

APPENDICES

APPENDIX 1. SOCIAL FIGURES

Table 1: Total number of employees (in FTEs and numbers)

	2010		2011		2012	
	FTE	number	FTE	number	FTE	number
KPN Netherlands*	11,080	12,177	18,571	19,875	17,470	18,730
KPN Group Belgium	773	795	810	828	881	907
E-Plus**	2,577	2,782	4,690	5,065	4,661	5,022
KPN Corporate Market*	8,087	8,360	–	–	–	–
Getronics International***	3,843	3,958	3,961	3,993	–	–
Other participations	4,238	4,607	2,909	3,141	3,144	3,435
KPN Group	30,599	32,679	30,941	32,902	26,156	28,094

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

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

*** Getronics International was sold in 2012.

Table 2: Employee contract type (in % of total number of employees)

		2010	2011	2012
KPN Netherlands*	Fixed	91.9	91.4	91.9
	Temporary	8.1	8.6	8.1
KPN Group Belgium	Fixed	99.9	99.6	99.8
	Temporary	0.1	0.4	0.2
E-Plus**	Fixed	94.9	84.3	89.8
	Temporary	5.1	15.7	10.2
KPN Corporate Market*	Fixed	93.1	–	–
	Temporary	6.9	–	–
Getronics International***	Fixed	92.0	92.4	–
	Temporary	8.0	7.6	–
Other participations	Fixed	71.3	72.3	95.9
	Temporary	28.7	27.7	4.1
KPN Group	Fixed	89.8	88.8	92.2
	Temporary	10.2	11.2	7.8

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

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

*** Getronics International was sold in 2012.

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

		2010	2011	2012
KPN Netherlands*	Part-time	32.3	26.0	26.9
	Full-time	67.7	74.0	73.1
KPN Group Belgium	Part-time	9.6	9.1	9.2
	Full-time	90.4	90.9	90.8
E-Plus	Part-time	12.9	20.0	22.0
	Full-time	87.1	80.0	78.0
KPN Corporate Market*	Part-time	18.5	–	–
	Full-time	81.5	–	–
Getronics International**	Part-time	3.9	2.9	–
	Full-time	96.1	97.1	–
Other participations	Part-time	24.7	23.4	25.5
	Full-time	75.3	76.6	74.5
KPN Group	Part-time	22.1	21.6	25.3
	Full-time	77.9	78.4	74.7

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Getronics International was sold in 2012.

Table 4: Composition of employees by age (in % of total number of employees)

		2010	2011	2012
KPN Netherlands*	16-24	5.2	4.7	4.4
	25-54	76.7	78.8	77.9
	55-65	18.1	16.6	17.7
KPN Group Belgium	16-24	8.7	9.0	10.4
	25-54	90.4	90.0	88.5
	55-65	0.9	1.0	1.1
E-Plus	16-24	8.3	10.0	8.2
	25-54	89.4	86.6	87.8
	55-65	2.3	3.4	4.0
KPN Corporate Market*	16-24	2.8	–	–
	25-54	85.2	–	–
	55-65	12.0	–	–
Getronics International**	16-24	6.8	9.9	–
	25-54	86.9	83.8	–
	55-65	6.3	6.3	–
Other participations	16-24	10.7	13.5	14.0
	25-54	84.5	80.8	79.3
	55-65	4.8	5.7	6.7
KPN Group	16-24	5.9	7.1	6.5
	25-54	82.6	81.0	80.2
	55-65	11.5	11.9	13.3

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Getronics International was sold in 2012.

Table 5: Spread of KPN employees by region (in FTE and number, both as % of total)

		2010	2011	2012*
The Netherlands	FTE	62.9	60.4	66.9
	number	63.1	60.8	66.8
Belgium & Luxembourg	FTE	4.6	4.7	3.5
	number	4.4	4.5	3.4
Germany	FTE	20.8	23.1	28.0
	number	21.2	23.6	28.3
Great Britain	FTE	2.6	2.2	0.0
	number	2.5	2.1	0.0
Switzerland	FTE	0.7	0.6	–
	number	0.7	0.6	–
Hungary	FTE	0.8	0.5	–
	number	0.7	0.5	–
North America	FTE	1.1	1.1	1.2
	number	1.0	1.0	1.1
Central and South America	FTE	4.1	5.0	–
	number	3.8	4.7	–
Asia	FTE	2.4	2.1	–
	number	2.3	2.0	–
Other (including France and Spain)	FTE	0.1	0.5	0.4
	number	0.3	0.4	0.4

* Getronics International was sold in 2012.

Table 6: Gender proportions among employees (as a % of total employee numbers)

		2010		2011		2012	
		FTE	number	FTE	number	FTE	number
KPN Netherlands*	male	73.2	70.0	78.7	76.6	78.8	76.5
	female	26.8	30.0	21.3	23.4	21.2	23.5
KPN Group Belgium	male	66.4	65.4	66.6	65.7	65.6	64.7
	female	33.5	34.6	33.4	34.3	34.4	35.3
E-Plus**	male	66.9	64.3	56.6	54.9	57.4	55.4
	female	33.1	35.7	43.4	45.1	42.6	44.6
KPN Corporate Market*	male	87.3	85.9	–	–	–	–
	female	12.7	14.1	–	–	–	–
Getronics International***	male	79.1	79.2	77.5	77.1	–	–
	female	20.9	20.8	22.5	22.9	–	–
Other participations	male	48.6	47.0	54.8	52.5	54.3	53.2
	female	51.4	53.0	45.2	47.5	45.7	46.8
KPN Group	male	73.6	71.3	72.7	71.0	71.6	69.5
	female	26.4	28.7	27.3	29.0	28.4	30.5

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

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

*** Getronics International was sold in 2012.

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Table 7: Gender proportions at management level (as a % of total senior and middle management)

		2010		2011		2012	
		Senior	Middle	Senior	Middle	Senior	Middle
KPN Netherlands*	male	79.2	80.8	82.8	83.5	82.1	83.5
	female	20.8	19.2	17.2	16.5	17.9***	16.5***
KPN Group Belgium	male	100.0	83.7	100.0	85.4	80.0	81.6
	female	0.0	16.3	0.0	14.6	20.0	18.4
E-Plus	male	90.5	85.0	84.2	82.5	88.1	82.1
	female	9.5	15.0	15.8	17.5	11.9	17.9
KPN Corporate Market*	male	89.8	88.2	–	–	–	–
	female	10.2	11.8	–	–	–	–
Getronics International**	male	93.5	76.7	78.0	76.1	–	–
	female	6.5	23.3	22.0	23.9	–	–
Other participations	male	75.3	70.5	82.1	71.3	83.3	71.8
	female	24.7	29.5	17.9	28.7	16.7	28.2
KPN Group	male	84.2	83.3	82.4	82.8	82.7	83.2
	female	15.8	16.7	17.6	17.2	17.3	16.8

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Getronics International was sold in 2012.

*** Results for all of KPN Netherlands. These differ from the results in Chapter 3.1. of the social report, which are based on the employee population in the public commitment “Talent to the Top” (over 95% of the total).

Table 8: Employees covered by a collective bargaining agreement (in numbers and % of total number of employees)

		2010	2011	2012
KPN Netherlands*	number	11,645	18,922	17,229
	%	95.6	95.2	92.0
KPN Group Belgium	number	0	0	0
	%	0	0	0
E-Plus**	number	2,418	2,570	1,454
	%	86.9	50.7	29.0
KPN Corporate Market*	number	7,502	–	–
	%	89.7	–	–
Getronics International***	number	1,248	1,240	–
	%	31.5	31.1	–
Other participations	number	111	59	30
	%	2.4	1.9	0.9
KPN Group	number	22,924	22,791	18,713
	%	70.1	69.3	66.6

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Part of SNT Germany was transferred to E-Plus in 2011. In 2010 the employees of this division were recorded under ‘Other participations’.

*** Getronics International was sold in 2012.

Table 9: Employee training: average number of hours and costs (in hours and euros per FTEs)

		2010	2011	2012
KPN Netherlands*	hours/FTE	53.5	18.4	–***
	euro/FTE	1,270	942	702
KPN Group Belgium	hours/FTE	18.1	22.5	13.3
	euro/FTE	984	472	496
E-Plus**	hours/FTE	25.0	21.6	36.2
	euro/FTE	726	412	453
KPN Corporate Market†	hours/FTE	12.3	–	–
	euro/FTE	549	–	–
Getronics International****	hours/FTE	26.3	14.4	–
	euro/FTE	245	259	–
Other participations	hours/FTE	26.3	61.8	54.0
	euro/FTE	486	626	353
KPN Group***	hours/FTE	33.7	22.6	–***
	euro/FTE	858	718	607

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Part of SNT Germany was transferred to E-Plus in 2011. In 2010 the employees of this division were recorded under “Other participations”.

*** Due to a change of supplier, there is no data on the number of training hours within KPN Netherlands.

**** Getronics International was sold in 2012.

Table 10: Employee turnover (as a % of total employee numbers)

		2010	2011	2012
KPN Netherlands*	intake	1.9	18.9***	3.8
	exit	10.0	20.9***	10.2
KPN Group Belgium	intake	19.5	22.2	20.2
	exit	13.0	18.2	11.5
E-Plus****	intake	13.6	52.8	19.1
	exit	26.1	7.8	19.9
KPN Corporate Market†	intake	12.8**	–	–
	exit	32.2**	–	–
Getronics International*****	intake	–	36.9	–
	exit	–	31.9	–
Other participations****	intake	27.0	60.9	12.1
	exit	23.6	104.3	1.1
KPN Group	intake	11.0	24.2	8.1
	exit	21.7	21.9	10.8

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Including Getronics International

*** The high entry and exit of KPN Netherlands in 2011 is related to the incorporation of KPN Corporate Market in that year following the change of name from Getronics Nederland.

**** The reason for the high entry and low 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’.

***** Getronics International was sold in 2012.

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Table 11: Accident rate (in accidents per 100 FTEs)

	2010	2011	2012
KPN Netherlands*	0.13	0.14	0.40
KPN Group Belgium	0.13	0.36	0.23
E-Plus	0.23	0.16	0.51
KPN Corporate Market*	0.11	–	–
Other participations**	0.37	0.62	0.35
KPN Group	0.20	0.25	0.41

* In 2011 the name of Getronics Nederland was changed to KPN Corporate Market; it has been recorded as part of KPN Netherlands since then.

** Incl. Getronics International in 2010 and 2011. Getronics International was sold in 2012.

APPENDIX 2. ENVIRONMENTAL FIGURES

Table 1: Electricity consumption (in GWh)

	2005 (base year) KPN Netherlands*	2010 The Netherlands**	2010 Non-NL***	2010 KPN Group	2011 The Netherlands**	2011 Non-NL***	2011 KPN Group	2012 The Netherlands**	2012 Non-NL ****	2012 KPN Group ****
Offices	68	62.4	34.9	97.3	51.7	18.5	70.1	44.5	11.2	55.8
Network	591	657.7	360.4	1,018.1	637.3	358.4	995.7	615.6	377.8	993.4
Data centers	30	135.4	24.4	159.8	142.2	37.3	179.5	143.8	11.3	155.2
Retail	7	7.4	8.9	16.3	8.4	12.3	20.6	7.6	12.6	20.3
Total	696	862.9	428.6	1,291.5	839.5	426.5	1,265.9	811.6	413.0	1,224.6

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

** Including KPN Corporate Market, formerly Getronics Nederland.

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

**** Excluding Getronics International, which was sold in 2012.

Table 2: Fuel consumption, lease vehicle fleet (petrol, diesel and LPG in 1,000 liters)

	2010	2011	2012
KPN Netherlands	16,716	16,058	15,055
KPN Group Belgium	590	616	603
E-Plus	1,560	1,520	1,353
Getronics International	1,523	1,589	—*

* Getronics International was sold in 2012.

Appendices continued

Table 3: CO₂ emissions (in kTons)

		2005* (base year)	2010	2011	2012
KPN Netherlands**	scope 1	46.2	59.4	53.6	39.7
	scope 2	371.5	79.3	0.0	0.0
	scope 3	–	10.6	2.0	2.0
	total	417.7	149.2	55.6	41.8
KPN Group Belgium	scope 1	–	5.3	3.6	3.1
	scope 2	–	10.6	0.0	0.0
	scope 3	–	0.1	0.1	0.1
	total	–	16.0	3.7	3.1
E-Plus	scope 1	–	7.1	6.8	6.3
	scope 2	–	82.3	58.4	47.9
	scope 3	–	0.5	0.6	0.7
	total	–	89.9	65.8	54.9
Getronics International***	scope 1	–	4.1	4.6	–
	scope 2	–	14.0	12.3	–
	scope 3	–	0.2	0.1	–
	total	–	18.3	17.0	–
Other non-NL	scope 1	–	–	0.0	0.0
	scope 2	–	7.0	2.7	2.8
	scope 3	–	0.4	0.5	0.5
	total	–	7.4	3.2	3.3
KPN Group****	scope 1	58.5	75.8	68.7	49.1
	scope 2	558.4	193.1	73.4	50.7
	scope 3	–	11.8	3.3	3.3
	total	616.9	280.7	145.4	103.1

* 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, from 2010.

*** Getronics International was sold in 2012.

**** From 2010 including E-Plus, KPN Group Belgium and Getronics International. Getronics International was sold in 2012.

Table 4: Energy

	Unit	2010	2011	2012
Natural gas	1,000 m ³	10,033	7,767	7,800
Heating purchased	GJ	48,399	41,740	44,999
Cooling purchased*	GJ	78,451	83,917	87,220
Diesel for emergency power generators	x 1,000 liters	289	268	224
Diesel for permanent power generators**	x 1,000 liters	653	544	401
Total energy consumption for the Netherlands***	PJ			3.809
Total energy consumption for non-NL***	PJ			1.616
Total energy directly consumed	PJ	1.079	0.990	0.886
Total energy indirectly consumed****	PJ	4.706	4.606	4.539
Total energy consumed by KPN Group	PJ	5.785	5.596	5.425
Ozone-depleting potential of coolants	kg CFC-11 equivalent	55	26	13

* Consumption reported in GJ from 2012; consumption for 2010 and 2011 converted to GJ based on 2011 social report.

** Consumption KPN Group Belgium.

*** From 2012 on, energy consumption is also broken down to the Netherlands and non-NL.

**** The energy consumption for 2010 and 2011 is different from the 2011 social report because of a correction to the calculation method.

Appendices continued

Table 5: 6.1 Other core environmental data

		2010**	2011	Target 2012	Result 2012	Change in comparison with 2011 in %	Target 2013
Materials usage							
Cable length*	1,000 km	341	336***	–	342	1.8	–
Paper consumption	Tons	7,288	8,039	–	8,518	6.0	–
FSC paper	%	38	94	–	98	–	–
Water							
Water consumption	1,000 m ³	364	373	390	379	1.6	370
Waste							
<i>Office waste</i>							
Recycled waste	Tons	1,557	861	900	782	-9.2	815
Residual waste – incinerated	Tons	2,420	1,929	1,800	1,797	-6.8	1,750
Residual waste – landfill	Tons	5	12	12	0	-100	0
Total non-hazardous waste	Tons	3,982	2,802	2,712	2,579	-8.0	2,565
Total hazardous waste	Tons	13	34	34	12	-64.7	2
Total waste	Tons	3,995	2,836	2,746	2,591	-8.6	2,567
Recycled waste	%	39	32	34	31	-3.1	32
<i>Waste from network and peripherals</i>							
Recycled waste	Tons	2,092	3,814	3,800	10,491****	175.1	5,500
Residual waste – incinerated	Tons	31	252	230	558	121.4	250
Residual waste – landfill	Tons	803	0	–	1	100	0
Total non-hazardous waste	Tons	2,926	4,067	4,030	11,050	171.7	5,750
Total hazardous waste	Tons	79	162	155	89	-42.6	100
Total waste	Tons	3,005	4,229	4,185	11,140	159.1	5,850
Recycled waste	%	72	94	95	95	–	96
Cell phones recycled and reused***** number		26,302	45,218	–	~50,000	~10	110,000

* KPN Netherlands, including KPN Eurorings.

** From 2010 including iBasis.

*** From 2011 excluding KPN Eurorings.

**** In 2012, a large quantity of decommissioned cables and the associated waste flows were taken away. Virtually all the waste flows were recycled.

***** KPN Netherlands.