

# GRI INDEX

GRI code	Core or Additional indicator	Indicator	Details/reference
<b>PROFILE</b>			
Strategy and Analysis			
1.1		Statement from the most senior decision maker about the relevance of sustainability to the organization and its strategy	Foreword by the CEO, pp. 2–3
1.2		Key impacts, risks and opportunities	Foreword by the CEO, pp. 2–3 Who we are and what we do, pp. 6–9 Strategy 2011–2015, pp. 12–15 Chapter 1 Key social objectives and results, p. 18 Paragraph 1.1 Our vision: ICT is indispensable to a thriving, sustainable society, p. 19 Paragraph 1.2 Embedding corporate social policy within the organization, p. 21
Organizational profile			
2.1		Name of the organization	KPN
2.2		Primary brands, products, and/or services	Annual Report, Our activities and performance, pp. 22–33 Who we are and what we do, pp. 6–9
2.3		Operational structure	Annual Report, Corporate governance, pp. 36–43 and Our activities and performance, pp. 22–33 Who we are and what we do, Organizational structure, p. 6 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/company-profile/the-company/organization.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/company-profile/the-company/organization.htm</a>
2.4		Location of headquarters	The Hague
2.5		Number and names of countries where the organization operates	Annual Report, Our activities and performance, pp. 22–33 Who we are and what we do, pp. 6–9
2.6		Nature of ownership and legal form	Annual Report, Corporate Governance, p. 36 Who we are and what we do, the KPN organization, p. 8
2.7		Markets served	Annual Report, Our activities and performance, pp. 22–33 Who we are and what we do, pp. 6–9
2.8		Scale of the organization	Annual Report, Consolidated Statement of Income, p. 72 Key figures, pp. 10–11
2.9		Significant changes during the reporting period regarding size, structure, or ownership	Annual Report, note 27, p. 117 Who we are and what we do, pp. 6–9 Chapter 7 Scope, p. 66
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Report Parameters			
Report profile			
3.1		Reporting period	January 1, 2011–December 31, 2011
3.2		Date of most recent previous report	February 22, 2011
3.3		Reporting cycle	Annual
3.4		Contact point for questions regarding the report or its contents	<a href="mailto:mvo@kpn.com">mvo@kpn.com</a>

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Report scope and boundary			
3.5		Process for defining report content	Chapter 7 Scope, p. 66
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3.7		Limitations on the scope or boundary of the report	Chapter 7 Scope, p. 66
3.8		Basis for reporting that can significantly affect comparability	Chapter 7 Scope, p. 66
3.9		Data measurement techniques and the bases of calculations	Chapter 7 Scope, p. 66
3.10		Effect of any re-statements of information provided in earlier reports	Chapter 7 Scope, p. 66
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3.12		Table with GRI content index	<a href="http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-reports.htm">http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-reports.htm</a>
Assurance			
3.13		Policy and current practice with regard to seeking external assurance for the report	Chapter 7 Scope, p. 66 Chapter 8 Independent assurance report, p. 67
Governance, Commitments and Engagement			
Governance structure			
4.1		Governance structure	Annual Report, Corporate Governance, pp. 36–43 Who we are and what we do, the KPN organization, p. 8 Paragraph 1.2 Embedding corporate social policy within the organization, p. 21
4.2		Function of the Chair of the highest governance body	Annual Report, Corporate Governance, pp. 36–43 Who we are and what we do, the KPN organization, p. 8
4.3		Number and gender of members of the highest governance body that are independent and/or non-executive members, including committees.	Annual Report, Corporate Governance, pp. 36–43
4.4		Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Annual Report, Corporate Governance, pp. 36–43
4.5		Linkage between compensation for members of the highest governance body, senior managers and executives and the organization's performance (including social and environmental performance).	Annual Report, Remuneration and Organizational Development Report, pp. 59–70 Paragraph 1.2 Embedding corporate social policy within the organization, p. 21
4.6		Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Annual Report, Remuneration and Organizational Development Report, Duties and activities of the Committee, p. 62
4.7		Process for determining the composition, the qualifications and expertise of the members of the highest governance body and relevant committees.	Annual Report, Corporate Governance, pp. 36–43

GRI code	Core or Additional indicator	Indicator	Details/reference
4.8		Statements of mission or values, codes of conduct and principles relevant to economic, environmental, and social performance	<p><b>Company Code and Whistleblower Policy</b></p> <p>KPN's company code is designed to ensure that KPN acts in an ethically responsible fashion and according to law. The code is based on our core values: personal, trustworthy and simple. These core values form the basis of our day-to-day operations and apply to all our business processes and external contacts.</p> <p>In order to facilitate application of the company code in our employees' day-to-day operations we have formulated supporting codes covering four clusters which provide concrete rules of conduct for specific areas:</p> <ol style="list-style-type: none"> <li>1) integrity</li> <li>2) competition</li> <li>3) insider trading</li> <li>4) safety and information security.</li> </ol> <p>Supplementing the codes of conduct KPN has a whistleblower procedure, an integrity review protocol and a policy on fraud. The whistleblower procedure permits employees to report cases of fraud, suspicion of fraud, non-compliance with the rules or lapses in ethical conduct. These reports may be made anonymously and may be made in writing (by letter or on the internet) or via the Integrity Line, from inside or outside the Netherlands and in various languages.</p> <p>The company code and whistleblower policy can be found at <a href="http://www.kpn.com/corporate/aboutkpn/investor-relations/corporate-governance/Company-Code.htm">http://www.kpn.com/corporate/aboutkpn/investor-relations/corporate-governance/Company-Code.htm</a>.</p> <p><b>Supplier Company Code</b></p> <p>KPN attempts to promote sustainability down the supply chain by purchasing from suppliers that comply with our labor and environmental criteria. Our Supplier Company Code (SCC; available on <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a>) sets down our social and environmental requirements. This code is based on the values set out in the United Nations Charter and on the core conventions of the International Labor Organization (ILO). We expect our suppliers in turn to request their own suppliers to comply with the code. This is set down in the code and its objective is to push further down the supply chain.</p> <p>Who we are and what we do, pp. 6–9  Paragraph 1.1 Our vision: ICT is vital to a thriving, sustainable society, p.19  Paragraph 1.2 Embedding corporate social policy within the organization, p. 21  Paragraph 1.6 Security and privacy, pp. 26–28  Paragraph 1.7 Compliance and integrity, pp. 28–29</p>
4.9		Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance	<p>Annual Report, Risk Management, pp. 44–49</p> <p>Who we are and what we do, pp. 6–9  Paragraph 1.2 Embedding corporate social policy within the organization, p. 21</p>
4.10		Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	<p>Annual Report, Remuneration and Organizational Development Report, pp. 59–70</p> <p>Paragraph 1.2 Embedding corporate social policy within the organization, p. 21</p>

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Commitments to external initiatives			
4.11		Application of the precautionary principle	Annual Report, Risk Management, pp. 44–49
4.12		Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses	<p>Every man, woman and child, wherever they are in the world, has fundamental human rights. KPN respects and subscribes to the fundamental human rights laid down in international agreements such as the UN Declaration of Human Rights.</p> <p>KPN has signed the United Nations Global Compact. We thereby endorse the ten principles of this initiative and we have undertaken to respect human rights, to offer good labor conditions and to make an active contribution to environmental protection and anti-corruption. Every year, KPN will issue a progress report in relations to the Global Compact as part of the Sustainability Report. Details will be given in that report of the measures that have been taken to implement the ten principles.</p> <p>KPN applies the internationally recognized minimum social standards according to the International Labor Organization (ILO) and the OECD in her relations with suppliers, business partners and third parties.</p>
4.13		Memberships in associations and/or national/international advocacy organizations	<p>As part of the policy on sustainability, KPN actively participates in national and international networks. It helps to be able to compare our social performance with that of other companies and to strengthen it by interchanging experiences and ideas.</p> <p>KPN is a member of many networks, including:</p> <ul style="list-style-type: none"> <li>• GeSi</li> <li>• ETNO</li> <li>• Green Grid</li> <li>• Teleworking Forum</li> <li>• Global Compact</li> <li>• Mobility Management Task Force</li> <li>• Mijn Kind Online is Founding Partner of Digivaardig &amp; Digibewust.</li> </ul> <p>We also aim to cooperate in social projects in markets in which we are active. For example, the subsidiary KPN Group Belgium is a partner of UNIZO (Unie van Zelfstandige Ondernemingen). KPN's German subsidiary E-Plus is associated with:</p> <ul style="list-style-type: none"> <li>• Verband der Anbieter von Telekommunikations-und Mehrwertdiensten</li> <li>• M2M Alliance</li> <li>• Next Generation Mobile Network Allianz</li> <li>• Digitale Stadt Düsseldorf</li> <li>• Freiwillige Selbstkontrolle Multimedia-Diensteanbieter</li> <li>• Informationszentrum Mobilfunk</li> <li>• Stiftung Digitale Chancen.</li> </ul> <p><a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/company-profile/the-company/Memberships.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/company-profile/the-company/Memberships.htm</a></p>

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<b>Stakeholder engagement</b>			
4.14		List of stakeholder groups engaged by the organization.	Paragraph 1.3 In discussion with our stakeholders, pp. 22–24 Chapter 7 Scope, p. 66
4.15		Identification and selection of stakeholders	<p>KPN selects stakeholders based on their relevance to the IT industry and to KPN's CSR themes. They are also organizations or persons (or their representatives) with whom we have a formalized contractual or business relationship, such as customers, investors, employees and suppliers. A major additional criterion is whether they had previously indicated their desire to be involved in KPN's CSR policy.</p> <p>The other category of stakeholders concerns social organizations with which we do not have a business relationship, but whose views we value because KPN's activities impact on the interests they represent. We very much wish to engage in dialog with authoritative, influential organizations, such as the World Wildlife Fund or the Nationaal Ouderenfonds, an organization representing senior citizens in the Netherlands. It exceeds our capacity to open up the dialog to every social organization that works on a particular subject.</p> <p>Paragraph 1.3 In discussion with our stakeholders, pp. 22–24 Chapter 7 Scope, p. 66</p>
4.16		Approaches to stakeholder engagement.	Paragraph 1.3 In discussion with our stakeholders, pp. 22–24
4.17		Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded	Paragraph 1.3 In discussion with our stakeholders, pp. 22–24
<b>PERFORMANCE INDICATORS</b>			
<b>Economic performance indicators</b>			
		Management approach	Annual Report, Group performance and outlook 2012, pp. 18–21 Strategy 2011–2015, pp.12–15 Who we are and what we do, pp. 6–9
<b>Economic performance</b>			
EC1		Direct economic value generated and distributed	Annual Report, Group performance and outlook 2012, pp. 18–21 and Our activities and performance, pp. 22–33 Key figures, pp. 10–11 Who we are and what we do, pp. 6–9 Section 5.4 Sponsoring, p. 55
EC2		Financial implications and other risks and opportunities for the organization's activities due to climate change	Chapter 4 Energy-efficient, pp. 44–49  This indicator supports Principle 7 of the UN Global Compact.
EC3		Coverage of the organization's defined benefit plan obligations	Annual Report, Group performance and outlook 2012, Pension position, p. 20
EC4		Significant financial assistance received from the government	KPN does not receive any significant financial assistance from the government.
<b>Market presence</b>			
EC5		Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	<p>KPN operates primarily Western European countries (92% based on a FTE calculation) and complies with the legal minimum wage requirements. This indicator is therefore not material.</p> <p>This indicator supports Principle 1 of the UN Global Compact.</p>
EC6		Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	This indicator is not reported. KPN is a service provider. KPN has nowhere any activities that impact significantly on the local economy.
EC7		Procedures for local hiring	<p>KPN has no specific procedures for local hiring.</p> <p>This indicator supports Principle 6 of the UN Global Compact.</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
Indirect economic impacts			
EC8		Development and impact of infrastructure investments and services provided primarily for public benefit	KPN operates primarily Western European countries (92% based on FTE coverage) and is a service provider. This indicator is therefore not material.
Environmental Performance Indicators			
		Management approach	<p>Care for the environment is an integral part of KPN's business operations. Our environmental policy focuses on making our products and services sustainable (in line with the people-planet-profit principle). The environmental policy is set out in our environmental statement. KPN aspires to limit the environmental impact of its products and services, from the production phase to the waste phase. The responsible use of energy is at the forefront of this.</p> <p>The ICT industry is one of the world's major energy consumers. Our sector is directly responsible for two per cent of global CO<sub>2</sub> emissions. The ICT industry sells millions of mobile phones and IT equipment that put a burden on scarce natural resources. We also know that the use of ICT resources is more likely to expand than decline in the future. KPN sees it as its responsibility as market leader to promote energy savings and innovation in the chain. We are convinced that the ICT industry can use less energy. But the greatest contribution ICT is making to an energy-efficient world comes from the IT solutions in other sectors. KPN believes in green ICT and makes sure it happens by maximizing energy efficiency while reducing its CO<sub>2</sub> emissions. On the other hand we can enable others to use energy more efficiently and cut down on their emissions by offering them our products and services. This is the case, for example, when implementing software that improves logistic processes and for our products and services that cut down on car mileage in the area of the New Way of Working.</p> <p>KPN aims to be climate neutral by 2020. This means that on balance we will cease to emit any CO<sub>2</sub>. We wish to achieve this through a number of steps, such as saving on energy, increasing the energy efficiency of our network and data centers and using green energy. CO<sub>2</sub> compensation is the last step.</p> <p>Chapter 4 Energy-efficient, pp. 44–49</p> <p>This management approach supports Principles 7, 8 and 9 of the UN Global Compact.</p>
Materials			
EN1	Core	Total amount of materials used by weight and volume	<p>Appendix 2 Core environmental data, Appendices, p. 9</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
EN2	Core	Percentage of materials used that are composed of waste from external sources	<p>Appendix 2 Core environmental data, Appendices, p. 9</p> <p>This indicator supports Principles 8 and 9 of the UN Global Compact</p>
Energy			
EN3	Core	Direct energy consumption by primary energy source	<p>Appendix 2 Core environmental data, Appendices, pp. 7 and 9</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
EN4	Core	Indirect energy consumption by primary source	<p>Paragraph 4.3 Saving on energy at KPN, pp. 45–46</p> <p>Appendix 2 Core environmental data, Appendices, pp. 7 and 9</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
EN5	Additional	Energy saved due to conservation and efficiency improvements	<p>Chapter 4 Energy-efficient, Objectives and results, p. 44</p> <p>Paragraph 4.3 Saving on energy at KPN, pp. 45–46</p> <p>This indicator supports Principles 8 and 9 of the UN Global Compact</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
EN6	Additional	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions achieved	Chapter 4 Energy-efficient, Objectives and results, p. 44 Paragraph 4.2 Solutions for customers, p. 45 Paragraph 4.3 Saving on energy at KPN, pp. 45–47  This indicator supports Principles 8 and 9 of the UN Global Compact
EN7	Additional	Initiatives to reduce indirect energy consumption and reductions achieved	Chapter 4 Energy-efficient, Objectives and results, p. 44 Paragraph 4.2 Solutions for customers, p. 45 Paragraph 4.3 Saving on energy at KPN, pp. 45–47  This indicator supports Principles 8 and 9 of the UN Global Compact
Water			
EN 8	Core	Total water withdrawal by source	Appendix 2 Core environmental data, Appendices, p. 9  This indicator supports Principle 8 of the UN Global Compact.
Biodiversity			
EN11	Core	Location and size of land owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	KPN's activities are assessed for their possible impact on biodiversity. This analysis shows that most of KPN's activities have either no impact or only a negligible impact on biodiversity. KPN takes measures to diminish any expected effects. If KPN undertakes activities in or close to vulnerable ecosystems, their impact on biodiversity is part of the legal procedure.
EN12	Core	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	This indicator supports Principle 8 of the UN Global Compact.
Emissions, effluents and waste			
EN16	Core	Total direct and indirect greenhouse gas emissions by weight	Paragraph 4.3 Saving on energy at KPN, pp. 45–47 Appendix 2 Core environmental data, Appendices, p. 8  This indicator supports Principle 8 of the UN Global Compact.
EN17	Core	Other relevant indirect greenhouse gas emissions by weight	KPN's activities do not cause any significant emissions or other greenhouse gases of importance.  This indicator supports Principle 8 of the UN Global Compact.
EN18	Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved	Paragraph 4.3 Saving on energy at KPN, pp. 45–47 Appendix 2 Core environmental data, Appendices, pp. 7–9  This indicator supports Principles 7, 8 and 9 of the UN Global Compact.
EN19	Core	Emissions of ozone-depleting substances by weight	Appendix 2 Core environmental data, Appendices, p. 9  This indicator supports Principle 8 of the UN Global Compact.
EN20	Core	NO, SO, and other significant air emissions by type and weight	KPN's activities do not cause any significant emissions of these gases.  This indicator supports Principle 8 of the UN Global Compact.
EN21	Core	Total water discharge by quality and destination	Appendix 2 Core environmental data, Appendices, p. 9 KPN uses mostly mains water for its office and for cooling its data centers. This is drained away via the sewer system.  This indicator supports Principle 8 of the UN Global Compact.
EN22	Core	Total weight of waste by type and disposal method	Appendix 2 Core environmental data, Appendices, p. 9  This indicator supports Principle 8 of the UN Global Compact.
EN23	Core	Total number and volume of significant spills	This indicator is not material for KPN. KPN is a service provider with primarily an office orientation. KPN's activities do not cause any significant leakages that might damage the surrounding area.  This indicator supports Principle 8 of the UN Global Compact.

GRI code	Core or Additional indicator	Indicator	Details/reference
<b>Products and services</b>			
EN26	Core	Initiatives to compensate the environmental impact of products and services and the magnitude of such compensation	<p>Paragraph 4.3 Saving on energy at KPN, pp. 45–47 Appendix 2 Core environmental data, Appendices, pp. 7–9</p> <p>This indicator supports Principles 7, 8 and 9 of the UN Global Compact.</p>
EN27	Core	Percentage of products and their packaging materials that are reclaimed by category	<p>Paragraph 4.5 Challenges and dilemmas, p. 48 Appendix 2 Core environmental data, Appendices, p. 9</p> <p>KPN enables customers to dispose of their old mobile phones by handing in to our stores or sending them off free of charge for reuse or recycling. Other products are not reclaimed.</p> <p>This indicator supports Principles 8 and 9 of the UN Global Compact</p>
<b>Compliance</b>			
EN28	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	<p>Paragraph 1.7 Compliance and integrity, pp. 28–29</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
<b>Transport</b>			
EN29	Additional	Significant environmental impacts of transporting products and other goods and materials used for the organization's activities, and of transporting members of the workforce	<p>Paragraph 3.3 The New Way of Working at KPN, p. 40 Paragraph 4.3 Saving on energy at KPN, pp. 45–47 Appendix 2 Core environmental data, Appendices, pp. 7–9</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
<b>Labor Practices and Decent Work</b>			
		Management approach	<p>We want our employees to take pride in KPN and feel involved in the company. We want the best and brightest to choose KPN because KPN offers them the best chances of development. KPN believes that we can reinforce this pride and involvement through corporate social responsibility. A key building block supporting our policy of motivating and keeping our people involved in KPN consists of giving them the space to work as a volunteer on the social projects run by the KPN Mooiste Contact Fonds. We make efforts to multiply our employees' range of abilities, for example by training. We promote diversity in our workforce.</p> <p><b>Diversity</b> KPN wants its workforce to be a reflection of society. We also want more groups in society to perceive us as an attractive employer. This will widen our ability to recruit the cream of talent. The trend towards an aging population emphasizes the importance of the company being able to attract the widest range of people. Greater diversity means attracting – and retaining – more women, more people from a variety of cultural backgrounds, people with a physical impairment and older people.</p> <p><b>Deployability</b> Its purpose is to ensure our employees' skills remain up to standard and to improve them, thus enhancing their deployability, whether or not within KPN Nederland. This fits in with our belief that the contributions made by our employees come from their skills. Nowadays there is less value to having a fixed job lasting the one's entire working life. Attention has shifted to the skills and deployability of employees as affording them maximum security in terms of ensuring their position on the labor market, both now and in the future.</p> <p><b>Occupational Health and Safety</b> KPN cares passionately about guaranteeing safe working conditions. The KPN Security department makes and carries out the policy for this. The HR department coordinates and facilitates the health and vitality policy.</p>

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			<p>The divisional Human Resources (HR) departments run these arrangements and programs. All major operations have their own HR department which advises line management and corporate departments on HR issues. Line management bears operational responsibility for ensuring that we really are a good employer. At KPN group level Corporate HR is responsible for initiating projects and new policy initiatives relevant to our segments. Regular joint discussions are held with HR staff members to review policy development in order to foster consistency in HR policy at KPN.</p> <p>Paragraph 6.1 Our people, pp. 61–64</p> <p>This management approach supports Principles 1, 3 and 6 of the UN Global Compact.</p>
		<b>Employment</b>	
LA1	Core	Total workforce by employment type, employment contract and region	<p>Paragraph 6.1 Our people, pp. 61–64</p> <p>Appendix 1 Core social data, Appendices, pp. 1–3</p>
LA2	Core	Total number of new employees and rate of employee turnover	<p>Section 6.1 Our people, p. 61</p> <p>Appendix 1 Core social data, Appendices, p. 5</p> <p>This indicator supports Principle 6 of the UN Global Compact.</p>
LA15	Core	Percentage of employees that return after maternity leave or parental leave, listed according to gender.	Paragraph 6.1 Our people, p. 63
		<b>Labor/Management Relations</b>	
LA4	Core	Percentage of workers covered by a collective bargaining agreement	<p>Appendix 1 Core social data, Appendices, p. 4</p> <p>This indicator supports Principles 1 and 3 of the UN Global Compact</p>
LA5	Core	Minimum notice period(s) regarding operational changes	<p>In cases of significant organizational changes KPN tries to give people proper advance notice. Wherever this is set down within KPN, notice varies between 1 and 6 weeks.</p> <p>This indicator supports Principle 3 of the UN Global Compact.</p>
		<b>Occupational Health and Safety</b>	
LA7	Core	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and gender	<p>Paragraph 6.1 Our people, pp. 63–64</p> <p>Appendix 1 Core social data, Appendices, p. 6</p> <p>This indicator supports Principle 1 of the UN Global Compact.</p>
LA8	Core	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious illness	<p>Paragraph 6.1 Our people, pp. 63–64</p> <p>This indicator supports Principle 1 of the UN Global Compact.</p>
		<b>Training and education</b>	
LA10	Core	Average hours of training per year per employee by gender and employee category	Appendix 1 Core social data, Appendices, p. 5
LA11	Additional	Programs for skills management and lifelong learning	Paragraph 6.1 Our people, pp. 61–64
		<b>Diversity and Equal Opportunity</b>	
LA13	Core	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other diversity indicators	<p>Paragraph 6.1 Our people, pp. 62–63</p> <p>Appendix 1 Core social data, Appendices, pp. 2–4</p> <p>This indicator supports Principles 1 and 6 of the UN Global Compact</p>
LA14	Core	Relationship between basic salaries and remuneration of men and women per employee category and per significant operating location.	<p>Section 6.1 Our people, p. 63</p> <p>This indicator supports Principles 1 and 6 of the UN Global Compact.</p>

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Human Rights			
		Management approach	<p>KPN respects and subscribes to the fundamental human rights laid down in international agreements such as the UN Declaration of Human Rights. KPN undertakes to honor the human rights of its employees and customers. Some of the business we conduct, as is the case with Getronics International, is performed in countries where guarantees of compliance with human rights requirements are less watertight than is the case for our home markets in Europe. It is specifically the case that KPN's corporate code applies to these operations. They are obliged to adhere to the law and the ethical values concerning the approach to be taken to employees and staff.</p> <p>KPN employees can put any queries they may have about the content and observance of the company code to the Security &amp; Integrity Helpdesk. The helpdesk is open 24 hours a day, 7 days a week. A Compliance Officer who can help employees with questions has been appointed for every supporting code. Employees can report cases of undesirable conduct to the help desk. The category includes sexual harassment and intimidation, aggressive behavior, discrimination and bullying. Reports may be made anonymously if desired. Employees may also report cases of working relationships that have gone badly wrong. If needed and desired, they are referred to a confidential adviser. The type of measure is determined on a case by case basis. The company code and the supporting codes lay down possible measures that may consist of a warning, a reprimand, suspension, removal from function or dismissal. In principle, cases of fraud, theft and serious or repeated violation of the rules will result in dismissal.</p> <p>We expect our suppliers also to respect human rights. Our Suppliers Company Code sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers.</p> <p>Paragraph 1.7 Compliance and integrity, pp. 28–29 Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This management approach supports Principles 1 and 2 of the UN Global Compact.</p>
Investment and procurement practices			
HR1	Core	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening	<p>Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.</p>
HR2	Core	Percentage of significant suppliers, contractors and other business partners that have undergone screening on human rights and actions taken	<p>Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.</p>
HR3	Core	Total number of hours of training for employees regarding, and percentage of employees trained in, policy relating to aspects of human rights that are relevant to the company's activities.	<p>KPN respects and subscribes to the fundamental human rights laid down in international agreements such as the UN Declaration of Human Rights. KPN undertakes to honor the human rights of its employees and customers. Some of the business we conduct, as is the case with Getronics International, is performed in countries where guarantees of compliance with human rights requirements are less watertight than is the case for our home markets in Europe. It is specifically the case that KPN's corporate code applies to these operations. They are obliged to adhere to the law and the ethical values concerning the approach to be taken to employees and staff.</p> <p>Paragraph 1.7 Compliance and integrity, pp. 28–29</p> <p>This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
Non-discrimination			
HR4	Core	Total number of incidents of discrimination and corrective actions taken	<p>KPN employees can put any queries they may have about the content and observance of the company code to the Security &amp; Integrity Helpdesk. Employees can report cases of undesirable conduct to the help desk. The category includes sexual harassment and intimidation, aggressive behavior, discrimination and bullying. Reports may be made anonymously if desired. Employees may also report cases of working relationships that have gone badly wrong. If needed and desired, they are referred to a confidential adviser.</p> <p>In 2011, three cases of discrimination were reported to KPN. Disciplinary measures are taken against employees who do not comply with the company codes and sub codes. The type of measure is determined on a case by case basis. The company code and the supporting codes lay down possible measures that may consist of a warning, a reprimand, suspension, removal from function or dismissal. In principle, cases of fraud, theft and serious or repeated violation of the rules will result in dismissal.</p> <p>This indicator supports Principles 1, 2 and 6 of the UN Global Compact.</p>
Freedom of association and collective bargaining			
HR5	Core	Operations identified whose right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	<p>KPN operates primarily Western European countries (92% based on FTE) where freedom of expression is protected under the Works Council Act and the right to trade union membership.</p> <p>Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This indicator supports Principles 1, 2 and 3 of the UN Global Compact.</p>
Child labor			
HR6	Core	Operations identified as having significant risk for incidents of child labor, and measures to contribute to the elimination of all forms of child labor.	<p>KPN respects and subscribes to the fundamental human rights laid down in international agreements such as the UN Declaration of Human Rights. KPN undertakes to honor the human rights of its employees and customers.</p> <p>Some of the business we conduct, as is the case with Getronics International, is performed in countries where guarantees of compliance with human rights requirements are less watertight than is the case for our home markets in Europe. It is specifically the case that KPN's corporate code applies to these operations. They are obliged to adhere to the law and the ethical values concerning the approach to be taken to employees and staff.</p> <p>We expect our suppliers also to respect human rights. Our Suppliers Company Code sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers.</p> <p>Paragraph 1.7 Compliance and integrity, pp. 28–29 Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This indicator supports Principles 1, 2 and 5 of the UN Global Compact.</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
Forced and compulsory labor			
HR7	Core	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	<p>KPN respects and subscribes to the fundamental human rights laid down in international agreements such as the UN Declaration of Human Rights. KPN undertakes to honor the human rights of its employees and customers.</p> <p>Some of the business we conduct, as is the case with Getronics International, is performed in countries where guarantees of compliance with human rights requirements are less watertight than is the case for our home markets in Europe. It is specifically the case that KPN's corporate code applies to these operations. They are obliged to adhere to the law and the ethical values concerning the approach to be taken to employees and staff.</p> <p>We expect our suppliers also to respect human rights. Our Suppliers Company Code sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers.</p> <p>Paragraph 1.7 Compliance and integrity, pp. 28–29 Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This indicator supports Principles 1, 2 and 4 of the UN Global Compact.</p>
Assessment			
HR10	Core	Percentage and total number of operations that have been subject to human rights assessments.	<p>KPN respects and subscribes to the fundamental human rights laid down in international agreements such as the UN Declaration of Human Rights. KPN undertakes to honor the human rights of its employees and customers.</p> <p>No human rights assessments of business units' operations are being made. Some of the business we conduct, as is the case with Getronics International, is performed in countries where guarantees of compliance with human rights requirements are less watertight than is the case for our home markets in Europe. It is specifically the case that KPN's corporate code applies to these operations. They are obliged to adhere to the law and the ethical values concerning the approach to be taken to employees and staff.</p>
Remediation			
HR11	Core	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	<p>KPN employees can put any queries they may have about the content and observance of the company code to the Security &amp; Integrity Helpdesk. Employees can report cases of undesirable conduct to the help desk. The category includes sexual harassment and intimidation, aggressive behavior, discrimination and bullying. Reports may be made anonymously if desired. Employees may also report cases of working relationships that have gone badly wrong. If needed and desired, they are referred to a confidential adviser. Disciplinary measures are taken against employees who do not comply with the company codes and sub codes. The type of measure is determined on a case by case basis. The company code and the supporting codes lay down possible measures that may consist of a warning, a reprimand, suspension, removal from function or dismissal. In principle, cases of fraud, theft and serious or repeated violation of the rules will result in dismissal.</p> <p>No grievances related to human rights violations were submitted to KPN in 2011.</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
Community Performance Indicators			
		Management approach	<p><b>Company Code and Whistleblower Policy</b></p> <p>KPN's company code is designed to ensure that KPN acts in an ethically responsible fashion and according to law. The code is based on our core values: personal, trustworthy and simple. These core values form the basis of our day-to-day operations and apply to all our business processes and external contacts. The Supplier Company Code translates our CSR policy down the supply chain.</p> <p>In order to facilitate application of the company code in our employees' day-to-day operations we have formulated supporting codes covering four clusters which provide concrete rules of conduct for specific areas:</p> <ol style="list-style-type: none"> <li>1) integrity</li> <li>2) competition</li> <li>3) insider trading</li> <li>4) safety and information security.</li> </ol> <p>KPN employees can put any queries they may have about the content and observance of the company code to the Security &amp; Integrity Helpdesk. The helpdesk is open 24 hours a day, 7 days a week. A Compliance Officer who can help employees with questions has been appointed for every supporting code. Employees can report cases of undesirable conduct to the help desk. The category includes sexual harassment and intimidation, aggressive behavior, discrimination and bullying. Reports may be made anonymously if desired. Employees may also report cases of working relationships that have gone badly wrong. If needed and desired, they are referred to a confidential adviser. The type of measure is determined on a case by case basis. The company code and the supporting codes lay down possible measures that may consist of a warning, a reprimand, suspension, removal from function or dismissal. In principle, cases of fraud, theft and serious or repeated violation of the rules will result in dismissal.</p> <p>The Security &amp; Integrity Helpdesk collects and records reports and data in the area of security, safety (including industrial accidents) and integrity. It is important for KPN that this information is channeled to a central point. Analyses are made of the reports that have been recorded and these are used to take measures to limit harm and prevent recurrence.</p> <p>Supplementing the codes of conduct KPN has a whistleblower procedure, an integrity review protocol and a policy on fraud. The whistleblower procedure permits employees to report cases of fraud, suspicion of fraud, non-compliance with the rules or lapses in ethical conduct. These reports may be made anonymously and may be made in writing (by letter or by or on the internet) or via the Integrity Line, from inside or outside the Netherlands and in various languages.</p> <p><b>Supplier Company Code</b></p> <p>KPN attempts to promote sustainability down the supply chain by purchasing from suppliers that comply with our labor and environmental criteria. Our Supplier Company Code (SCC; available on <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a>) sets down our social and environmental requirements. This code is based on the values set out in the United Nations Charter and on the core conventions of the International Labor Organization (ILO). We expect our suppliers in turn to request their own suppliers to comply with the code. This is set down in the code and its objective is to push further down the supply chain.</p> <p>For more information about suppliers and CRS please visit <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p>

GRI code	Core or Additional indicator	Indicator	Details/reference
Community Performance Indicators			
			<p><b>Compliance with the Telecommunications Act</b></p> <p>The Telecommunications Act and the relevant secondary legislation incorporate rules that apply to KPN. KPN attaches great importance to proper compliance with this legal and regulatory framework. A key element within our compliance activities is the Compliance Risk Assessment (CRA), a method for defining and managing the risks of a breach of the Telecommunications Act. This audit structure uses the same method that we use for our financial audit. KPN's Group Compliance Officer is responsible for supervising the CRA, for promoting and measuring compliance awareness and for taking any measures designed to ensure compliance with the Telecommunications Act.</p> <p>The Dutch Independent Post and Telecommunications Authority, OPTA, supervises compliance with the Telecommunications Act. OPTA may decide to impose fines or other penalties where it has observed a violation, but the legality of decisions taken by OPTA is always subject to judicial review.</p> <p>The Compliance Charter that we drew up in 2008 together with OPTA forms the guideline for the way in which we promote awareness of this Act within the company. KPN reports regularly to OPTA about the operation of its compliance program on the basis of clearly measurable performance indicators. In addition, agreements have been reached with OPTA about the manner in which KPN is to report any violations of the Act that KPN itself has observed and about the approach to be taken in case of any difference of interpretation.</p> <p><b>Public policy</b></p> <p>Two KPN departments, the Public Affairs and the Regulatory &amp; European Affairs Departments, are responsible for formulating positions on public issues and for coordinating KPN's lobbying. These departments are part of the Corporate Legal &amp; Regulatory Department that itself is part of the Corporate Center and reports to the Board of Management. As and when this is needed or requested, KPN exchanges viewpoints with the Dutch government and the European Commission.</p> <p>Paragraph 1.7 Compliance and integrity, pp. 28–29 Chapter 6 Our people and suppliers, Objectives and results, p. 60 Paragraph 6.2 Our suppliers, pp. 64–65 <a href="http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm">http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm</a></p> <p>This management approach supports Principle 10 of the UN Global Compact.</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
Community			
SO1	Core	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	This indicator is not relevant to KPN, because nowhere does KPN have a significant negative impact on local economies as a result of its business activities.
SO9	Core	Operations with significant potential or actual negative impacts on local communities.	This indicator is not relevant to KPN, because nowhere does KPN have a significant negative impact on local economies as a result of its business activities.
SO10	Core	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	This indicator is not relevant to KPN, because nowhere does KPN have a significant negative impact on local economies as a result of its business activities.
Corruption			
SO2	Core	Percentage and total number of operations analyzed for risks related to corruption	In 2011 a fraud risk assessment was carried out at 68% (19 of the 28) of KPN's operations.  This indicator supports Principle 10 of the UN Global Compact.
SO3	Core	Percentage of employees trained in the organization's anti-corruption policies and procedures	Paragraph 1.7 Compliance and integrity, pp. 28–29  This indicator supports Principle 10 of the UN Global Compact.
SO4	Core	Actions taken in response to incidents of corruption	In 2011, there were 340 reports of corruption. KPN's policy in respect of fraud and corruption is set down in the company code and the supporting codes. Disciplinary measures are taken against employees who do not comply with the codes. The type of measure is determined on a case by case basis. The company code and the supporting codes lay down possible measures that may consist of a warning, a reprimand, suspension, removal from function or dismissal. In principle, cases of fraud, theft and serious or repeated violation of the rules will result in dismissal.  This indicator supports Principle 10 of the UN Global Compact.
Public policy			
SO5	Core	Public policy positions and participation in public policy development and lobbying	<b>Public policy</b> Two KPN departments, the Public Affairs and the Regulatory & European Affairs Departments, are responsible for formulating positions on public issues and for coordinating KPN's lobbying. These departments are part of the Corporate Legal & Regulatory Department that itself is part of the Corporate Center. As and when this is needed or requested, KPN exchanges viewpoints with the Dutch government and the European Commission.  Paragraph 1.3 In discussion with our stakeholders, pp. 22–24  This indicator supports all Principles of the UN Global Compact.
Anti-Competitive Behavior			
SO7	Additional	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes	Paragraph 1.7 Compliance and integrity, pp. 28–29
Compliance			
SO8	Core	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	Paragraph 1.7 Compliance and integrity, pp. 28–29

GRI code	Core or Additional indicator	Indicator	Details/reference
		Product responsibility	
		Management approach	<p><b>Telephones, transmission masts and health</b></p> <p>KPN is a service provider. The products linked to our services do not pose any significant health or safety risks and comply with all safety rules set by law. KPN is aware that issues exist with regard to mobile telecommunication masts and health risks. KPN wants mobile communication to be useful and enjoyable as well as safe and reliable. Consequently, KPN complies strictly with all the national and international regulations, as laid down in the Dutch Telecommunications Act (2003). KPN observes a wider safety margin than required by law. Exposure to radio waves emitted by our base stations is 200 times lower than the national and international thresholds. A survey carried out by the Dutch Radio Communications Agency shows that all the field strengths measured in the vicinity of GSM and UMTS transmission masts are well below the prevailing limits. It is possible for people to live their whole life close to base stations without any problem. More information on this topic and the survey can be found on the KPN web site (<a href="http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm">http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm</a>)</p> <p><b>Products, environment and safety</b></p> <p>KPN ensures that all products it puts on the market comply with the legal and regulatory framework applicable to the area of the environment and safety. Two EU Directives covering recycling and dangerous substances ("WEEE" and "RoHS") are of especial significance in this respect. As a member of the Stichting ICT-Milieu we ensure that our customers can hand in their discarded products at municipal collection points for processing and recycling. Stichting ICT-Milieu runs the IT collection system that was set up after the manufacturers themselves took on responsibility for collecting and processing discarded electrical and electronic equipment. The RoHS Directive lists the components that may be used in electrical and electronic equipment. KPN has incorporated these requirements in its contracts with the suppliers of the products we sell under our own brand. The product manuals and symbols featured on the consumer packaging advise consumers how these products can be used safely and in an environmentally friendly way. Getronics itself collects used IT equipment. A decision is made at the collection center as to which equipment is fit for reuse and which equipment can be dismantled with a view to further processing. Many of the materials and components can be reused.</p>

GRI code	Core or Additional indicator	Indicator	Details/reference
			<p><b>Privacy</b></p> <p>The nature of our service means that KPN Nederland has access to customers' personal data and information about voice and data traffic. KPN adheres to the applicable legislation and regulations when processing this customer data. Legal obligations also apply to our employee data. KPN has provided the Dutch Data Protection Authority with precise details of the kind of customer data that is used, to what end, and to which persons or bodies this information is provided. As well as the Personal Data Protection Act KPN Nederland, as a telecommunications service provider, complies with the privacy provisions of the Telecommunications Act. This mainly concerns the processing of personal data, traffic data and complementary security requirements but also its approach to services such as caller ID. KPN Nederland also has its own rules alongside and sometimes in addition to the statutory rules. Customers can, for example, choose to have an unlisted number: both ex-directory and not disclosed by the 0900/8008 directory inquiries service (also termed a confidential number). They can also prevent use of their personal details for direct marketing, telemarketing or from being passed on to third parties. Customers with privacy questions can call KPN's customer service department. KPN's Privacy Statement, available in Dutch on KPN's web site (<a href="http://www.kpn.com/privacy.htm">http://www.kpn.com/privacy.htm</a>), provides details of KPN's approach to working with customer data in the Netherlands. The privacy statement applies to all customers who purchase telephony, Internet or TV services from KPN or from one of its subsidiaries in the Netherlands and for all users of KPN web sites.</p> <p>Paragraph 1.6 Security and privacy, pp. 26–28 Paragraph 1.7 Compliance and integrity, pp. 28–29 Paragraph 4.5 Challenges and dilemmas, p. 49</p> <p>This management approach supports Principle 8 of the UN Global Compact.</p>
<b>Customer health and safety</b>			
PR1	Core	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	<p>Paragraph 4.5 Challenges and dilemmas, p. 49 <a href="http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm">http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm</a></p> <p>This indicator supports Principle 1 of the UN Global Compact.</p>
<b>Product and service labeling</b>			
PR3	Core	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	<p>KPN ensures that all products it puts on the market comply with the legal and regulatory framework applicable to the area of the environment and safety. Two EU Directives covering recycling and dangerous substances ("WEEE" and "RoHS") are of especial significance in this respect. As a member of the Stichting ICT-Milieu we ensure that our customers can hand in their discarded products at municipal collection points for processing and recycling. Stichting ICT-Milieu runs the IT collection system that was set up after the manufacturers themselves took on responsibility for collecting and processing discarded electrical and electronic equipment. The RoHS Directive lists the components that may be used in electrical and electronic equipment. KPN has incorporated these requirements in its contracts with the suppliers of the products we sell under our own brand. The product manuals and symbols featured on the consumer packaging advise consumers how these products can be used safely and in an environmentally friendly way. Getronics itself collects used IT equipment. A decision is made at the collection center as to which equipment is fit for reuse and which equipment can be dismantled with a view to further processing. Many of the materials and components can be reused.</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
PR5	Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Chapter 2 Quality of service, pp. 32–35

GRI code	Core or Additional indicator	Indicator	Details/reference
Marketing communications			
PR6	Core	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	The Telecommunications Act and the relevant secondary legislation incorporate rules that apply to KPN. KPN attaches great importance to proper compliance with this legal and regulatory framework. A key element within our compliance activities is the Compliance Risk Assessment (CRA), a method for defining and managing the risks of a breach of the Telecommunications Act. This audit structure uses the same method that we use for our financial audit. KPN's Group Compliance Officer is responsible for supervising the CRA, for promoting and measuring compliance awareness and for taking any measures designed to ensure compliance with the Telecommunications Act. The Dutch Independent Post and Telecommunications Authority, OPTA, supervises compliance with the Telecommunications Act. OPTA may decide to impose fines or other penalties where it has observed a violation, but the legality of decisions taken by OPTA is always subject to judicial review. The Compliance Charter that we drew up in 2008 together with OPTA forms the guideline for the way in which we promote awareness of this Act within the company. KPN reports regularly to OPTA about the operation of its compliance program on the basis of clearly measurable performance indicators. In addition, agreements have been reached with OPTA about the manner in which KPN is to report any violations of the Act that KPN itself has observed and about the approach to be taken in case of any difference of interpretation.
PR7	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.	Paragraph 1.7 Compliance and integrity, pp. 28–29
Customer privacy			
PR8	Additional	Total number of substantiated grievances regarding breaches of customer privacy and losses of customer data	<p>In 2011, 425 reports of privacy-related issues were received. KPN Nederland received 75 complaints about privacy. KPN's integrity experts review incident reports prompted by grievances, with the legal and regulatory framework being the first check made. The next step checks for violations of the KPN Company Code and of the relevant Supporting Codes. E-Plus Gruppe received 346 complaints about privacy. This rather high number is due to the sensitivity of privacy issues in Germany since Deutsche Telekom was in the news in 2009 regarding a privacy issue. Customers of E-Plus Gruppe can report grievances to a 'Customer Care Hotline'. The grievances are passed on to the company executive responsible for data protection. Four reports were received by KPN Group Belgium.</p> <p>Paragraph 1.6 Security and privacy, pp. 26–28</p> <p>This indicator supports Principle 1 of the UN Global Compact.</p>
Compliance			
PR9	Core	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	Paragraph 1.7 Compliance and integrity, pp. 28–29

GRI code	Core or Additional indicator	Indicator	Details/reference
TELECOMMUNICATIONS SECTOR SUPPLEMENT			
Provision of Access			
Access to telecommunications products and services			
PA1	Additional	Policy and activities for implementation of the telecommunications infrastructure and access to telecommunications products and services in remote and thinly-populated areas	This is not a relevant indicator for KPN as KPN has nationwide coverage in the countries where it operates.
PA2	Additional	Policy and activities to remove obstacles to access and use of telecommunications products and services	<p>KPN's function as a communications services provider means that it brings people together, but some people may find themselves left out and become socially isolated. KPN employees volunteer to work on projects of the KPN Mooiste Contact Fonds designed to help people who are lonely or in danger of losing contact with the people around them. This fund, which was founded by KPN, applies the following criteria when choosing projects:</p> <ul style="list-style-type: none"> <li>• social contact is the central theme</li> <li>• collaboration with individual, reputable partner organizations</li> <li>• existing, successful and small projects that deserve to be scaled up</li> <li>• a local character, across the whole of the Netherlands</li> <li>• possibility of deploying many KPN volunteers.</li> </ul> <p>Paragraph 1.5 Health care of the future, pp. 25–26 Paragraph 5.1 Our vision: our strength lies in connecting people, p. 53 Paragraph 5.2 KPN Mooiste Contact Fonds, p. 53–54</p>
PA3	Additional	Policy and activities for guaranteeing availability and reliability of telecommunications products and services and for quantifying time periods and locations of faults (if available).	<p>Paragraph 1.4 Our infrastructure, pp. 24–25 Paragraph 2.2 Improvement initiatives, pp. 33–34</p>
Customer relations			
PA8	Additional	Policy and activities for communicating externally over issues related to electromagnetic fields	Paragraph 4.5 Challenges and dilemmas, pp. 48–49 <a href="http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm">http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm</a>
PA9	Additional	Total investments made in research programs and activities relating to electromagnetic fields	
PA11	Additional	Initiatives to inform customers about options of products and applications that promote sustainable, efficient and environmentally friendly use.	<p>Paragraph 1.5 Healthcare of the future, pp. 25–26 Paragraph 3.2 Solutions for customers, pp. 39–40 Paragraph 4.2 Solutions for customers, p. 45</p>
Technical Applications			
Efficiency			
TA1	Additional	Examples of the resource efficiency of telecommunication products and services delivered	<p>Paragraph 1.5 Healthcare of the future, pp. 25–26 Paragraph 3.2 Solutions for customers, pp. 39–40</p>
TA2	Additional	Examples of telecommunication products, services and applications that have the potential to replace physical objects.	Paragraph 4.2 Solutions for customers, p. 45