

List of definitions, KPN Sustainability Report

CDP (Carbon Disclosure Project)

The CDP is a joint initiative of global investors that obtains data every year from publicly quoted companies about their approach to climate change. For more information, visit www.cdproject.net.

CO2

Carbon dioxide. Is released mainly by the combustion of fossil fuels such as natural gas and coal; contributes to the greenhouse effect.

ComputerPlusBus

The ComputerPlusBus was one of the projects of the Mooiste Contact Fonds. The ComputerPlusBus allows senior citizens to familiarize themselves in a simple manner with the possibilities of new media, so that they can get in contact more easily with other people.

Dow Jones Sustainability Index

The Dow Jones Sustainability Index is the first global index that follows the financial performance of companies that lead the way in terms of sustainability. It offers asset managers and other stakeholders reliable and objective benchmarks for the management of sustainable portfolios. Every year, the top 10% of the largest companies in each sector in the Dow Jones Global Total Stock Market Index (DJGTSI) are listed in the index. For more information, visit www.sustainability-indexes.com.

E-TASC

E-TASC is the global audit system for suppliers in the ICT sector.

FTE (full time equivalent)

Unit expressing the number of employees in full-time employment.

Green energy

Green energy is electricity that is generated using renewable energy sources. Renewable here means inexhaustible, clean and reliable and that extracting and converting it have virtually no effects that are detrimental to the environment. For KPN this is wind energy and energy from biomass that is non-polluting and does not compete with food production. Our electricity must be generated in the country in which it is to be used, so as to prevent the producing country from having to generate polluting energy in order to export green energy.

Corporate governance

Corporate governance relates to the way in which a company is managed. It is important for a company to be led efficiently and responsibly, whereby the relationship with the principal stakeholders, such as shareholders, employees, customers and society, is paramount.

GRI (Global Reporting Initiative)

Organization that sets international guidelines for sustainability reporting.

ICT (Information and Communication Technology) sector

The sector concerned with developing and managing information systems, telecommunications and telecommunication networks, and computers.

ISO 14001

International standard for environmental management, improving environmental performance and minimizing negative environmental impact.

KlasseContact

The KlasseContact project comes under the KPN foundation known as Mooiste Contact Fonds. Using a remote ICT set, chronically sick children are able to take part in school life. Thanks to this technique they can follow their lessons and they stay in contact with their classmates.

KyotoCooling

KyotoCooling is a new, energy-efficient cooling technology that makes use of a thermal wheel and outside air for cooling.

Mooiste Contact Fonds

The Mooiste Contact Fonds supports KPN's social initiatives that are oriented to stimulating social contact. KPN uses its knowledge of ICT to support and professionalize the foundation's initiatives and projects. KPN employees are asked to volunteer to work on one of the projects.

CSR (Corporate Social Responsibility)

CSR is an integral vision of enterprise in which the company takes responsibility and creates value for Profit, Planet and People.

NPS (Net Promoter Score)

The NPS measures customer loyalty by asking customers how likely it is that they would recommend a brand or organization to others.

PUE (Power Usage Effectiveness)

The Power Usage Effectiveness (PUE) value represents the relation between the total energy consumption of a certain data center and the energy consumption of the computer infrastructure in that particular data center.

Resto VanHarte

A project of the Mooiste Contact Fonds that finances the opening of inexpensive eateries in deprived areas. Resto VanHarte brings local residents in contact with one another so as to create a more 'livable' and dynamic neighborhood and to prevent social isolation.

SociaalOpStap

In the SociaalOpStap project, which is supported by the Mooiste Contact Fonds, KPN volunteers and autistic youngsters together draw up personal, stepwise social plans. In combination with a phone and a special application, these stepwise plans offer the youngsters a handle to cope with difficult situations.

Stakeholders

Stakeholders are the persons or organizations that have an interest, of whatsoever kind, in an organization, such as employees, shareholders, customers, financiers, suppliers, government and media.

United Nations Global Compact

The United Nations Global Compact is a strategic policy initiative for companies that undertake to bring their activities and strategy into line with the Millennium Development Goals. The United Nations Global Compact has formulated ten principles in the domains of human rights, labor, environment and fighting corruption. For more information, visit <http://www.unglobalcompact.org>.

Universal Declaration of Human Rights

This United Nations declaration defines the basic rights of all people and is often an important element in organizations' codes of conduct in the context of chain responsibility.