

A hand holding a smartphone, with a bokeh background of colorful circles. The text is overlaid on the image.

# **Proximus – Vision of a shipper and logistics service provider**

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**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.



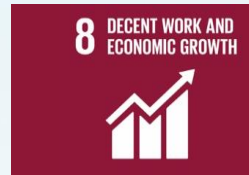
We contribute to the economic, social and environmental development of the society in which we operate.

# 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



Self driving vehicles



Predictive CPE maintenance



Advanced analytics and AI for S&OP

# City and eco friendly urban distribution

# The concept



## 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



## 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

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# Think Possible!

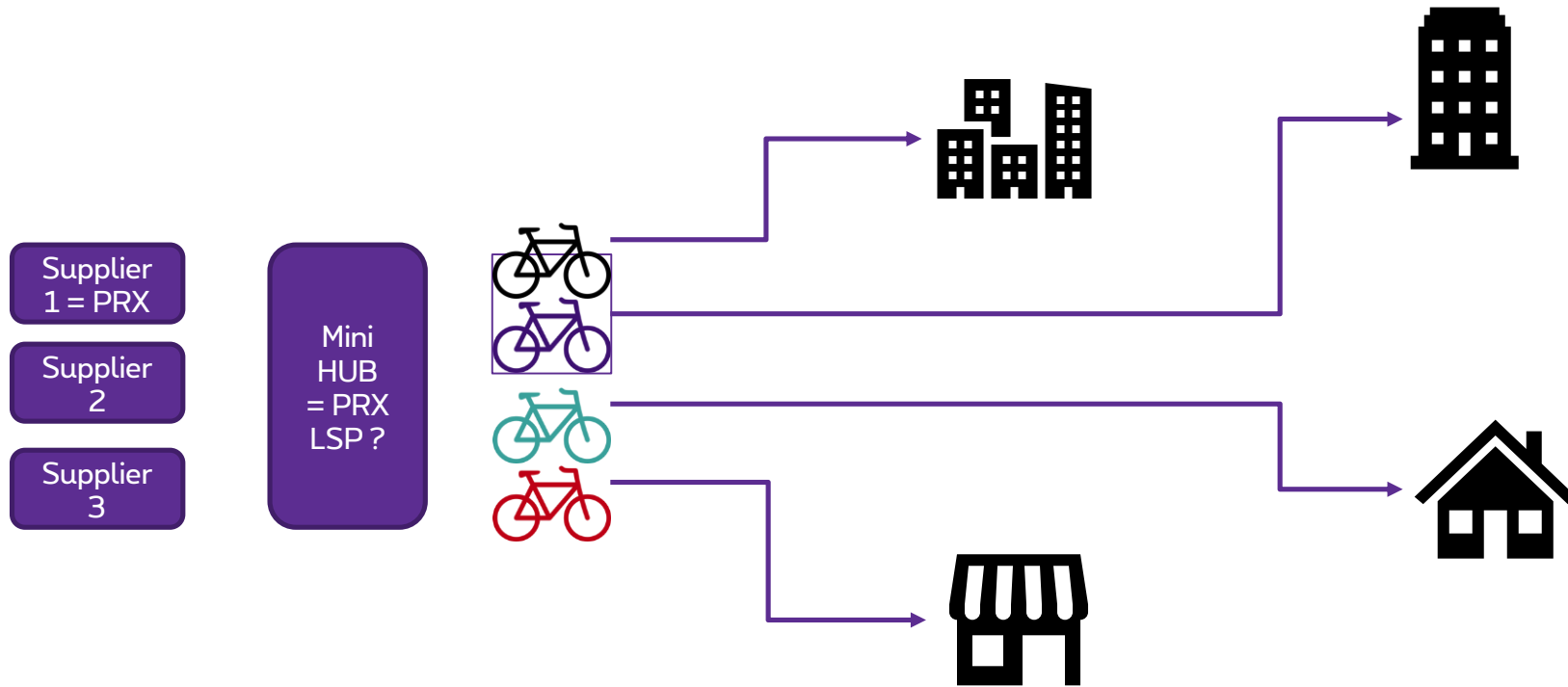
#WeAreProximus

Hans Schurmans

Director Logistic Operations



# Future model



# City Distribution



Sensitivity: Confidential



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