



Proximus – Vision of a shipper and logistics service provider

Hans Schurmans
Director Logistic Operations

Our organization



Proximus is a telecommunications company operating in the Belgian and international markets. We are the leading national provider of telephony, internet, television and network-based ICT services.



Our high-quality interconnected fixed and mobile networks offer access everywhere and anytime to digital services and data, as well as to a broad offering of multimedia content.



We are investing in future-proof networks and innovative solutions, creating the foundations for sustainable growth.



We put the customer at the heart of everything we do. Our aim is to deliver the best customer experience and to simplify the customer journey by offering accessible and easy to use solutions.

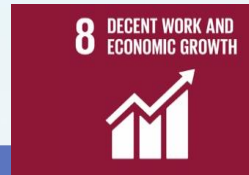


We contribute to the economic, social and environmental development of the society in which we operate.

Our contribution

An ambition, inspired by our sense of purpose

Creating an inclusive, safe,
sustainable & prosperous
digital Belgium



Our company sense of purpose

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

Enabling a better digital life



Digital infrastructure

Digital innovation

Digital trust

Our societal impact ambition

Creating an inclusive, safe, sustainable and prosperous digital Belgium.

Caring for our stakeholders

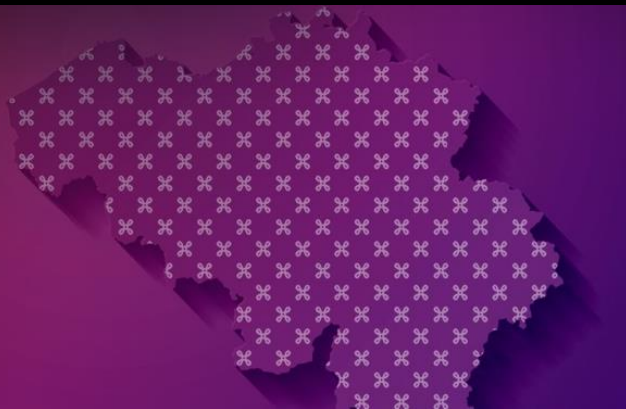


Customers first

Caring for employees

Doing business right

Contributing to society



Digital for all

Belgian culture

Societal engagement

Respecting our planet



CO2 neutral

Circular economy

Sustainable supply

Supply Chain contribution

Logistics as a Service



Human & ecological

Customer experience

Financially E2E accountable

Innovation

Ecological

Refurbishment

Circular economy

Centralise activities

BREEAM certified warehouse

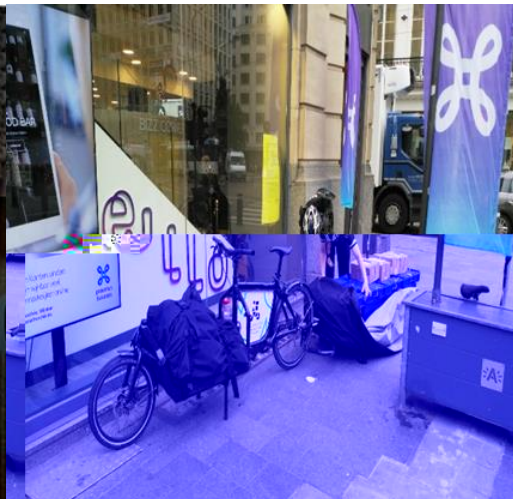
Transport rationalisation (CO2)

City distribution

Innovation



IOT reel tracking



Future city
distribution



Self driving
vehicles



Predictive CPE
maintenance



Advanced analytics
and AI for S&OP

City and eco friendly urban distribution

The concept

A large crowd of people at an outdoor festival, with a young man smiling in the foreground. The background shows a vast crowd of people, some wearing hats and sunglasses, under a bright sky. The foreground features a young man with light brown hair, smiling and looking down at a smartphone he is holding. He is wearing a white t-shirt with a grey stripe across the chest. The overall atmosphere is festive and sunny.

Society / City

- Creating enduring and sustainable cities
- Striving for:
 - Economic prosperity
 - Social acceptance
 - Adequate spatial use
 - Ecological quality

Proximus

- Proximus undertakes various initiatives in the field of sustainable entrepreneurship
- Logistics launched different initiatives towards more city friendly deliveries (Antwerp and Ghent)

The challenges

Society / City

- There is a growing awareness that everyone will have to make an effort to create enduring and sustainable cities
- Use of ecological and sustainable resources
- Using new technologies and digital resources (IOT)
 - Efficient use of an unmanned HUB in the city
 - Optimal use of parking spaces in front of the HUB

Proximus

- Deliveries to shops, dealers and internal customers, in large cities, carried out by a bicycle courier
- Optimization of remaining routes and overall improved efficiency
- Further digitalization of our activities (IOT Solutions)
- IoT for parking and yard management in order to avoid double parking and congestion
- Exchange of delivery data via different applications (Prox-Carrier-Prox)

The benefits

A large crowd of people at an outdoor festival or concert. In the foreground, a young man with brown hair is smiling broadly, looking down at something in his hands. He is wearing a white shirt. To his left, a woman is wearing a straw hat. The background is filled with many other people, some with their arms raised, suggesting a lively event. The sky is blue and there are hills in the distance.

Society / City

- Less air pollution
- Respect for the environment and ecological values
- Appreciation by residents and tourists (innovative, ecological, more social contact, ...)
- Gain experience with IOT related solutions

Proximus

- Innovation serving both society as the company
- Reducing Proximus' carbon footprint
- Up to 3 times faster than van delivery
- No constraints from delivery times in certain streets
- Overall more efficient delivery operations
- Less stress for own drivers (no more city deliveries)
- Use of IOT related applications
- Request for extension to other cities

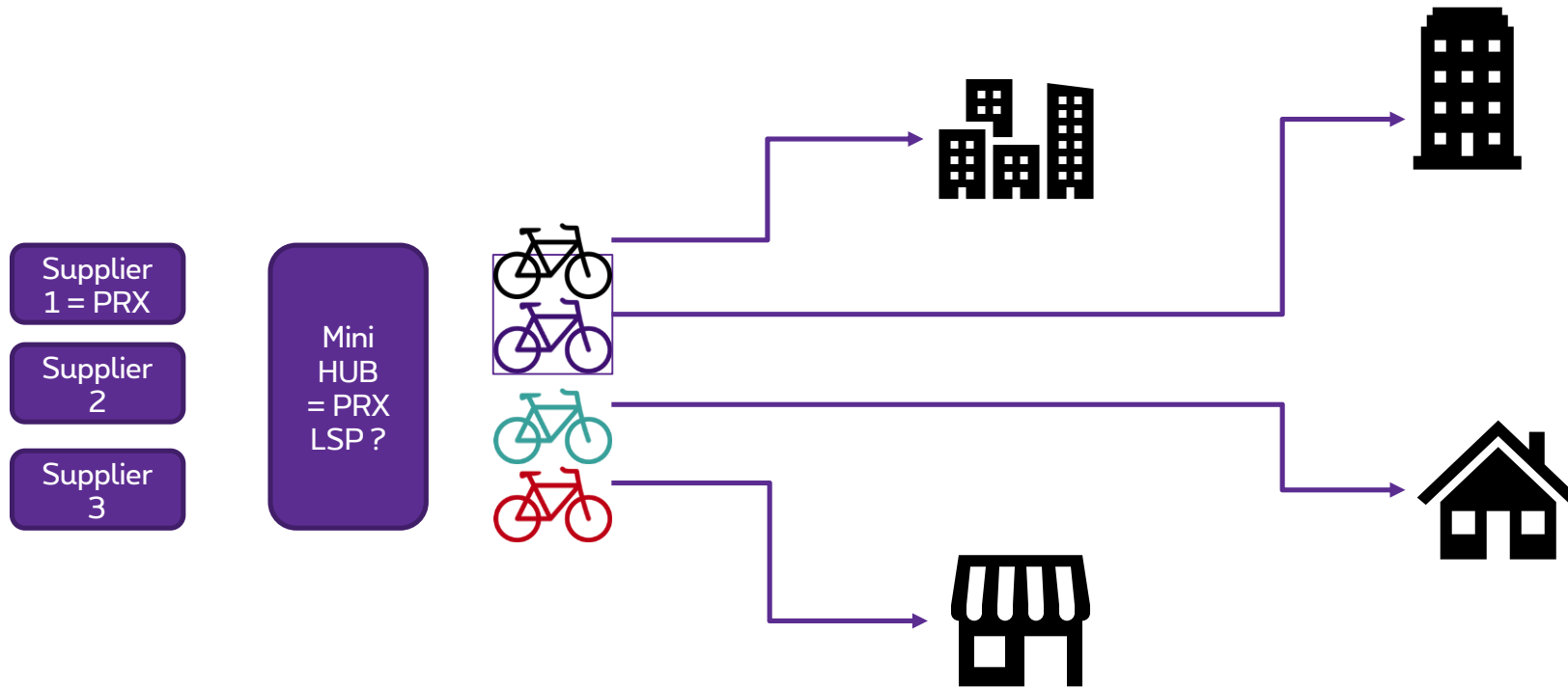


Think Possible!

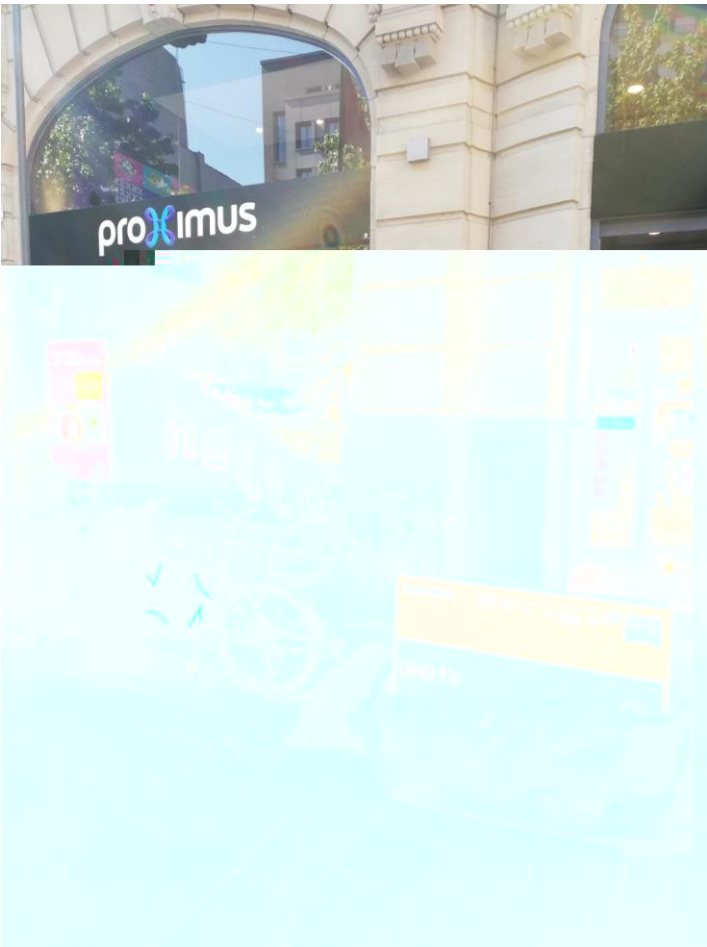
#WeAreProximus









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Future model



City Distribution



| Distribution Flow | | |
|--|---|-------------------|
| Warehouse Courcelles – Logistics Service points - Shops | | |
| Location | Activity | System |
| Warehouse | | |
|  Packaging | Picking – Packing Classic Barcode label | WMS Courcelles |
| Carrier | | |
|  Suppliers | Linehaul Courcelles-> LSP | TMS Courcelles |
| LSP | | |
| Logistics Service Point (LSP) – Handling IN - | | |
|  Reception | Reception LSP | TRT/TTA LSP |
|  Sorting | Sorting | Manually |
| Distribution | | |
| Distribution to Shops | | |
|  Distribution | External Route Proximus Driver | TRT |
| | City distribution with bicycle | TRT Scanner |
| | Shops | |
| Distribution | | |
| Retour from Shops | | |
|  Distribution | External Route Proximus Driver | TRT |
| | City distribution with bicycle | TRT Scanner |
| | LSP | |
| LSP | | |
| Logistics Service Point (LSP) – Handling Retour - | | |
|  Sorting | Consolidation Retour | TRT LSP |
| Carrier | | |
|  Suppliers | Linehaul LSP-> Courcelles | TMS Courcelles |