

Helping people to stay connected during the Covid-19 crisis



proffimus

The COVID-19 pandemic has been a defining moment for the telecom sector, underlining our societal responsibility and reinforcing our belief in Proximus' sense of purpose:

We open up a world of **digital opportunities** so people **live better** and **work smarter**.



We are demonstrating our solidarity
in 4 domains



Safeguarding
the **health**
& **safety**
of our employees



Keeping people
& businesses
connected



Supporting the
healthcare
sector & acting for
digital
inclusion



Providing support to
public
authorities



Safeguarding the **health & safety** of our employees

The health and safety of our employees remain our number 1 priority. We have been taking all necessary measures to safeguard them during the Covid-19 pandemic, including additional initiatives for our employees' well-being.



Health & safety measures



85% employees
homeworking



New procedures and working conditions made clearer
and safer to **protect field employees**

Well-being initiatives



Consistent & frequent communication to inform, reassure and motivate our employees via a Covid-19 platform on our intranet supported by:

- weekly CEO messages
- tips to improve resilience and employee stories
- hotline for employees



No net salary impact in case of technical unemployment



Keeping people & businesses **connected**

Proximus plays a vital role to keep everyone connected. At the home front, we ensure that families and friends are able to interact and that people can telework and entertain themselves. Companies count on us to maximize their business continuity.



Guaranteeing network stability & extra capacity to support **increased traffic**



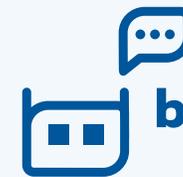
Exceptional temporary **benefits** for voice, data & content

Collaborating with the **cultural sector** by offering Pickx platform for theatre, film or art performances

Continuing to offer the best possible **customer service**



- Fully operational contact centers
- A variety of contact channels: chat, video chat, phone, online shop
- Visits to our shops by appointment
- Urgent repair interventions and connections
- Video chat for remote technical support



Ensure **business continuity** for companies

- Billing flexibility for the self-employed & small businesses
- Discount for bars & restaurants on unused products
- Support with homeworking & security solutions
- Solutions to make the workplace safer:
 - Entrance monitoring
 - Floor occupancy monitoring
 - Chatbot on Covid-19 questions for employees and/or customers



Supporting the healthcare sector & acting for digital inclusion

Proximus is committed to contributing to society in these unprecedented circumstances. First of all, we focus our attention on supporting the increased connectivity need in the healthcare sector. Secondly, we pursue our ambition to provide access to the digital world for all Belgian citizens so they can stay connected.



Ensure **connectivity** for actors in the **healthcare sector**

- **Free Public Wi-Fi** for hospitals & triage centres
- **Digital platform** with Doctena for video consultations
- **>1,200** tablets, smartphones & other hardware to **>20 retirement homes** and **hospitals**
- **Priority interventions** for medical professionals
- **10 GB mobile data** to healthcare workers

Give **active support** for vulnerable groups in society



- 1,000 laptops for **Digital for Youth.be**
- **Facilitating online-teaching** for schools
- Almost 25,000 students & pupils with free access to **Proximus Public Wi-Fi**
- Wi-Fi access points **in Fedasil reception centres**



Drop charges for fundraising campaigns via SMS



Providing support to **public authorities**

Public authorities, both national and regional, rely on Proximus to provide them with in-depth expertise, top-notch technology and innovative solutions, so they can adequately guide Belgium through the crisis and the period to come.



Participation in the taskforce **'Data & Technology against Corona'**

by providing anonymised & aggregated telecom data to help track people's movements and the spread of COVID-19.



Technical & financial contribution to support the Covid-19 **Track & Trace call center**

As a telecom operator
we play a **vital, pivotal role**
in society



By building the gateway to tomorrow's digital society with the networks of the future: **5G and Fiber**.



By **keeping people and companies connected** with high-quality networks and solutions.



By continuing efforts to ensure **digital access for all** and to **support digital education**.



By driving the transition towards **more local, human and secure** economic models.



By **partnering with public authorities** through innovative solutions, like data analytics.

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Think possible