

APPENDICES

APPENDIX 1. CORE SOCIAL DATA

Table 2: Total number of employees (in FTEs and numbers)

| | 2009 | | 2010 | | 2011 | |
|-------------------------|--------|--------|--------|--------|----------|----------|
| | FTE | number | FTE | number | FTE | Number |
| KPN Nederland | 11,944 | 13,172 | 11,080 | 12,177 | 18,571 | 19,875 |
| KPN Group Belgium | 561 | 581 | 773* | 795* | 810 | 828 |
| E-Plus | 2,846 | 3,078 | 2,577 | 2,782 | 4,690*** | 5,065*** |
| KPN Corporate Market** | 8,530 | 9,518 | 8,087 | 8,360 | – | – |
| Getronics International | 4,430 | 4,850 | 3,843 | 3,958 | 3,961 | 3,993 |
| Other participations | 4,837 | 5,120 | 4,238 | 4,607 | 2,909 | 3,141 |
| KPN Group | 33,148 | 36,319 | 30,599 | 32,679 | 30,941 | 32,902 |

* In 2010 KPN disposed of part of KPN Belgium. Another part was transferred to KPN Group Belgium. In 2009 KPN Belgium employees were recorded under 'Other participations'.

** As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

*** Part of SNT Germany was transferred to E-Plus in 2011. The employees of this division were recorded in 2009 and 2010 under 'Other participations'.

Table 3: Employee contract type (in % of total number of employees)

| | | 2009 | 2010 | 2011 |
|-------------------------|-----------|------|------|--------|
| KPN Nederland | Fixed | 90.7 | 91.9 | 91.4 |
| | Temporary | 9.3 | 8.1 | 8.6 |
| KPN Group Belgium | Fixed | 99.7 | 99.9 | 99.6 |
| | Temporary | 0.3 | 0.1 | 0.4 |
| E-Plus | Fixed | 94.3 | 94.9 | 84.3** |
| | Temporary | 5.7 | 5.1 | 15.7** |
| KPN Corporate Market* | Fixed | 93.9 | 93.1 | – |
| | Temporary | 6.1 | 6.9 | – |
| Getronics International | Fixed | 97.6 | 92.0 | 92.4 |
| | Temporary | 2.4 | 8.0 | 7.6 |
| Other participations | Fixed | 81.8 | 71.3 | 72.3 |
| | Temporary | 18.2 | 28.7 | 27.7 |
| KPN Group | Fixed | 91.9 | 89.8 | 88.8 |
| | Temporary | 8.1 | 10.2 | 11.2 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

** Part of SNT Germany was transferred to E-Plus in 2011. The employees of this division were recorded in 2009 and 2010 under 'Other participations'.

Table 4: Employee contract type (in % of total number of employees)

| | | 2009 | 2010 | 2011 |
|-------------------------|-----------|------|------|------|
| KPN Nederland | Part-time | 31.6 | 32.3 | 26.0 |
| | Full-time | 68.4 | 67.7 | 78.9 |
| KPN Group Belgium | Part-time | 12.0 | 9.6 | 9.1 |
| | Full-time | 88.0 | 90.4 | 90.9 |
| E-Plus | Part-time | 13.6 | 12.9 | 20.0 |
| | Full-time | 86.4 | 87.1 | 80.0 |
| KPN Corporate Market* | Part-time | 16.8 | 18.5 | – |
| | Full-time | 83.2 | 81.5 | – |
| Getronics International | Part-time | 3.7 | 3.9 | 2.9 |
| | Full-time | 96.3 | 96.1 | 97.1 |
| Other participations | Part-time | 27.1 | 24.7 | 23.4 |
| | Full-time | 72.9 | 75.3 | 76.6 |
| KPN Group | Part-time | 21.6 | 22.1 | 21.6 |
| | Full-time | 78.4 | 77.9 | 78.4 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

Table 5: Composition of employees by age (in % of total number of employees)

| | | 2009 | 2010 | 2011 |
|-------------------------|-------|------|------|------|
| KPN Nederland | 16-24 | 5.7 | 5.2 | 4.7 |
| | 25-54 | 78.4 | 76.7 | 78.8 |
| | 55-65 | 15.9 | 18.1 | 16.6 |
| KPN Group Belgium | 16-24 | 5.7 | 8.7 | 9.0 |
| | 25-54 | 93.5 | 90.4 | 90.0 |
| | 55-65 | 0.9 | 0.9 | 1.0 |
| E-Plus | 16-24 | 11.2 | 8.3 | 10.0 |
| | 25-54 | 86.6 | 89.4 | 86.6 |
| | 55-65 | 2.2 | 2.3 | 3.4 |
| KPN Corporate Market* | 16-24 | 4.6 | 2.8 | – |
| | 25-54 | 86.5 | 85.2 | – |
| | 55-65 | 8.9 | 12.0 | – |
| Getronics International | 16-24 | 7.7 | 6.8 | 9.9 |
| | 25-54 | 86.8 | 86.9 | 83.8 |
| | 55-65 | 5.5 | 6.3 | 6.3 |
| Other participations | 16-24 | 14.1 | 10.7 | 13.5 |
| | 25-54 | 82.1 | 84.5 | 80.8 |
| | 55-65 | 3.8 | 4.8 | 5.7 |
| KPN Group | 16-24 | 7.2 | 5.9 | 7.1 |
| | 25-54 | 83.0 | 82.6 | 81.0 |
| | 55-65 | 9.8 | 11.5 | 11.9 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

Table 6: Spread of employees per region (in % of total number of employees and FTEs)

| | | 2009 | 2010 | 2011 |
|---------------------------|--------|------|------|------|
| Netherlands | FTE | 63.7 | 62.9 | 60.4 |
| | Number | 63.9 | 63.1 | 60.8 |
| Belgium | FTE | 4.3 | 4.6 | 4.7 |
| | Number | 4.1 | 4.4 | 4.5 |
| Germany | FTE | 20.7 | 20.8 | 23.1 |
| | Number | 21.3 | 21.2 | 23.6 |
| Great Britain | FTE | 3.9 | 2.6 | 2.2 |
| | Number | 3.7 | 2.5 | 2.1 |
| Switzerland | FTE | 0.7 | 0.7 | 0.6 |
| | Number | 0.7 | 0.7 | 0.6 |
| Hungary | FTE | 0.8 | 0.8 | 0.5 |
| | Number | 0.8 | 0.7 | 0.5 |
| North America | FTE | – | 1.1 | 1.1 |
| | Number | – | 1.0 | 1.0 |
| Central and South America | FTE | 4.1 | 4.1 | 5.0 |
| | Number | 3.9 | 3.8 | 4.7 |
| Asia | FTE | 1.6 | 2.4 | 2.1 |
| | Number | 1.5 | 2.3 | 2.0 |
| Other | FTE | 0.1 | 0.1 | 0.5 |
| | Number | 0.1 | 0.3 | 0.4 |

Table 7: Gender proportions among employees (as a % of total number of employees and FTEs)

| | | 2009 | | 2010 | | 2011 | |
|-------------------------|--------|------|--------|------|--------|--------|--------|
| | | FTE | aantal | FTE | aantal | FTE | aantal |
| KPN Nederland | Male | 78.9 | 74.0 | 73.2 | 70.0 | 78.7 | 76.6 |
| | Female | 26.0 | 29.5 | 26.8 | 30.0 | 21.3 | 23.4 |
| KPN Group Belgium | Male | 63.3 | 61.8 | 66.4 | 65.4 | 66.6 | 65.7 |
| | Female | 36.7 | 38.2 | 33.5 | 34.6 | 33.4 | 34.3 |
| E-Plus | Male | 65.7 | 62.0 | 66.9 | 64.3 | 56.6** | 54.9** |
| | Female | 34.3 | 38.0 | 33.1 | 35.7 | 43.4** | 45.1** |
| KPN Corporate Market* | Male | 87.4 | 86.0 | 87.3 | 85.9 | – | – |
| | Female | 12.6 | 14.0 | 12.7 | 14.1 | – | – |
| Getronics International | Male | 79.6 | 79.1 | 79.1 | 79.2 | 77.5 | 77.1 |
| | Female | 20.4 | 20.9 | 20.9 | 20.8 | 22.5 | 22.9 |
| Other participations | Male | 44.8 | 43.5 | 48.6 | 47.0 | 54.8 | 52.5 |
| | Female | 55.2 | 56.5 | 51.4 | 53.0 | 45.2 | 47.5 |
| KPN Group | Male | 73.8 | 71.3 | 73.6 | 71.3 | 72.7 | 71.0 |
| | Female | 26.2 | 28.7 | 26.4 | 28.7 | 27.3 | 29.0 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

** Part of SNT Germany was transferred to E-Plus in 2011. The employees of this division were recorded in 2009 and 2010 under 'Other participations'.

Table 8: Gender proportions at management level (as a % of total senior and middle management)

| | | 2009 | | 2010 | | 2011 | |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|
| | | Senior | Middle | Senior | Middle | Senior | Middle |
| KPN Nederland | Male | 81.4* | 82.4* | 79.2 | 80.8 | 82.8 | 83.5 |
| | Female | 18.6* | 17.6* | 20.8 | 19.2 | 17.2 | 16.5 |
| KPN Group Belgium | Male | 92.3 | 82.4 | 100.0 | 83.7 | 100.0 | 85.4 |
| | Female | 7.7 | 17.6 | 0.0 | 16.3 | 0.0 | 14.6 |
| E-Plus | Male | 92.0 | 82.7 | 90.5 | 85.0 | 84.2 | 82.5 |
| | Female | 8.0 | 17.3 | 9.5 | 15.0 | 15.8 | 17.5 |
| KPN Corporate Market** | Male | 88.5 | 88.3 | 89.8 | 88.2 | – | – |
| | Female | 11.5 | 11.7 | 10.2 | 11.8 | – | – |
| Getronics International | Male | 82.6 | 78.2 | 93.5 | 76.7 | 78.0 | 76.1 |
| | Female | 17.4 | 21.8 | 6.5 | 23.3 | 22.0 | 23.9 |
| Other participations | Male | 73.7 | 78.8 | 75.3 | 70.5 | 82.1 | 71.3 |
| | Female | 26.3 | 21.2 | 24.7 | 29.5 | 17.9 | 28.7 |
| KPN Group | Male | 83.9 | 84.1 | 84.2 | 83.3 | 92.3 | 82.8 |
| | Female | 16.1 | 15.9 | 15.8 | 16.7 | 17.6 | 17.2 |

* Excluding KPN Contact, XS4ALL, Infonet and Application Net.

** As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

Table 9: Employees covered by a collective bargaining agreement (in numbers and % of total number of employees)

| | | 2009 | 2010 | 2011 |
|-------------------------|--------|--------|--------|---------|
| | | | | |
| KPN Nederland | Number | 12,598 | 11,645 | 18,922 |
| | % | 95.6 | 95.6 | 95.2 |
| KPN Group Belgium | Number | 0 | 0 | 0 |
| | % | 0 | 0 | 0 |
| E-Plus | Number | 2,852 | 2,418 | 2,570** |
| | % | 92.7 | 86.9 | 50.7** |
| KPN Corporate Market* | Number | 8,141 | 7,502 | – |
| | % | 93.6 | 89.7 | – |
| Getronics International | Number | 1,167 | 1,248 | 1,240 |
| | % | 26.3 | 31.5 | 31.1 |
| Other participations | Number | 46 | 111 | 59 |
| | % | 0.9 | 2.4 | 1.9 |
| KPN Group | Number | 24,804 | 22,924 | 22,791 |
| | % | 68.3 | 70.1 | 69.3 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

** Part of SNT Germany was transferred to E-Plus in 2011. The employees of this division were recorded in 2009 and 2010 under 'Other participations'.

Table 10: Employee training: average number of hours and costs (in hours and euros per FTE)

| | | 2009 | 2010 | 2011 |
|-------------------------|-----------|-------|-------|--------|
| KPN Nederland | Hours/FTE | 25.6 | 53.5 | 18.4 |
| | Euros/FTE | 2,054 | 1,270 | 942 |
| KPN Group Belgium | Hours/FTE | 19.9 | 18.1 | 22.5 |
| | Euros/FTE | 1,006 | 984 | 472 |
| E-Plus | Hours/FTE | 21.9 | 25.0 | 21.6** |
| | Euros/FTE | 838 | 726 | 412** |
| KPN Corporate Market* | Hours/FTE | 20.1 | 12.3 | – |
| | Euros/FTE | 656 | 549 | – |
| Getronics International | Hours/FTE | 10.5 | 26.3 | 14.4 |
| | Euros/FTE | 343 | 245 | 259 |
| Other participations | Hours/FTE | 23.9 | 26.3 | 63.3 |
| | Euros/FTE | 549 | 486 | 626 |
| KPN Group | Hours/FTE | 21.5 | 33.7 | 22.6 |
| | Euros/FTE | 1,147 | 858 | 718 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

** Part of SNT Germany was transferred to E-Plus in 2011. The employees of this division were previously recorded under 'Other participations'.

Table 11: Employee turnover (as a % of total employee numbers)

| | | 2009 | 2010 | 2011 |
|--------------------------|--------|------|---------|-------|
| KPN Nederland* | Intake | 9.9 | 1.9 | 18.9 |
| | Exit | 13.4 | 10.0 | 20.9 |
| KPN Group Belgium | Intake | 15.8 | 19.5 | 22.2 |
| | Exit | 14.5 | 13.0 | 18.2 |
| E-Plus**** | Intake | 24.9 | 13.6 | 52.8 |
| | Exit | 27.6 | 26.1 | 7.8 |
| KPN Corporate Market** | Intake | 8.8 | 12.8*** | – |
| | Exit | 14.6 | 32.2*** | – |
| Getronics International | Intake | 21.0 | – | 36.9 |
| | Exit | 23.9 | – | 31.9 |
| Other participations**** | Intake | 24.6 | 27.0 | 60.9 |
| | Exit | 22.1 | 23.6 | 104.3 |
| KPN Group | Intake | 14.3 | 11.0 | 24.2 |
| | Exit | 17.4 | 21.7 | 21.9 |

* The reason for the high entry and exit of KPN Nederland in 2011 is that KPN Corporate Market is to be recorded as part of KPN Nederland with effect from 2011.

** As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

*** Including Getronics International.

**** The reason for the high entry and exit of E-Plus and the high entry and exit of 'Other participations' in 2011 is that part of SNT Germany was transferred to E-Plus in 2011. The employees of this division were previously recorded under 'Other participations'.

Table 12: Accident rate (in accidents per 100 FTEs)

| | 2009 | 2010 | 2011 |
|------------------------|------|------|------|
| KPN Nederland | 0.14 | 0.13 | 0.14 |
| KPN Group Belgium | 0.18 | 0.13 | 0.36 |
| E-Plus | 0.32 | 0.23 | 0.16 |
| KPN Corporate Market* | 0.04 | 0.11 | – |
| Other participations** | 0.26 | 0.37 | 0.62 |
| KPN Group | 0.15 | 0.20 | 0.25 |

* As from 2011 KPN Corporate Market (formerly Getronics Nederland) is to be recorded as part of KPN Nederland.

** Including Getronics International.

APPENDIX 2. CORE ENVIRONMENTAL DATA

Table 13: Fuel consumption, lease vehicle fleet (petrol, diesel and LPG in 1000 liters)

| | 2009 | 2010 | 2011 |
|-------------------------|--------|----------|--------|
| KPN Nederland* | 21,369 | 16,716** | 16,058 |
| KPN Group Belgium | 564 | 590 | 616 |
| E-Plus | 1,868 | 1,560 | 1,520 |
| Getronics International | 1,361 | 1,523*** | 1,589 |

* Including KPN Corporate Market (formerly Getronics):

** The consumption of KPN Nederland in 2010 has been adjusted relative to the content of the Sustainability Report 2010 in the light of the integration of the accounts of KPN Nederland and KPN Corporate Market.

*** Based partly on extrapolation.

Table 14: Electricity consumption in GWh

| | 2005 (base year) KPN Nederland* | 2009 The Netherlands ** | 2009 Non-NL *** | 2009 KPN Group | 2010 The Netherlands ** | 2010 Non-NL **** | 2010 KPN Group | 2011 The Netherlands ** | 2011 Non-NL **** | 2011 KPN Group |
|--------------|--|----------------------------------|-----------------------|----------------------|----------------------------------|------------------------|----------------------|----------------------------------|------------------------|----------------------|
| Offices | 68 | 66.6 | 28.5 | 95.1 | 62.4 | 34.9 | 97.3 | 51.7 | 18.5 | 70.1 |
| Network | 591 | 658.1 | 325.7 | 983.8 | 657.7 | 360.4 ***** | 1,018.1 | 637.3 | 358.4 | 995.7 |
| Data centers | 30 | 130.9 | 26.0 | 156.9 | 135.4 | 24.4 ***** | 159.8 | 142.2 | 37.3 | 179.5 |
| Retail | 7 | 4.8 | 9.2 | 13.9 | 7.4 | 8.9 | 16.3 | 8.4 | 12.3 | 20.6 |
| Total | 696 | 860.4 | 389.3 | 1,249.7 | 862.9 | 428.6 | 1,291.5 | 839.5 | 426.5 | 1,265.9 |

* Excluding KPN Corporate Market, which was not part of KPN in 2005. No detailed data for 2005 is available for non-NL.

** Including KPN Corporate Market (formerly Getronics Nederland).

*** E-Plus, KPN Group Belgium and Getronics International.

**** E-Plus, KPN Group Belgium, Getronics International and iBasis.

***** The consumption of non-NL for the network and data centers has been adjusted relative to the content of the Sustainability Report 2010 in the light of a change in consumption in Belgium.

Table 15: Net CO₂-emissions (in kTon)

| | | 2005* (base year) | 2009 | 2010 | 2011 |
|-------------------------|---------|-------------------|-------|----------|-------|
| KPN Nederland** | Scope 1 | 46.2 | 66.3 | 59,4**** | 53.6 |
| | Scope 2 | 371.5 | 173.5 | 79.3 | 0.0 |
| | Scope 3 | – | 17.4 | 10.6 | 2.0 |
| | Total | 417.7 | 257.2 | 149.2 | 55.6 |
| KPN Group Belgium | Scope 1 | – | 4.6 | 5.3 | 3.6 |
| | Scope 2 | – | 16.4 | 10.6 | 0.0 |
| | Scope 3 | – | 0.1 | 0.1 | 0.1 |
| | Total | – | 21.1 | 16.0 | 3.7 |
| E-Plus | Scope 1 | – | 7.2 | 7.1 | 6.8 |
| | Scope 2 | – | 125.0 | 82.3 | 58.4 |
| | Scope 3 | – | – | 0.5 | 0.6 |
| | Total | – | 132.2 | 89.8 | 65.8 |
| Getronics International | Scope 1 | – | 3.7 | 4.1 | 4.6 |
| | Scope 2 | – | 10.0 | 14.0 | 12.3 |
| | Scope 3 | – | 0.2 | 0.2 | 0.1 |
| | Total | – | 13.9 | 18.3 | 17.0 |
| Other | Scope 1 | – | 0.0 | 0.0 | 0.0 |
| | Scope 2 | – | 4.8 | 7.0 | 2.7 |
| | Scope 3 | – | 0.0 | 0.4 | 0.5 |
| | Total | – | 4.8 | 7.4 | 3.2 |
| KPN Group*** | Scope 1 | 58.5 | 81.8 | 75.8 | 68.7 |
| | Scope 2 | 558.4 | 173.5 | 193.1 | 73.4 |
| | Scope 3 | – | 17.4 | 11.8 | 3.3 |
| | Total | 616.9 | 429.2 | 280.7 | 145.4 |

* Excluding KPN Corporate Market, which was not part of KPN in 2005. No detailed data is available for E-Plus and KPN Group Belgium for 2005.

** Including KPN Corporate Market (formerly Getronics Nederland).

*** As of 2009 including E-Plus, KPN Group Belgium and Getronics International.

**** The emissions of KPN Nederland for scope 1 in 2010 have been adjusted relative to the content of the Sustainability Report 2010 in the light of a change in the fuel consumption of the vehicle fleet and the diesel consumption of emergency generators.

Scope breakdown in accordance with the Greenhouse Gas Protocol.

Table 16: Other core environmental data

| | Eenheid | 2009** | 2010*** | 2011 | Doel 2012 |
|---|----------------------|--------|----------|--------|-----------|
| Materials usage | | | | | |
| Cable length | 1000 km | 331.3* | 341.0* | 336 | – |
| Paper consumption | Tonnes | 7,636 | 7,288 | 8,039 | – |
| Percentage FSC paper | % | 13 | 38 | 94 | – |
| Water | | | | | |
| Water consumption | 1,000 m3 | – | 364 | 373 | 390 |
| Energy | | | | | |
| Natural gas | 1,000 m3 | 8,764 | 10,033 | 7,767 | – |
| Heating purchased | GJ | 57,900 | 48,399 | 41,740 | – |
| Cooling purchased | GWh | 1.9 | 2.1 | 2.3 | – |
| Diesel for emergency power generators | x 1000 liters | 283 | 289***** | 268 | – |
| Diesel for permanent power generators**** | x 1000 liters | 1,088 | 653 | 544 | – |
| Total energy directly consumed | TJ | 1,234 | 1,079 | 990 | – |
| Total energy indirectly consumed | TJ | 4,505 | 4,395 | 4,268 | – |
| Total energy consumed | TJ | 5,739 | 5,474 | 5,258 | – |
| Ozone-depleting potential of coolants | kg CFC-11 equivalent | 40 | 55 | 26 | – |
| Waste | | | | | |
| <i>Office waste</i> | | | | | |
| Recycled waste | Tonnes | 1,246 | 1,557 | 861 | 900 |
| Residual waste – incinerated | Tonnes | 919 | 2,420 | 1,929 | 1,800 |
| Residual waste | Tonnes | 288 | 5 | 12 | 12 |
| Total non-hazardous waste | Tonnes | 2,454 | 3,982 | 2,802 | 2,712 |
| Total hazardous waste | Tonnes | 53 | 13 | 34 | 34 |
| Total waste | Tonnes | 2,507 | 3,995 | 2,836 | 2,746 |
| Percentage of recycled waste | % | 52 | 39 | 32 | 34 |
| <i>Waste from network and peripherals</i> | | | | | |
| Recycled waste | Tonnes | 2,030 | 2,092 | 3,814 | 3,800 |
| Residual waste – incinerated | Tonnes | 1,438 | 31 | 252 | 230 |
| Residual waste | Tonnes | 444 | 803 | 0 | – |
| Total non-hazardous waste | Tonnes | 3,911 | 2,926 | 4,067 | 4,030 |
| Total hazardous waste | Tonnes | 48 | 79 | 162 | 155 |
| Total waste | Tonnes | 3,959 | 3,005 | 4,229 | 4,185 |
| Percentage of recycled waste | % | 52 | 72 | 94 | 95 |
| | | | | | |
| Mobile phones recycled***** | Number | 21,382 | 26,302 | 45,218 | |

* KPN Nederland, including KPN Eurorings.

** From 2009 including E-Plus and KPN Group Belgium.

*** From 2010 including iBasis.

**** Consumption KPN Group Belgium.

***** Consumption for 2010 has been adjusted relative to the content of the 2010 Sustainability Report in the light of updated consumption data.

***** 2009 and 2010: KPN Nederland, 2011: KPN Nederland and E-Plus.