Proximus
IMS Policy Charter

With its integrated management system, Proximus guarantees sustainable and secure solutions for its professional customers

Proximus operates an integrated management system (IMS) for its professional customers. The IMS complies with the international ISO 9001, ISO 27001 and ISO 14001 standards, as well as with regulatory and all other contractual security obligations.

Proximus, reliable business partner in terms of quality, information security and environment

Proximus commits to meet all the requirements it has agreed with its professional customers.

- The ISO 9001 certification guarantees the quality and reliability of our products and services.
- The ISO 27001 standard guarantees the confidentiality, integrity and availability of information assets.
- As a sustainably responsible company, our green ambitions are in line with the requirements of the ISO 14001 standard for our Machelen data center.

Together, these ISO standards form the guiding principles of the integrated management system. This IMS covers all components of the services to our professional customers. It combines the processes, procedures and controls used within Proximus. In this way, Proximus aims to be the provider of intuitive end-to-end solutions, boldly building a connected world that people trust so that society blooms.

In addition to continuously improving our products and services, information security is of utmost importance to Proximus. To protect information from inadvertent or intentional unauthorized disclosure, modification or destruction, a number of Security Governance guidelines must be followed internally.
Any employee seeking access to this company information is required to familiarize himself with these policies and to strictly comply with them. The Proximus management takes great care in communicating and ensuring understanding of these policies, both internally and externally.

Effective information security is essential for achieving our goals, complying with legal requirements, cultivating our corporate image and meeting shareholders' expectations

Our efforts to implement appropriate controls and to manage the treatment of unacceptable information security risks (commonly referred to as elements of Information Security Management), can only be effective with the active commitment and involvement from everyone within our organisation. This implies oversight and support from all levels of management.

Through the continuous application and management of appropriate controls, we are able to successfully address a wide range of potential threats. Our objective is to ensure long-term success and to guarantee business continuity, while minimizing the impact of information security incidents.

In addition, we are dedicated to achieving our bold environmental goals; from working towards reaching net-zero greenhouse emissions to becoming a truly circular company.

Regular reviews and audits enable us to continuously improve our integrated management system. We recognize the value of feedback from customers, partners, employees and stakeholders in guiding the efforts to achieve our goals.