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GRI code	Core or Additional indicator	Indicator	Details/reference
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		Strategy and Analysis	
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1.2		Key impacts, risks and opportunities	Foreword, pp. 2-3 Trends in telecom and ICT, pp. 6-7 Who we are and what we do, pp. 8-11 Our strategy, pp. 14-15 Our role in society, pp. 20-21
		Organizational profile	
2.1		Name of the organization	KPN
2.2		Primary brands, products and services	Annual Report, Our activities and performance, pp. 32-49 Who we are and what we do, pp. 8-11
2.3		Operational structure	Annual Report, Corporate Governance, pp. 50-57 Our activities and performance, pp. 32-49 Who we are and what we do, pp. 8-10 Section 2.1 Our social policy, pp. 34-36 http://www.kpn.com/corporate/aboutkpn/Company-profile/company-profile/the-company/organization.htm
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. 32-49 Who we are and what we do, pp. 8–9
2.6		Nature of ownership and legal form	Annual Report, Corporate Governance, p. 50 Who we are and what we do, The management, p. 61
2.7		Markets served	Annual Report, Our activities and performance, pp. 32-49 Who we are and what we do, pp. 8–9
2.8		Scale of the organization	Annual Report, Consolidated Statement of Income, p. 90 Who we are and what we do, pp. 8–9 Our main achievements, pp. 12-13
2.9		Significant changes during the reporting period regarding size, structure or ownership	Annual Report, note 30, p. 145 Review of the year 2012, p. 4–5 Scope, reporting process and materiality determination, pp. 82-83
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		Report parameters	
		Report profile	
3.1		Reporting period	January 1, 2012 – December 31, 2012
3.2		Date of most recent previous report	Tuesday, February 21, 2012
3.3		Reporting cycle	Annual
3.4		Contact point for questions regarding the report or its contents	mvo@kpn.com

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GRI code	Core or Additional indicator	Indicator	Details/reference
		Report scope and boundary	
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3.6		Boundary of the report	Scope, reporting process and materiality determination, pp. 82-83
3.7		Limitations on the scope or boundary of the report	Scope, reporting process and materiality determination, pp. 82-83
3.8		Basis for reporting that can significantly affect comparability	Scope, reporting process and materiality determination, pp. 82-83
3.9		Data measurement techniques and the bases of calculations	Scope, reporting process and materiality determination, pp. 82-83 Footnotes below tables
3.10		Effect of any re-statements of information provided in earlier reports	Scope, reporting process and materiality determination, pp. 82-83 Footnotes below tables
3.11		Significant changes from previous reporting periods in the scope, boundary or measurement methods	Scope, reporting process and materiality determination, pp. 82-83 Footnotes below tables
		GRI Content Index	
3.12		Table with GRI content index	http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/Sustainability-Report.htm
		Assurance	
3.13		Policy and current practice with regard to seeking external assurance for the report	Scope, reporting process and materiality determination, pp. 82-83 Independent assurance report, p. 84
		Governance, commitments and engagement	
		Governance structure	
4.1		Governance structure	Annual Report, Corporate Governance, pp. 50-57 Who we are and what we do, The management, p. 61 Section 2.1. Our social policy, pp. 34-36
4.2		Function of the Chair of the highest governance body	Annual Report, Corporate Governance, pp. 50-57 Who we are and what we do, The management, p. 61 Section 2.1. Our social policy, pp. 34-36
4.3		Number and gender of members of the highest governance body, including committees, that are independent and/or non-executive members.	Annual Report, Corporate Governance, pp. 50-57
4.4		Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Annual Report, Corporate Governance, pp. 50-57
4.5		Link 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. 75-86 Our main achievements, p. 12 Section 2.1. Our social policy, pp. 34-36 Section 2.5.2 Energy policy within our organization, pp. 51-52
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. 78
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. 50-57

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	Company Code and Whistleblower Policy 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, simplicity and trust. These core values form the basis of our day-to-day operations and apply to all our business processes and external contacts. 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: 1. integrity 2. competition 3. insider trading 4. safety and IT security 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. The company code and whistleblower policy can be found at http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/Social-themes-1/code-of-ethics.htm. Supplier Code of Conduct KPN attempts to promote sustainability down the supply chain by purchasing from suppliers that comply with our labor and environmental criteria. Our Supplier Code of Conduct (SCoC; available on http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm) 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.
			Who we are and what we do, pp. 10-11 Our role in society, Our vision: ICT is indispensable for a modern, sustainable society, p. 20 Section 2.1. Our social policy, pp. 34-36 Section 2.6. Security & Privacy, pp. 58-63 Section 3.2.3. Code of conduct, E-TASC and audits, pp. 73-74
4.9		Procedures to be used by the highest governance body to oversee the organization's identification and manage economic, environmental, and social performance.	Annual Report, Risk Management, pp. 58-63
			Who we are and what we do, The management, p. 61 Section 2.1.2. Embedding, p. 34
4.10		Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Annual Report, "Remuneration and Organizational Development Report", pp. 75-86
			Section 2.1.2. Embedding, p. 34

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GRI code	Core or Additional indicator	Indicator	Details/reference
		Commitments to external initiatives	
4.11		Application of the precautionary principle	Annual Report, Risk Management, pp. 58-63
4.12		Externally developed economic, environmental and social charters, principles or other initiatives that the company endorses	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. 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 relation 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. KPN applies the internationally recognized minimum social standards according to the International Labor Organization (ILO) and the OECD in its relationships with suppliers, business partners and third parties. KPN has signed the principles of the World Economic Forum, the goal of which is to enhance the digital defenses of companies. This is an important step in the fight against cyber attacks on vital infrastructures such as telecom, electricity and drinking water.
4.13		Memberships in associations and/or national/ international advocacy organizations	As part of the policy on sustainability, KPN actively participates in national and international networks. It is helpful to be able to compare our social performance with that of other companies and to strengthen it by interchanging experiences and ideas. KPN is a member of many networks, including: • GeSi • ETNO • Green Grid • Teleworking Forum • Global Compact • Mobility Management Task Force • Mijn Kind Online is Founding Partner of Digivaardig & Digibewust We also aim to cooperate in social projects in foreign markets within our sphere of operations. For instance, KPN's German subsidiary E-Plus has affiliated itself with: • Verband der Anbieter von Telekommunikations-und Mehrwertdiensten • M2M Alliance • Next Generation Mobile Network Allianz • Digitale Stadt Düsseldorf • Freiwillige Selbstkontrolle Multimedia-Diensteanbieter • Informationszentrum Mobilfunk • Stiftung Digitale Chancen http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/Social-themes-1/memberships.htm

GRI code	Core or Additional indicator	Indicator	Details/reference
		Stakeholder engagement	
4.14		List of stakeholder groups engaged by the organization	Section 2.1.2. In discussion, pp. 34-35 Section 2.2.5. Stakeholder dialog, p. 40 Section 2.3.7. Stakeholder dialog, p. 44 Section 2.4.6. Stakeholder dialog, p. 49 Section 2.5.7. Stakeholder dialog, pp. 56-57 Section 3.1.6. E-Plus, p. 71 Scope, reporting process and materiality determination, pp. 82-83
4.15		Identification and selection of stakeholders	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. 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 operations 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. Scope, reporting process and materiality determination, pp. 82-83
4.16		Approaches to stakeholder engagement	Section 2.1.2. In discussion, pp. 34-35 Section 2.2.5. Stakeholder dialog, p. 40 Section 2.3.7. Stakeholder dialog, p. 44 Section 2.4.6. Stakeholder dialog, p. 49 Section 2.5.7. Stakeholder dialog, pp. 56-57 Scope, reporting process and materiality determination, pp. 82-83 In 2012 we launched www.kpnovermorgen.nl. On this website we publish details of the meetings we have organized. It is also a platform on which participants in those meetings can enter into discussions with non-participants.
4.17		Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded	Section 2.1.2. In discussion, pp. 34-35 Section 2.2.5. Stakeholder dialog, p. 40 Section 2.3.7. Stakeholder dialog, p. 44 Section 2.4.6. Stakeholder dialog, p. 49 Section 2.5.7. Stakeholder dialog, pp. 56-57 In 2012 we launched www.kpnovermorgen.nl. On this website we publish details of the meetings we have organized. It is also a platform on which participants in those meetings can enter into discussions with non-participants.

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GRI code	Core or Additional indicator	Indicator	Details/reference
		Performance Indicators	
		Economic performance indicators	
		Management approach	Annual Report, Group performance and outlook 2013, pp. 28-31 Our strategy, pp. 14-15 Strategy at a glance, pp. 16-17 Strategy in action, pp. 18-19 Who we are and what we do, pp. 8-11
		Economic performance	
EC1	Core	Direct economic value generated and distributed	Annual Report, Group performance and outlook 2013, pp. 28-31 and Our Activities and performance, pp. 32-49
			Our main achievements, pp. 12-13 Who we are and what we do, p. 9
EC2	Core	Financial implications and other risks and opportunities for the organization's activities due to climate change	Section 2.5 Energy efficiency, pp. 50-57
			This indicator supports Principle 7 of the UN Global Compact.
EC3	Core	Coverage of the organization's defined benefit plan obligations	Annual Report, Group performance and outlook 2013, Pension position, p. 30
EC4	Core	Significant financial assistance received from the government	KPN does not receive any significant financial assistance from the government.
		Market presence	
EC5	Additional	Range of ratios of standard entry level wage to local minimum wage at significant locations of operation	KPN operates exclusively in Western European countries and North America and complies with the statutory minimum wage requirements. This indicator is therefore not material.
			This indicator supports Principle 1 of the UN Global Compact.
EC6	Core	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	Core	Procedures for local hiring	KPN has no specific procedures for local hiring.
			This indicator supports Principle 6 of the UN Global Compact.
		Indirect economic impacts	
EC8	Core	Development and impact of infrastructure investments and services provided primarily for public benefit	KPN operates exclusively in Western European countries and North America and is a service organization. This indicator is therefore not material.

GRI code	Core or Additional indicator	Indicator	Details/reference
		Environmental Performance Indicators	
		Management approach	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. The ICT industry is one of the world's major energy consumers. Our sector is directly responsible for 2% of global CO_2 emissions. Moreover, the ICT sector sells millions of cell phones and other ICT equipment that take up a lot of scarce natural resources and make use of "conflict minerals". 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_2 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. KPN aims to be climate neutral by 2020. This means that on balance we will cease to emit any CO_2. 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 electricity. CO_2 compensation is the last step.
			Section 2.5 Energy efficiency, pp. 50-57
			This management approach supports Principles 7, 8 and 9 of the UN Global Compact.
		Materials	
EN1	Core	Total amount of materials used by weight and volume	Appendix 2. Environmental figures, p. 10
			This indicator supports Principle 8 of the UN Global Compact.
EN2	Core	Percentage of materials used that are composed of waste from external sources	Appendix 2. Environmental figures, p. 10
			This indicator supports Principles 8 and 9 of the UN Global Compact

GRI Index continued

GRI code	Core or Additional indicator	Indicator	Details/reference
		Energy	
EN3	Core	Direct electricity consumption by primary energy source	Appendix 2. Environmental figures, pp. 7 and 9
			This indicator supports Principle 8 of the UN Global Compact.
EN4	Core	Indirect electricity consumption by primary source	Section 2.5.4. Saving on energy at KPN, pp. 52-54 Appendix 2. Environmental figures, pp. 7 and 9
			This indicator supports Principle 8 of the UN Global Compact.
EN5	Additional	Energy saved due to conservation and efficiency improvements	Section 2.5. Energy efficiency, Objectives and results, p. 50 Section 2.5.3. Energy efficiency in the chain, pp. 51-52 Section 2.5.4. Saving on energy at KPN, pp. 52-54
			This indicator supports Principles 8 and 9 of the UN Global Compact
EN6	Additional	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions achieved	Section 2.5. Energy efficiency, Objectives and results, p. 50 Section 2.5.3. Energy efficiency in the chain, pp. 51-52 Section 2.5.4. Saving on energy at KPN, pp. 52-54
			This indicator supports Principles 8 and 9 of the UN Global Compact
EN7	Additional	Initiatives to reduce indirect electricity consumption and reductions achieved	Section 2.5. Energy efficiency, Objectives and results, p. 50 Section 2.5.3. Energy efficiency in the chain, pp. 51-52 Section 2.5.4. Saving on energy at KPN, pp. 52-54
			This indicator supports Principles 8 and 9 of the UN Global Compact
		Water	
EN 8	Core	Total water withdrawal by source	Appendix 2. Environmental figures, p. 10
			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 operations 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	Section 2.5.4. Saving on energy at KPN, pp. 52-54 Appendix 2. Environmental figures, 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	Section 2.5.4. Saving on energy at KPN, pp. 52-54 Appendix 2. Environmental figures, pp. 7-9
			This indicator supports Principles 7, 8 and 9 of the UN Global Compact.

GRI code	Core or Additional indicator	Indicator	Details/reference
EN19	Core	Emissions of ozone-depleting substances by weight	Appendix 2. Environmental figures, 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	KPN uses mostly mains water for its office and for cooling its data centers. This is drained away via the sewer system. Appendix 2. Environmental figures, p. 10
			This indicator supports Principle 8 of the UN Global Compact.
EN22	Core	Total weight of waste by type and disposal method	Appendix 2. Environmental figures, p. 10
			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 leaks that might damage the surrounding area.
			This indicator supports Principle 8 of the UN Global Compact.
		Products and services	
EN26	Core	Initiatives to compensate the environmental impact of products and services and the magnitude of such compensation	Section 2.5.3. Energy efficiency in the chain, pp. 51-52 Section 2.5.4. Saving on energy at KPN, pp. 52-54 Section 2.5.5. Recycling, reuse and sustainable cell phones, pp. 55-56 Appendix 2. Environmental figures, pp. 7-10
			This indicator supports Principles 7, 8 and 9 of the UN Global Compact.
EN27	Core	Percentage of products and their packaging materials that are reclaimed by category	Section 2.5.5. Recycling, reuse and sustainable cell phones, pp. 55-56 Appendix 2. Environmental figures, p. 10 KPN enables customers to dispose of their old cell phones by handing in to our stores or sending them off free of charge for reuse or recycling. Cell phones under the ToestelLease subscription are sold, recycled or reused after the customer's contract ends. Other products are not reclaimed.
			This indicator supports Principles 8 and 9 of the UN Global Compact.
		Compliance	
EN28	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Section 2.1.4. Compliance, p. 36
			This indicator supports Principle 8 of the UN Global Compact.
		Transport	
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	Section 2.4. The New Way of Living and Working, pp. 45-49 Section 2.5.4. Saving on energy at KPN, pp. 52-54 Appendix 2. Environmental figures, pp. 7-9
			This indicator supports Principle 8 of the UN Global Compact.

GRI Index continued

GRI code	Core or Additional indicator	Indicator	Details/reference
		Labor Practices and Decent Work	
		Management approach	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. One of the key building blocks 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 Finest Contact Foundation. We make efforts to multiply our employees' range of abilities, for example by training. We promote diversity in our workforce. Diversity 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. Deployability 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 Netherlands. 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. Occupational Health and Safety 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. The divisional Human Resources (HR) departments run these arrangements and programs. All the significant divisions of the organization have their own HR team, which gives advice to the line management and provides support in HR matters. Line management bears operational responsibility for ensuring that we really are a good employer. At group level, Corporate HR is subdivided into expertise centers that are responsible for matters such as initiating and implementing projects and new policy initiatives that are relevant to the business. To foster consistency in the HR policy within KPN, the HR segment directors work closely with the HR executives in the expertise centers in Corporate HR.
			Section 3.1. Our employees, pp. 66-71
			This management approach supports Principles 1, 3 and 6 of the UN Global Compact.
		Employment	
LA1	Core	Total workforce by employment type, employment contract, and region	Section 3.1. Our employees, pp. 66-71 Appendix 1. Social figures, pp. 1-3
LA2	Core	Total number of new employees and rate of employee turnover	Appendix 1. Social figures, p. 5
			This indicator supports Principle 6 of the UN Global Compact.
LA15	Core	Percentage of employees that return after maternity leave or parental leave, listed according to gender	In KPN's view it is important for women to be able to resume their job in a pleasant and productive manner after maternity leave. We therefore monitor exit figures following maternity leave. In 2011, 91.3% of the focus group remained at work from the end of their maternity leave through the whole of the next calendar year. The figure in 2010 was 81% and in 2007 it was only 56%. In the light of the aforementioned trend, having improved the information supply and lactation rooms in 2011, we did not look any further at maternity leave or parental leave in 2012.

GRI code	Core or Additional indicator	Indicator	Details/reference
		Labor/Management Relations	
LA4	Core	Percentage of workers covered by a collective bargaining agreement	Appendix 1. Social figures, p. 4
			This indicator supports Principles 1 and 3 of the UN Global Compact.
LA5	Core	Minimum notice period(s) regarding operational changes	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.
			This indicator supports Principle 3 of the UN Global Compact.
		Occupational Health and Safety	
LA7	Core	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and gender	Section 3.1.5. Our employees, pp. 70-71 Appendix 1. Social figures, p. 6
			This indicator supports Principle 1 of the UN Global Compact.
LA8	Core	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious illness	Section 3.1.5. Our employees, pp. 70-71 Appendix 1. Social figures, p. 5
			This indicator supports Principle 1 of the UN Global Compact.
		Training and education	
LA10	Core	Average hours of training per year per employee by gender and employee category	Appendix 1. Social figures, p. 5
LA11	Additional	Programs for skills management and lifelong learning	Section 3.1. Our employees, pp. 66-71
		Diversity and Equal Opportunity	
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	Section 3.1. Our employees, pp. 67-70 Appendix 1. Social figures, pp. 1-4
			This indicator supports Principles 1 and 6 of the UN Global Compact.
LA14	Core	Relationship between basic salaries and remuneration of men and women per employee category and per significant operating location	In 2012 we looked once again at whether there are salary differences between men and women at KPN Netherlands. Even though the percentage difference between the average salary of men and women in the collective labor agreement (CLA) scales rose from 1% in 2011 to 1.84 % in 2012, we see no reason to take immediate measures. These differences can once again be explained by differences in age and experience. The same applies to the differences in the non-CLA scales. We are going to monitor any salary differences again in 2013.
			This indicator supports Principles 1 and 6 of the UN Global Compact.

GRI Index continued

GRI code	Core or Additional indicator	Indicator	Details/reference
		Human Rights	
		Management approach	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. KPN operates exclusively in Western European and North American countries, where human rights are routinely observed. In addition to being laid down in legislation, human rights feature in the KPN company code. KPN employees can put any queries they may have about the content and observance of the company code to the Security & 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. We expect our suppliers also to respect human rights. Our Supplier Code of Conduct sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers. Our chain is depicted on http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm.
			Section 2.1.4. Compliance, p. 36 Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This management approach supports Principles 1 and 2 of the UN Global Compact.
		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	Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.
HR2	Core	Percentage of significant suppliers, contractors and other business partners that have undergone screening on human rights and actions taken.	Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.
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.	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. KPN operates exclusively in Western European and North American countries, where human rights are routinely observed. In addition to being laid down in legislation, human rights feature in the KPN company code. Appendix 1. Core social data, p. 5
			This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.

GRI code	Core or Additional indicator	Indicator	Details/reference
		Non-discrimination	
HR4	Core	Total number of incidents of discrimination and corrective actions taken	KPN employees can put any queries they may have about the content and observance of the company code and supporting codes to the Security & 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. In 2012, two cases of discrimination were reported to KPN. Disciplinary measures are taken against employees who do not comply with the company code and supporting codes. The type of measure is determined on a case by case basis. The company code and 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 Principles 1, 2 and 6 of the UN Global Compact.
		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	KPN operates exclusively in European and North American countries where freedom of expression is protected under the Works Council Act and the right to trade union membership. We expect our suppliers also to respect human rights. Our Supplier Code of Conduct sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers.
			Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This indicator supports Principles 1, 2 and 3 of the UN Global Compact.
		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	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. KPN operates exclusively in Western European and North American countries, where human rights are routinely observed. In addition to being laid down in legislation, human rights feature in the KPN company code. We expect our suppliers also to respect human rights. Our Supplier Code of Conduct sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers.
			Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This indicator supports Principles 1, 2 and 5 of the UN Global Compact.

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	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. KPN operates exclusively in Western European and North American countries, where human rights are routinely observed. In addition to being laid down in legislation, human rights feature in the KPN company code. We expect our suppliers also to respect human rights. Our Supplier Code of Conduct sets down our social and environmental requirements. Human rights are of course part of the social rights on which we assess suppliers.
			Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This indicator supports Principles 1, 2 and 4 of the UN Global Compact.
		Assessment	
HR10	Core	Percentage and total number of operations that have been subject to human rights assessments	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. No human rights assessments of business units' operations are being made. KPN operates exclusively in European and North American countries, where human rights are routinely observed.
		Remediation	
HR11	Core	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	KPN employees can put any queries they may have about the content and observance of the company code and supporting codes to the Security & Integrity helpdesk. Employees can report cases of undesirable conduct to the helpdesk. The categories include 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 code and supporting codes. The type of measure is determined on a case by case basis. The company code and 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. No grievances related to human rights violations were submitted to KPN in 2012.

GRI code	Core or Additional indicator	Indicator	Details/reference
		Community Performance Indicators	
		Management approach	Company Code and Whistleblower Procedure 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, simplicity and trust. These core values form the basis of our day-to-day operations and apply to all our business processes and external contacts. The Supplier Code of Conduct translates our CSR policy down the supply chain. 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: 1. integrity 2. competition 3. insider trading 4. safety and IT security KPN employees can put any queries they may have about the content and observance of the company code and supporting codes to the Security & 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 helpdesk. The categories include 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 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. The Security & 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. 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 in writing (by letter or on the internet) or via the Integrity Line, from inside or outside the Netherlands and in various languages. For more information about suppliers and CSR please visit http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm

GRI code	Core or Additional indicator	Indicator	Details/reference
			Supplier Code of Conduct KPN attempts to promote sustainability down the supply chain by purchasing from suppliers that comply with our labor and environmental criteria. Our Supplier Code of Conduct (SCoC; available on http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement.htm) 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. Compliance with the Dutch Telecommunications Act The Dutch 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 of defining and managing the risks of a breach of the Dutch 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 Dutch Telecommunications Act. The Dutch Independent Post and Telecommunications Authority, OPTA, supervises compliance with the Dutch 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. Public policy 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 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.
			Section 2.1.4. Compliance, p. 36 Section 3.2. Our suppliers, Objectives and results, p. 72 Section 3.2. Our suppliers, pp. 72-75 http://www.kpn.com/corporate/aboutkpn/Company-profile/Procurement
			This management approach supports Principle 10 of the UN Global Compact.

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 2012 a fraud risk assessment was carried out at 89% (16 of the 18) of KPN's business units.
			This indicator supports Principle 10 of the UN Global Compact.
SO3	Core	Percentage of employees trained in organization's anti-corruption policies and procedures	In 2012, 8,430 employees were trained in anti-corruption policy. This is 45% of the entire KPN Netherlands workforce.
			This indicator supports Principle 10 of the UN Global Compact.
SO4	Core	Actions taken in response to incidents of corruption	In 2012, there were 306 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	Public policy 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.
			Section 2.3.7. Stakeholder dialog, p. 44 Section 2.4.6. Stakeholder dialog, p. 49 Section 2.6.3. Security, pp. 60-61 Section 3.2.5. Challenges and dilemmas, p. 75
			This indicator supports all Principles of the UN Global Compact.
		Anti-Competitive Behavior	
SO7	Additional	Total number of lawsuits for anti-competitive behavior, anti-trust and monopoly practices, and the outcome of those lawsuits	Section 2.1.4. Compliance, p. 36
		Compliance	
SO8	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Section 2.1.4. Compliance, p. 36

GRI code	Core or Additional indicator	Indicator	Details/reference
		Product responsibility	
		Management approach	Telephones, transmission masts and health 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 Radiocommunications 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. In September 2012, Norwegian researchers published a report showing that there is no indication that radiation from cell phones and wireless networks is related to illnesses and medical conditions. Furthermore, they argue that any uncertainty about the conclusions of the research is negligible. More information on this topic and the survey can be found on the KPN website (http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/Social-themes-1/The-5-social-themes/Telephones-masts-and-healthNieuw.htm). Products, environment and safety 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 particular 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. KPN Corporate Market 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.

GRI code	Core or Additional indicator	Indicator	Details/reference
			Privacy The nature of our service means that KPN Netherlands 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. KPN Netherlands, as a telecommunications service provider, complies with the privacy provisions of the Dutch Telecommunications Act as well as with the Dutch Personal Data Protection 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 Netherlands 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 website (http://www.kpn.com/privacy.htm), 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 websites.
			Section 2.1.4. Compliance, p. 36 Section 2.6.2. Culture and organization, pp. 58-59 Section 2.6.3. Security, pp. 59-62 Section 2.6.4. Privacy, pp. 62-63 Section 2.6.5. Dilemmas and challenges, p. 63 Section 3.2.4. Raw materials and conflict minerals, p. 74 Section 3.2.5. Challenges and dilemmas, p. 75
			This management approach supports Principle 8 of the UN Global Compact.
		Customer health and safety	
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	Section 3.2.4. Raw materials and conflict minerals, p. 74 Section 3.2.5. Challenges and dilemmas, p. 75 http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/Social-themes-1/The-5-social-themes/Telephones-masts-and-healthNieuw.htm
			This indicator supports Principle 1 of the UN Global Compact.
		Product and service labeling	
PR3	Core	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	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 particular 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. KPN Corporate Market 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.
			This indicator supports Principle 8 of the UN Global Compact.
PR5	Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Chapter 1. Quality of our service, pp. 24-31

GRI Index continued

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 Dutch 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 of defining and managing the risks of a breach of the Dutch 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 Dutch Telecommunications Act. The Dutch Independent Post and Telecommunications Authority, OPTA, supervises compliance with the Dutch 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	Section 2.1.4. Compliance, p. 36
		Customer privacy	
PR8	Additional	Total number of substantiated grievances regarding breaches of customer privacy and losses of customer data	In 2012, 748 reports of privacy-related issues were received. KPN Netherlands received 237 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 511 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. Complaints are passed on to the company official responsible for data protection. No reports were received by KPN Group Belgium.
			Section 2.1.4. Compliance, p. 36 Section 2.6.2. Culture and organization, pp. 58-59 Section 2.6.3. Security, pp. 59-62 Section 2.6.4. Privacy, pp. 62-63
			This indicator supports Principle 1 of the UN Global Compact.
		Compliance	
PR9	Core	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Section 2.1.4. Compliance, p. 36

GRI code	Core or Additional indicator	Indicator	Details/reference
		Telecommunications Sector Supplement	
		Provision of Access	
		Access to telecommunications products and services	
PA1	Additional	Strategy 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	Strategy and activities to remove obstacles to access and use of telecommunications products and services	KPN's function as a communications service 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 Finest Contact Foundation 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: • social contact is the central theme; • collaboration with individual, reputable partner organizations; • existing, successful and small projects that deserve to be scaled up; • a local character, across the whole of the Netherlands; • possibility of deploying many KPN volunteers. Section 2.3. Healthcare of the future, pp. 41-44 Section 4.1. Our vision: our strength lies in connecting people, p. 78 Section 4.2. KPN Finest Contact Foundation, pp. 78-79
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)	Section 2.2 Best ICT infrastructure, pp. 37-40
		Customer relations	
PA8	Additional	Strategy and activities for communicating over issues related to electromagnetic fields	Section 2.2.6. Challenges and dilemmas, p. 40 http://www.kpn.com/corporate/aboutkpn/corporate-responsibility/CSR-at-KPN/social-themes/telephones-masts-health.htm
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	Section 2.1. Our social policy, pp. 34-35 Section 2.3. Healthcare of the future, pp. 41-44 Section 2.5.3. Energy efficiency in the chain, p. 51 Section 2.5.5. Recycling and sustainable cell phones, pp. 55-56
		Technical Applications	
		Efficiency	
TA1	Additional	Examples of energy-efficient telecommunication products and services supplied	Section 2.3. Healthcare of the future, pp. 41-44 Section 2.4.3. The New Way of Living and Working for customers, pp. 46-47 Section 2.5.3. Energy efficiency in the chain, p. 51 Section 2.5.5. Recycling and sustainable cell phones, pp. 55-56
TA2	Additional	Examples of telecommunications products, services and applications that can take the place of physical objects	