



SUSTAINABLE SUPPLY CHAIN PROGRAM



Proximus Supplier Sustainability Assessment initiative

PROXIMUS AND ECOVADIS

Proximus CSR Ambitions

Our approach is to raise social and environmental standards throughout the supply chain by working with our direct suppliers to improve their Corporate Social Responsibility and their own supply chain management, while increasing our efficiency. Embedding CSR standards into our procurement practices helps us to protect our reputation and makes a real difference to the communities where our suppliers operate.

Our Key priorities are:

- Raising CSR standards of our suppliers
- Including CSR as sourcing and selection criteria

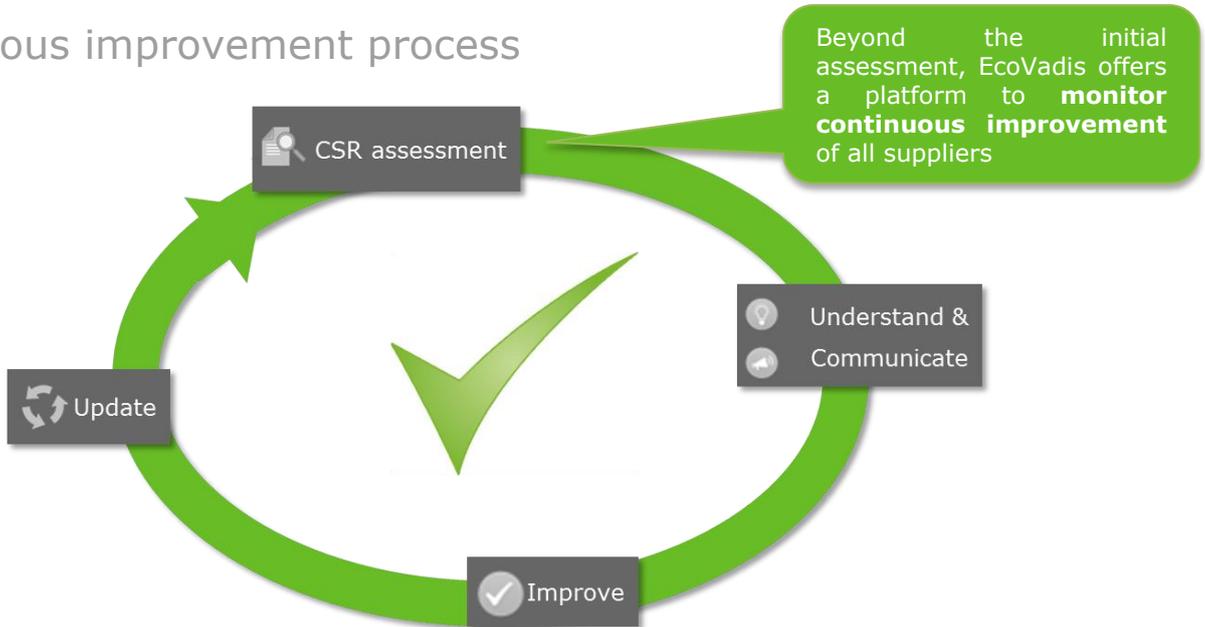


Why EcoVadis?

Proximus decided to implement a simple process, based on international CSR standards and providing CSR experts' feedback. The EcoVadis platform is quickly emerging as a standard for supplier CSR performance monitoring, used in many different industry sectors. Moreover, using a collaborative solution allows suppliers to minimize the workload linked to CSR reporting, by sharing their results with multiple customers.

CSR MONITORING: A VIRTUOUS CIRCLE

A continuous improvement process



The first step: the CSR assessment

1.	2.	3.	4.
<p>REGISTER ONLINE</p> <p>Create a company profile (activity, contact, etc.)</p>	<p>DATA COLLECTION</p> <p>Answer CSR survey questions & upload documents</p>	<p>EXPERT ANALYSIS</p> <p>EcoVadis distills your answers into an easy to read Scorecard</p>	<p>YOUR CSR PORTAL</p> <p>Online access to Scorecard results, sharing & action plan</p>
<p>Profile used to optimize survey to your size, industry sector, location, etc.</p>	<p>Secure, confidential & multi-lingual with a support team ready to help.</p>	<p>Independent document audit, evaluation & analysis from CSR experts.</p>	<p>Share results, collaborate directly online with clients, and improve performance.</p>

“HOW WILL MY COMPANY BENEFIT?”



Meet Proximus’s expectations

A **CSR assessment performed in the last 12 months** is necessary for suppliers’ qualification and sourcing decisions.

Participation in our CSR monitoring platform is necessary to **identify improvement opportunities** and **foster a long-term relationship** with Proximus.

The visibility for your company in a common database shared by all Proximus’s entities.



Confidential, efficient & relevant CSR survey

Survey is customized to your **business sector, size and location**

Documents and data are **stored confidentially and securely**

Both the survey and support (email and phone) offered in 10 languages*



Understand & improve CSR performance

An easy-to-understand Scorecard by EcoVadis analysts showing:

- ✓ Scores (ranging 1 - 100) across 4 themes
- ✓ Strengths & Improvement Areas
- ✓ Benchmark comparisons
- ✓ Collaborative tools for working with clients



Easy sharing saves time & effort

Share the Scorecard with multiple clients with a few clicks

Add unlimited users to engage colleagues and share your results internally

You choose who and what to share.

*English, French, German, Chinese, Spanish, Portuguese, Italian, Dutch, Japanese, Russian

Reward success & distinguish your company

With Gold/Silver/Bronze badges and certificates, get the recognition you deserve for good CSR performance.

Plus EcoVadis brings the credibility of a robust globally- recognized methodology.



YOUR CSR ASSESSMENT RESULTS

CSR Scorecard

One of the main benefits from the EcoVadis solution is the Scorecard, where you visualize the detailed results of the analysis of your CSR practices, performed by Sustainable Development experts. The Scorecard is shared with Proximus, and gives you both quantitative and qualitative reliable information, in an easy-to-understand layout.



CSR Performance
Global Rating, by theme of your CSR performance, (Environment, Social, Ethics, Suppliers)

Example of a **Premium** Scorecard



Benchmark
Allows you to compare your performance with other companies in your industry sector [Premium service]

360°Watch
Keep an eye on information from up to 800 stakeholders (NGOs, Trade unions...) regarding your company [Premium service]

Strengths and Improvement Areas
Detailed presentation of your positive CSR practices and your areas for improvement

Subscription Plans & Pricing

Your CSR assessment and Scorecard are available upon subscription to the EcoVadis Platform. Depending on your subscription level you will benefit from additional features to maximize your CSR assessment with EcoVadis, such as unlimited Scorecard sharing, Gold/Silver/Bronze Medal badges and Diplomas, and CSR assessment of your own subsidiaries.

Learn more about pricing plans at ecovadis.com/plans-pricing

FAQ

1. **Which suppliers are involved?**

See details on the Suppliers portal on Proximus's website (Sourcing and Selection criteria)

2. **What happens if I don't want to participate?**

Monitoring the CSR practices of its suppliers is increasingly relevant for Proximus.

If you don't want to participate please inform us. During a call for competition the candidate suppliers who will already get such an evaluation will have undoubtedly an advantage, furthermore any new contract >= 125 k€ includes in the obligation to get registered to EcoVadis, so it is far easier to participate now.

3. **Why do I have to pay for this service?**

The annual subscription fee covers:

- The CSR analysis of your company performed by the EcoVadis expert sustainability analyst team
- The access to the online CSR portal, allowing you to review and share your CSR scorecard online to all your customer's requests, and access all the additional tools (see fees.ecovadis.com for more information).

4. **I am not the person in charge of CSR and Sustainability in my company**

In the registration system you can indicate the name of the relevant contact in your company: EcoVadis will contact this person for the assessment.

5. **How much time will the questionnaire take to be completed?**

Before answering the questionnaire, you will need to register online, which takes 5-10 minutes. Filling the questionnaire and uploading the documents required will take between a few hours to a few days, depending on your company size, CSR maturity level, and whether you have all the requested information and documents at hand. Once your results are published you will be able to re-use them for other clients' requests.

6. **Will my information be kept confidential?**

Your information will be kept strictly confidential and will not be shared or distributed. The assessment results will be exclusively visible by Proximus. Only you decide who you want to share your EcoVadis Scorecard with. EcoVadis is fully committed to ensure the safety of our customers' data and provide highly secured online solutions.

7. **How will Proximus use my EcoVadis assessment results?**

- Scores will be used in the sourcing process (calls for competition) to select the best supplier among candidate suppliers (for new contracts).
- Detected high risk suppliers based on campaign results will be subject to a follow-up by Proximus (assistance will be provided to improve their CSR performance).
- Proximus grants on a yearly basis a sustainability award to its suppliers.

8. **What technical resources do I need?**

No software installation is required: EcoVadis uses a web-based solution, available via a secure platform. EcoVadis provides updates and technical support. All you need is an internet connection.

EcoVadis operates the first collaborative platform providing sustainability ratings and performance improvement tools for global supply chains. The platform delivers simple and reliable scorecards to monitor supplier Corporate Social Responsibility (CSR) practices covering 150 purchasing categories, 110 countries, and 21 CSR indicators in four themes: Environmental, labor/human rights, ethics and supply chain.

More than 20,000 companies use EcoVadis to reduce risk, save time and money on assessment, drive innovation and foster transparency and trust between trading partners.

[Learn more at ecovadis.com/customer_stories](https://www.ecovadis.com/customer-stories)