Background on Proximus

Proximus (previously known as Belgacom Group) is a Belgium-based telecommunications company. It was founded in 1930 and is headquartered in Brussels. It offers fixed line and mobile communications through its Proximus brand and ICT services to the professional market under its Telindus brand. It employed 14,000 and reported revenues of €6 billion in 2015. It is a public limited company listed on the Euronext stock exchange with the Belgium government holding a 53% stake in the company.

How did Proximus come to start thinking about context?

Proximus began modelling and forecasting its scope 1 and 2 GHG emissions in 2007. The company used this work to set its first GHG emissions reduction goal in 2008. This committed Proximus to reducing its GHG emissions by 70% by 2020. The company had already been actively working to source its electricity needs from renewable energy sources, and the company’s Belgium operations have been 100% powered by renewable sources of energy since 2009.

In 2015, Proximus announced that it had achieved its 2020 GHG emissions goal 5 years ahead of schedule and began to consider how it should set its next goal. This led the company to set the goal of becoming climate neutral by 2016 for scope 1, 2, and 3 GHG emissions. Following COP21 in 2015, Proximus joined the “We mean business” coalition to reinforce its support for the need to arrive at an ambitious climate agreement. At the same time, the company committed to adopt science-based GHG emissions reductions goals, power 100% of its operations with renewable energy, and include climate change information in all its mainstream reporting.

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Then in 2016, Proximus had its GHG emissions goal endorsed as being consistent with the requirements set out by the Science-Based Targets initiative\(^1\). Despite already powering its operations with 100% renewable energy, Proximus joined the RE100 initiative to strengthen its internal GHG emissions reduction initiatives\(^2,3\). In 2017, Proximus announced that it had achieved its climate neutral goal through a combination of reducing GHG emissions and offsetting the rest\(^4\).

**What does context look like at Proximus?**

1. **ACKNOWLEDGE** the need to operate within global, regional, and/or local socio-ecological thresholds.

   GHG emissions: Proximus acknowledges that 15 of the 16 hottest years in history of the planet have been within the last century and that the excessive buildup of GHG emissions is a likely contributor\(^2\). The company commits to play a role in combatting climate change and aims to set an example for other companies by aligning its GHG emission reduction objectives with the objectives fixed by scientists at COP21 to keep global temperatures rises below 2°C\(^5\). Proximus commits to work with its value chain but has yet to commit to support them in their adherence to the limits associated with GHG emissions\(^5\).

   Other thresholds: Proximus acknowledges the importance of other socio-ecological issues including water, biodiversity, energy, waste, and fair compensation but does not yet discuss them with reference to thresholds.

2. **Transparently understand and PRIORITISE** a set of focus areas in relation to key socio-ecological trends at the global, regional, and/or local level.

   GHG emissions: Proximus appears to use what we call a ‘classic’ materiality approach whereby the company aims to align its sustainability priorities with the expectations of its external and internal stakeholders.

   GHG emissions: Proximus has been developing its understanding of where its GHG emission impacts arise within its business activities (Figure 1). However, it has yet to provide granular details of these impacts or explain if it is using this information to prioritise the actions it is taking.

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\(^1\) Science-Based Targets initiative
3 SET STRATEGY AND GOALS by transparently articulating the current performance gap and what portion of this gap the business will address.

GHG emissions: Proximus has committed to reduce its absolute scope 1 and 2 GHG emissions by 30% between 2015 and 2025 using a 2007 baseline. It has also committed to reduce its total scope 3 GHG emissions by 50% between 2014 and 2040, with an interim milestone target of a 10% reduction by 2025. Proximus does outline the assumptions that it used to determine its scope 1, 2, and 3 emissions data but it has yet to outline the specific methodology that it used to develop its contextual goal.

Other thresholds: Proximus has not yet set contextual goals in relation to any other thresholds.

4 Transparetly TRACK performance against realistic trajectory targets.

GHG emissions: Proximus has a history of reporting its performance against this threshold and presents this in a graphical form (Figure 2). The company has used this information to develop some trajectory targets that could be used to monitor its progress towards achieving its goal (Figure 3). The company has not stated if it intends to develop metrics or targets to monitor the effectiveness of its influence in supporting its value chain’s adherence to the limits of this threshold.
Figure 2: Proximus’ GHG emissions performance (scope 1 and 2) between 2010 and 2016.

Figure 3: Trajectories illustrating interim targets being used by Proximus to evaluate its progress towards its contextual GHG emissions goal.

Other thresholds: Proximus reports its performance against other socio-ecological issues including water, biodiversity, energy, waste, and fair compensation but does not yet report its progress in relation to their associated thresholds.
What is the road ahead for context at Proximus?

Proximus commented that its contextual GHG emissions goal is a useful management tool that has enabled it to gain credibility, strengthen its reputation, and demonstrate its responsibility. The approach has helped the company secure senior internal commitment towards its GHG emission reduction initiatives and it is now focusing on using the data to engage the rest of the company to get wider internal commitment to its goal. While the company has already been working to help its customers reduce their GHG emissions, it is now exploring ways in which it can expand on this commitment, specifically through the collection and recycling of obsolete electronic devices and equipment.