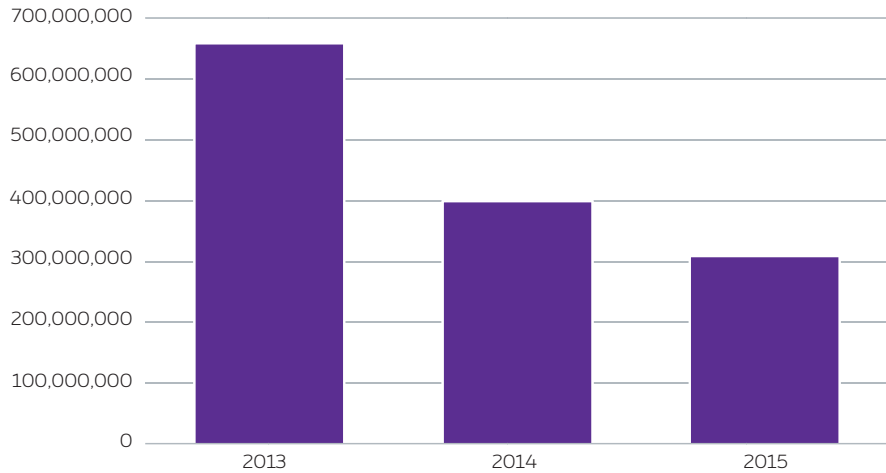
Introduction of more sustainable soil remediation methods instead of excavation such as vacuum enhanced recovery of pollution, soil vapour

extraction and air sparging (injection of pure oxygen into the soil) and Electrical Resistance Heating (heating the soil until pollution is released).

Paper consumption

By consciously focusing on all the paper we used for our invoices, advertising brochures, office prints and communication magazines, for example, we were able to reduce our paper consumption by 50% during the past two years.

Paper consumption – number of A4 sheets (FSC or PEFC)



Water

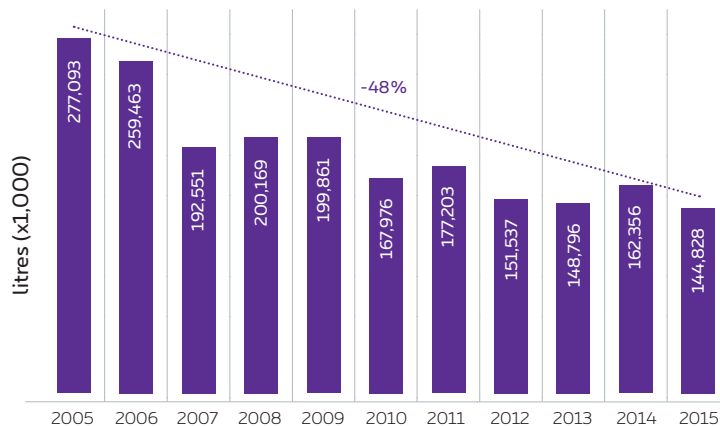
In 2015, our company consumed 145 million litres of water in Belgium. Although water is less of a priority than carbon emissions, it is still an important sustainability vector. We were able to reduce our water consumption by 48% in the past ten years.

This downward trend is largely due to better monitoring, more efficient sanitation, and a reduction of our workforce.

Our new “Total Optimizing Program” (TOP) focuses on reducing consumption, maintenance and operational costs. In this

framework, we also paid special attention to buildings with abnormal water consumption in 2014 and 2015.

Evolution of water consumption



Innovative, sustainable products and services for businesses

GeSI SMARTer2030: the role of ICT for a more sustainable future

The new GeSI SMARTer2030 report states that the use of ICT solutions such as video conferencing, cloud computing and smart building solutions can reduce greenhouse gases by as much as 20% by 2030. As a result, global emissions

can remain the same as of 2015, in order to establish a better balance between increasing prosperity and the environment.

By 2030, ICT will generate advantages across all three pillars of sustainability,

ranging from the reduction of carbon emissions and resource use to cost savings and revenue growth as well as broader social benefits.

Source : <http://smarter2030.gesi.org/>

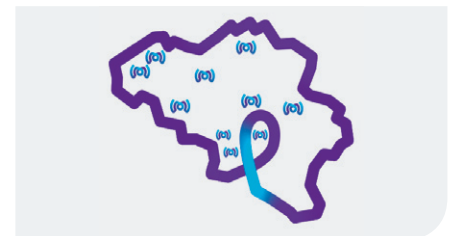
Proximus offers dozens of solutions that can contribute to achieving this mission and building a more sustainable future, by reducing costs for its customers as well as the company's own ecological footprint in terms of transport and energy.

The Proximus website now offers an overview of the potential contribution of these solutions in order to reduce companies' carbon footprint. Various categories, such as "Energy consumption", "Save on travel", "Dematerialisation" and "Environmental footprint" allow website visitors to easily see at a glance which solutions can help achieve which objectives.

www.proximus.be › Large companies › Discover › Boost your business › Innovations › Our green solutions

Cloud solutions already widely use our optimised datacentres and virtualisation technology, thereby significantly reducing the energy consumption compared to outdated servers in their own environment. Technology such as videoconferencing and unified communications offer people the ability to work together remotely. They promote homeworking while also reducing travel. Our Engage Packs and our Packs for Employees allow companies to promote new ways of working (NWOW).

In 2015, the **LoRa™** (Low Power Long Range) **network** was launched. This technology allows sensors to work on batteries for at least five years, and also contributes to a very energy-efficient network. Proximus thus allows companies develop new services or be more efficient.



This technology is used among others, in an experimental manner, to find the available parking spaces in a city and reduce the number of cars circulating in the city as they search for a parking space.

The Internet of Things (IoT) is one of the most promising economic developments.

A few other innovations in 2015:

- › PABX in the cloud ("cloud connect"), as well as UCaaS
- › We help companies implement a "New Way of Working" strategy with Engage Packs and Packs for Employees.
- › LifeCycle Management service for detecting outdated material at the customer and help the customer with innovation.
- › Dematerialisation: B2B system link for exchanging electronic invoices with business customers.

Helping to reduce the footprint of our retail customers

Energy consumption of our devices

After launching the energy-efficient V5 TV set-top box in 2013, Proximus in 2014 introduced the new V5 Compact for Proximus TV customers. The V5 Compact has no hard drive, is lighter and more economical as well as being even more sustainable. Both set-top boxes are 50% more economical than their predecessors. At the end of 2015, the Belgian consumer magazine Test Aankoop moreover

confirmed that the Proximus V5 set-top box was the most economical option available on the market.

The further roll-out of these devices at our customers led to a reduction by 14% in the past year of the average consumption compared with the previous year.

Besides this, all these devices have a longer lifecycle, are repairable and ultimately also recyclable.

Over the next five years, our continued efforts to increase energy efficiency, combined with the roll-out of these economical devices, will reduce the

average consumption of all our TV set-top boxes that are installed at our customers by 50%!

Proximus has committed to adhere to the European Code of Conduct on Energy Efficiency for broadband and digital TV equipment, as well as to a voluntary EU industry-wide agreement to reduce the consumption of TV set-top boxes. The V5 largely complies with the recommended criteria.

The further roll-out of the new, more economical b-box3 modem at our customers has contributed to a reduction by 3% of the average consumption of all our modems, compared with last year.



More than 1.3 million Proximus customers have switched to electronic invoices

Proximus is committed to the responsible use of paper and for over ten years has given its customers the option of electronic invoices. Managing your invoices is very easy and reliable, thanks

to the MyProximus website. Customers receive a handy overview of their last 24 invoices. This reduces paperwork and customers are no longer at risk of losing invoices. They can even pay their invoice through the MyProximus link with their bank or using their own Internet banking service.

Proximus also encourages its customers not to print out electronic invoices unless really necessary.

By the end of 2014, 46% of all invoices were sent electronically, compared with 38% in 2014 and 23% in 2013.

Part of the savings are donated to the "Kids for a GoodPlanet" project, with which Proximus wants to encourage schools to participate in educational workshops about nature and biodiversity, which are organised by GoodPlanet Belgium.

www.goodplanet.be/kidsforgoodplanet/fr

GoodPlanet Belgium and Proximus continue their successful initiative to collect mobile phones

Nowadays mobile phones and smartphones are pretty much ubiquitous in our daily life. In 2015, more than 1.9 billion mobile phones were sold around the world. However, less than 2% of all these devices are recycled. This inspired Proximus, GoodPlanet Belgium and Recupel to launch a collection campaign in all Flemish schools, in combination with an awareness campaign about the lifecycle of a mobile phone.

In Europe, 95% of all teens own a mobile phone or a smartphone. As the average lifespan of a phone is just one year, we want to encourage teens to not leave

unused devices in a drawer somewhere or, even worse, dispose of them in the trash. Like other electronic devices, mobile phones can always be reused.

As a reward, the participating schools receive qualitative recycled laptops, desktops and tablets.

www.goodplanet.be/gsm

Almost 100,000 mobile phones collected to date...

	2015	Campaign 2013-2015
Mobile phones collected	76,000	95,000
Participating schools	530	800
Student audience	132,000	192,000
Number of donated laptops, desktops, tablets	1,130	1,710



Supply chain

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Developing a responsible supply chain

Proximus works with some 5,000 suppliers of products and services every year and together we strive to improve social and environmental standards throughout our supply chain. This is accomplished by raising their CSR performance, improving their own supply chain management while also increasing our own efficiency.

Key priorities:

- › Increase the CSR standards of our suppliers
- › Integrate CSR in our procurement and selection criteria

As far as our suppliers are concerned, we integrate the CSR standards on labour, ethics, safety and the environment in our procurement processes. In so doing, we improve our brand image as well as bringing about positive change in the communities where our suppliers operate.

These CSR standards are included in the contracts with our suppliers in the CSR clause.

We have standard RFX documents with relevant sustainability criteria for certain procurement categories.

In our vendor performance report we have also included a section on sustainability, in addition to the items about delivery reliability, quality and engagement vis-à-vis Proximus.

The CSR selection and qualification process is explained in further detail on the Supplier Portal.

Proximus is a member of the Joint Audit Cooperation (JAC), along with nine other telecom and ICT companies. Since 2010, hundreds of “on-site” company audits have been performed worldwide. The results of these are shared between the JAC members. After a first audit, suppliers that do not meet the required standards, are visited on a regular basis.



Every year, a “Supplier Day” is organised during which Proximus highlights the most remarkable success stories of its suppliers in the categories of innovation, sustainability and quality and security of supply.

Highlights in 2015:

Proximus presents its supplier Sagemcom with a sustainability award

During the annual “Supplier Day” on 29 October 2015, Proximus rewarded the best success stories of its suppliers in three categories: Innovation, Sustainability and Quality & security of Supply. In so doing, Proximus wishes to recognise their excellent work.

Sagemcom received an award in the “Sustainability” category for its efforts to reduce the ecological footprint and develop sustainable solutions. We have been working with Sagemcom for over seven years and our residential customers use their bbox 2 and bbox 3 routers to access the Proximus Internet and TV services.

In the “Innovation” category Actility received an award for the roll-out of the Internet of Things network in Belgium, which is called LoRa.

Some figures about the CSR performance of our high-risk suppliers

In 2015, the CSR performance of 45 (73% of 62) suppliers with a specific risk profile or a high contract value was assessed. Nine of these suppliers were assessed as being “medium high risk”. These nine suppliers received a

management letter, inviting them to do better next year. The 45 suppliers with a scorecard represent 24% of our total purchases every year. However, this campaign continues until the end of March 2016. In 2015, a total of 61 on-site audits

were carried out at suppliers and shared between the members of the “Joint Audit Cooperation” (JAC). Proximus conducted five of these audits itself..

Proximus achieved the Gold Rating on the Ecovadis supplier platform

Proximus received the Gold Rating for its Corporate Social Responsibility performance since 2014. This reflects our desire to raise CSR standards in the environments and communities where we operate. Ecovadis operates a collaborative platform for assessing the social and environmental performance

of companies around the world. The Ecovadis rating and the collaborative platform allow companies to improve their risk management and manage eco-innovations in their global supply chains. We achieved a score of 68%, which earned us a Gold rating, meaning we are in the top 10% of all companies surveyed.





Key figures Proximus Group

	Note	2013	2014	2015		
General Information	Total revenue (Mio EUR)		6,318	6,112	6,012	
	Net income (Mio EUR)		630	654	482	
	Total number of employees - Full Time Equivalent		15,699	14,187	14,090	
	Total number of employees - average headcount		16,147	14,770	14,040	
	Mobile network coverage - 4G		51.7%	85.0%	98.8%	
	Digital TV coverage		93.3%	94.0%	94.0%	
Education	% of Belgian population (16-74 years old) who has never used the Internet		15.1%	12.9%	12.6%	
	% of Belgian disadvantaged population using Internet on a regular basis		68.1%	71.6%	72.0%	
	Number of people trained on ICT skills in Belgium		10,388	11,611	12,993	√
	Kids trained by our employees on 'safe use of Internet' in Belgium	6	12,456	10,195	13,449	√
Communities	Community Investment amount: financial, in kind, time (Mio, EUR)		1,4	1,5	1,6	
	Community investment amount in % of net income		0.2%	0.2%	0.3%	
Green	Energy efficiency index (energy consumption vs total revenue) - Group		0.350	0.338	0.344	√
	Energy efficiency index (energy consumption vs FTE) - Group		0.141	0.146	0.147	
	Electricity (Terajoules) - Belgium/Group		1,413/1,475	1,363/1,427	1,376/1,445	
	% renewable energy with GO - Belgium/Group		100%/97%	100%/97%	100%/98%	
	Heating (Terajoules) - Belgium/Group	4	223/229	172/176	179/183	
	Vehicle fleet fuel (Terajoules) - Belgium/Group		454/509	427/462	404/441	
	Reduction of CO ₂ emissions (vs 2007 baseline) - Belgium	4	65%	69%	70%	
	CO ₂ emissions (KTons) - Belgium/Group	4	62/71	54/62	53/59	√
	CO ₂ emissions scope 1 - heating and fleet fuel (KTons) - Belgium/Group	4	46/50	41/44	40/43	√
	CO ₂ emissions scope 2 - electricity (KTons) - Belgium/Group	4	0/4	0/5	0/3	√
	CO ₂ emissions scope 3 (KTons) - 3 categories - Belgium	3,4	16	13	13	√
	CO ₂ emissions scope 3 (KTons) - 15 categories		n/a	518	492	
	Waste (Tons) - Proximus only	7	12,402	12,582	14,939	√
	% of hazardous waste - Proximus only	7	2.0%	3.5%	2.8%	√
	% waste reused/recycled - Proximus only	7	83%	84%	85%	√
	Non-hazardous waste - recycled or reused (Tons) - Proximus only	7	n/a	10,104	12,293	√

		Note	2013	2014	2015	
Green	Non-hazardous waste - with energy recovery (Tons) - Proximus only	7	n/a	2,032	2,226	√
	Hazardous waste - recycled or recovered (Tons) - Proximus only		n/a	445	420	√
	Mobile phones collected for reuse and recycling - Group	1	39,932	51,812	100,097	√
	Water ('000L) - Belgium	5	148,796	162,356	144,828	
Developing a responsible supply Chain	Suppliers at risk detected on total number of suppliers assessed on CSR risk	2	59/140	43/109	45/62	
	% of suppliers at risk with improvement plan follow up (y+1)	2	100%	100%	100%	
Promoting a positive working culture	Employee engagement with Proximus as employer		76%	76%	77%	
	% of employees having followed at least 1 training		81%	73%	93%	
	Average number of training hours per employee		23	26	22	
	% of women in total workforce		30%	31%	30%	
	% of women in top management		18%	19%	22%	
	% of employees > 50 years old		34%	38%	39%	
	Occupational accidents rate (index)	8	8.5	7.6	7.5	
	Illness rate (including long-term illness)		6.0%	6.4%	6.8%	
	Voluntary turnover rate (employee-based)		1.56%	1.27%	0.61%	
	Involuntary turnover rate (employer-based)		0.95%	0.54%	1.36%	
	Internal career moves		472	1,099	170	
	External recruitments		540	317	254	

√ Deloitte provided a limited external assurance on these indicators for the year 2015

- 1 Figures of Proximus, The Phone House, Tango and the mobile phone recycling action in schools in cooperation with Goodplanet Belgium
- 2 All figures relate to Proximus. The final results of the campaign in 2015 weren't available yet for this publication.
- 3 Scope 3 includes employee commuting, outsourced transport (network) and business travel for our Belgian operations reported in the 70% reduction target (2007-2020)
- 4 Restatement of 2013/2014 figures due to better data quality and/or update of emission factors
- 5 Restatement 2014 figure
- 6 Based on figures of schools subscriptions - effective attendance of kids has not been checked
- 7 In 2015 additional figures for subcontracted warehouse operations (site Courcelles Essers)
- 8 All figures relate to Proximus (representing over 90% of our workforce)

