

## Appendix 8. GRI Content Index

GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>General Disclosures</b>			
<b>Organization Profile</b>			
102-1	Name of the organization	Koninklijke KPN N.V.	
102-2	Activities, brands, products, and services	<p>Our organization and the value we create, p. 14 Our purpose, p. 10 Economic value, p. 28</p> <p>KPN does not sell products that are banned in certain markets. However, some aspects of our products are subject to stakeholder questions and public debate. This primarily concerns EMF (electromagnetic fields), see <a href="https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm">https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm</a> - and conflict minerals. Through our membership of EICC and GeSI, we support initiatives to prevent human rights violations and the financing of armed conflicts by mineral extraction. KPN will make use of a mineral mapping program which is in development in cooperation with social organizations, thereby responding to the call made by MakeITfair, an organization which is campaigning for the ICT sector to be more transparent about the origin of minerals. See: <a href="https://corporate.kpn.com/company-kpn/csr/procurement/what-we-buy.htm">https://corporate.kpn.com/company-kpn/csr/procurement/what-we-buy.htm</a></p>	
102-3	Location of headquarters	The Hague, Netherlands	
102-4	Location of operations	KPN operates in the Netherlands and the Americas Appendix 6, social figures, p. 2	
102-5	Ownership and legal form	Corporate governance, p. 62 Legal structure, p. 62	
102-6	Markets served	Our purpose, p. 10 Economic value, p. 28	
102-7	Scale of the organization	Financial statements, p. 89 Our main achievements, p. 6 Our purpose, p. 10 Economic value, p. 28 Appendix 6, social figures, p. 1	
102-8	Information on employees and other workers	Sustainable employment, p. 58 Appendix 6, social figures, p. 1	Reporting on employees of contractors is considered not applicable to KPN. Our stakeholders do not request us to report on such information
102-9	Supply chain	Sustainable suppliers, p. 60	
		More information can be found on our website: <a href="http://corporate.kpn.com/company-kpn/csr/procurement.htm">http://corporate.kpn.com/company-kpn/csr/procurement.htm</a> where you can also download a graphical representation of our supply chain (the link is in the last line of text).	
102-10	Significant changes to the organization and its supply chain	Introduction by CEO, p. 4 Review of the year 2016, p. 8 Sustainable suppliers, p. 60 Sustainable employment, p. 58 Consolidated Financial statements, Business combinations and other changes in consolidation, Note 29, p. 158 Appendix 3, scope, reporting process and materiality determination, p. 190	

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		There were no significant changes in the supply chain during the reporting year and no supplier relations were terminated.	
	102-11 Precautionary Principle or approach	Compliance & Risk, p. 52 For our approach to EMF, see: <a href="https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm">https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm</a>	
	102-12 External initiatives	The most important charters, principles, or other initiatives to which KPN subscribes or which KPN endorses are: > UN Global Compact; > UN Declaration of Human Rights; > International Labor Organization (ILO); > OECD; > Principles of the World Economic Forum; > RE100. For more information and context, see: <a href="http://corporate.kpn.com/company-kpn/csr/memberships.htm">http://corporate.kpn.com/company-kpn/csr/memberships.htm</a>	
	102-13 Membership of associations	Our most important memberships are: > GeSI; > ETNO; > Green Grid; > Teleworking Forum; > Mobility Management Task Force; > Global Compact; > ITU; > Nederland ICT; > ECP. For more information and the most recent overview of memberships, see: <a href="http://corporate.kpn.com/company-kpn/csr/memberships.htm">http://corporate.kpn.com/company-kpn/csr/memberships.htm</a>	
<b>Strategy</b>	102-14 Statement from senior decision-maker	Introduction by CEO, p. 4	
	102-15 Key impacts, risks, and opportunities	In the sections Market position and Our strategy we describe the challenges KPN faces, including the way KPN responds and regards them as challenging opportunities. Market position, p.17 Our strategy, p.16  Our key impacts are described in the section Impact of products and services, p. 48 and in our materiality assessment, which can be found in the Appendix 'Scope, reporting process and materiality determination', p. 190  In the section Environmental performance we describe the key impacts of climate change to our business, and the way we turned them into business opportunities. These business opportunities are translated into KPIs and include targets, results, goals and evaluation processes. The Board of Management has final responsibility. Environmental performance, p.44  Our CSR governance is described in our Corporate governance chapter. Corporate governance, p.62 In our compliance & risk section we describe the main risks KPN faces. The environmental, privacy and security risks are integrated in our risk systems and part of the top risks of KPN. Compliance & Risk, p.52	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Ethics and integrity</b>	102-16	Values, principles, standards, and norms of behavior	<p>Privacy &amp; Security, p.40            Compliance &amp; Risk, p. 52            Sustainable suppliers, p. 60            See for more information on our Code of Conduct and the KPN SpeakUp Line: <a href="http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode">http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode</a>            For more information on our management approach on privacy and security, see the white paper on our CSR theme Privacy &amp; Security, <a href="http://corporate.kpn.com/dutch-society/privacy-security.htm">http://corporate.kpn.com/dutch-society/privacy-security.htm</a></p>
	102-17	Mechanisms for advice and concerns about ethics	<p>Employees can seek advice and report violations on ethical and lawful behavior by contacting the KPN Helpdesk Security, Compliance and Integrity. All reports made to this helpdesk are registered. In 2016, 5550 reports have been made to the helpdesk. However, KPN only registers reports on violations of the Code of Conduct and the subcodes (which include all company policy on ethical and lawful behavior) including the results of formal investigation and follow-up in terms of corrective measures. The system is not yet designed to be able to register requests for advice separately.</p> <p>Reports on possible violations of the KPN Code of Conduct or subcodes (which include all company policy on ethical and lawful behavior) are registered by the KPN Helpdesk Security, Compliance and Integrity. In 2016, 92 reports of possible violations of the Code of Conduct and 648 reports on possible violations of the subcodes have been registered. In 68 occasions, these were followed by corrective measures. KPN does not register the number of compliants about breaches of the Company Code or other ethical issues at the helpdesks, social media and <a href="mailto:mvo@kpn.com">mvo@kpn.com</a>.            See the Code and more information on anonymous reporting see: <a href="http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode">http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode</a></p> <p>Compliance &amp; Risk, p. 52</p>
<b>Governance</b>	102-18	Governance structure	<p>CSR governance, p. 64            Corporate governance, p. 62            Compliance &amp; Risk, p. 52            Composition of the boards, p. 66</p>
	102-19	Delegating authority	<p>CSR governance, p. 64            Corporate governance, p. 62            Compliance &amp; Risk, p. 52            Composition of the boards, p. 66</p>
	102-20	Executive-level responsibility for economic, environmental, and social topics	<p>CSR governance, p. 64            Corporate governance, p. 62            Composition of the boards, p. 66</p>
	102-21	Consulting stakeholders on economic, environmental, and social topics	<p>CSR governance, p. 64            Corporate governance, p. 62            Composition of the boards, p. 66            Appendix 9, Stakeholder overview, p. 1</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
102-22	Composition of the highest governance body and its committees	Report by the Supervisory Board, p. 72 Composition of the Boards, p. 66 Report by the Supervisory Board; Nominating and Corporate Governance Committee, p. 75  KPN's Supervisory Board members represent amongst others our shareholders and society. Their competences are broad, and cover a range from expert financial knowledge towards green energy solutions and societal development. For more information on the background of our Supervisory Board members, please see: <a href="http://corporate.kpn.com/company-kpn/our-company/our-management/supervisory-board.htm">http://corporate.kpn.com/company-kpn/our-company/our-management/supervisory-board.htm</a>	
102-23	Chair of the highest governance body	Composition of the boards, p. 66	
102-24	Nominating and selecting the highest governance body	Report by the Supervisory Board, p. 72 Report by the Supervisory Board; Nominating and Corporate Governance Committee, p. 75 Corporate governance, p. 62	
102-25	Conflicts of interest	Remuneration and Organizational Development Report, p. 78 Corporate Governance, p. 62	
102-26	Role of highest governance body in setting purpose, values, and strategy	Composition of the Boards, p. 66 CSR governance, p. 64 Compliance & Risk, p. 52	
102-27	Collective knowledge of highest governance body	Composition of the Boards, p.66 CSR governance, p. 64 Compliance & Risk, p. 52	
102-28	Evaluating the highest governance body's performance	Report by the Supervisory Board, p. 72	
102-29	Identifying and managing economic, environmental, and social impacts	Compliance & Risk, p. 52	
102-30	Effectiveness of risk management processes	Compliance & Risk, p. 52	
102-31	Review of economic, environmental, and social topics	Compliance & Risk, p. 52	
102-32	Highest governance body's role in sustainability reporting	Steering Committee Integrated Reporting. The Board of Management has final responsibility for the Integrated Annual Report. CSR governance, p. 64	
102-33	Communicating critical concerns	Critical concerns are communicated on a quarterly basis to both the Board of Management and the Supervisory Board. This communication consists of a GRIP report, an external audit report and an internal audit report. The GRIP report is most comprehensive and includes all risks for KPN communicated by risk managers. The external audit report comprises mostly financial risks for KPN whereas the internal audit report reports financial and IT security risks. The Board of Managements closely monitors all risks and defines procedures and working methods for critical risks. All risks are reviewed by the Audit Committee.	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
102-34	Nature and total number of critical concerns	The nature and number of critical concerns raised during 2016 cannot be communicated, as this concerns sensitive information.	The nature and number of critical concerns raised during 2016 cannot be communicated, as this concerns sensitive information.
102-35	Remuneration policies	Remuneration and Organizational Development Report, p.78 Report by the Supervisory Board, Remuneration and Organizational Development Committee, p. 75	
102-36	Process for determining remuneration	Report by the Supervisory Board, Remuneration and Organizational Development Committee, p. 75	
102-37	Stakeholders' involvement in remuneration	Report by the Supervisory Board, p. 72	
102-38	Annual total compensation ratio	We monitor the ratio in annual compensation for our employees in the main country of operation: the Netherlands. The basis for determining the ratio is the pension base salary, which includes all fixed components of the salary of our employees. For the calculation, we use the annualized salary as paid on December 31 of the reporting year. This is not by definition a full time salary, part time salaries are also included. All bonuses paid during 2016 are included in the calculation, just as the value of vested shares or phantom shares received by employees in the reporting year. For the reporting year 2016: The ratio of annual total compensation of the highest-paid individual to the median annual compensation is 1/39.1. The total annual compensation of the highest paid individual is predominately defined by incentives. Consequently this results in highly fluctuating total annual compensation year-on-year even though base payments remains unchanged.	
102-39	Percentage increase in annual total compensation ratio	We monitor the ratio in annual compensation for our employees in the main country of operation: the Netherlands. The basis for determining the ratio is the pension base salary, which includes all fixed components of the salary of our employees. For the calculation, we use the annualized salary as paid on 31th of December of the reporting year. This is not by definition a full time salary, part time salaries are also included. All bonuses paid during 2016 are included in the calculation, just as the value of vested shares or phantom shares received by employees in the reporting year. For the reporting year 2016, the salary of the highest paid individual increased with 29.53% in 2016 (compared with 2015) and the salary of the median increased with 4.85% in 2016 (compared with 2015). The ratio of the percentage increase of the highest paid individual to the increase of the median salary of 2016 is 6.1/1.	
<b>Stakeholder engagement</b>	102-40	List of stakeholder groups	Our purpose, p. 10 Appendix 9, Stakeholder overview, p. 1
	102-41	Collective bargaining agreements	Appendix 5, Social figures, p.1 This indicator supports Principles 1 and 3 of the UN Global Compact.

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102-42	Identifying and selecting stakeholders	Our purpose, p. 10 Appendix 3, Scope, reporting process and materiality determination, p. 190 Appendix 9, Stakeholder overview, p.1	
		KPN selects stakeholders based on their relevance to the ICT 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 (WWF) 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.	
102-43	Approach to stakeholder engagement	Our purpose, p. 10 Customer loyalty, p. 22 Appendix 3, Scope, reporting process and materiality determination, p. 190 Appendix 9, Stakeholder overview, p.1	
		KPN does not engage with stakeholders exclusively as part of the report preparations process, although all stakeholders input is considered to be of potential value to the report.	
102-44	Key topics and concerns raised	Our purpose, p. 10 Customer loyalty, p. 22 Appendix 9, Stakeholder overview, p.1	
<b>Reporting practice</b>	102-45	Entities included in the consolidated financial statements	The basis for the entities covered in the consolidated financial statements is KPN's legal structure. All entities covered by the consolidated financial statements are also included in the report. Corporate Governance, Legal structure of the company, p.62
	102-46	Defining report content and topic Boundaries	About this report, p. 3 Appendix 3, Scope, reporting process and materiality determination, p.190 Appendix 9, Stakeholder overview, p.1
	102-47	List of material topics	About this report, p. 10 Material topics, p. 20 Our strategy, p. 16 Appendix 3, Scope, reporting process and materiality determination, p.190
	102-48	Restatements of information	Appendix 3, Scope, reporting process and materiality determination, p.190 Footnotes included in tables.
	102-49	Changes in reporting	About this report, p. 3 Appendix 3, Scope, reporting process and materiality determination, p.190 Footnotes included in tables.
	102-50	Reporting period	January 1, 2016 - December 31, 2016

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102-51	Date of most recent report	February 25, 2016	
102-52	Reporting cycle	Annually	
102-53	Contact point for questions regarding the report	<a href="mailto:mvo@kpn.com">mvo@kpn.com</a>	
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Comprehensive option.	
102-55	GRI content index	The GRI index can be found in the downloadmanager on <a href="http://www.kpn.com/annualreport">www.kpn.com/annualreport</a>	
102-56	External assurance	Independent assurance report, p. 174 Appendix 3, Scope, reporting process and materiality determination, p. 190	

### Material Topics

#### Economic

#### Economic performance

<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20  Where impacts occur: Inside: KPN Group (all entities: KPN Netherlands, iBasis and all other subsidiaries). Outside: providers of capital, governments and communities in countries of operation.  For KPN's involvement see references in 103-2
	103-2	The management approach and its components	Our purpose, p. 10 Our strategy, p. 16 Market position, p. 17 The value we create, p. 14 Economic value, p. 28
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 201: Economic performance 2016</b>	201-1	Direct economic value generated and distributed	Our purpose, p. 10 Our main achievements, p. 6 Customer loyalty, p.22 Economic value, p. 28 In 2016, our total community investments (donations) amounted to EUR 9,558,473
	201-2	Financial implications and other risks and opportunities due to climate change	Environmental performance, p.44 Compliance & Risk, p. 52 Appendix 7, Environmental figures, p.1 KPN discloses all material carbon emissions, climate governance and management approach, including the financial implications of risks regarding climate change and the costs of mitigating actions for the CDP (former Carbon Disclosure Project). Find our 2016 disclosure at <a href="https://cdp.net/en">https://cdp.net/en</a> . Our 2017 disclosure will be available as of June 2017.
	201-3	Defined benefit plan obligations and other retirement plans	Economic value, p. 28
	201-4	Financial assistance received from government	KPN does not receive significant financial assistance from the government.

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Market presence</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 202: Market presence 2016</b>	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	This indicator is not material for KPN
	202-2	Proportion of senior management hired from the local community	This indicator is not material for KPN
<b>Indirect Economic Impacts</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20 Appendix 3. Scope, reporting process and materiality determination, p.190  Where impacts occur: Inside: not material. Outside: suppliers, customers, governments and communities in countries of operation.  For KPN's involvement see references in 103-2
	103-2	The management approach and its components	Our strategy, p. 16 Market position, p. 17 Innovation and investments, p. 26 Impacts of products and services, p.48
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 203: Indirect economic impacts 2016</b>	203-1	Infrastructure investments and services supported	Quality and reliability of network, p. 24 Impact of products and services, p. 48 Innovation and investments, p. 26
	203-2	Significant indirect economic impacts	Our organization and the value we create, p. 14 Our strategy, p. 16 Market position, p. 17 About this report, p. 3 Economic value, p. 28 Impact of products and services, p. 48
<b>Procurement Practices</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 204: Procurement Practices 2016</b>	204-1	Proportion of spending on local suppliers	This indicator is not material for KPN.



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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Anti-Corruption</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Material items, p. 20</p> <p>Where impact occurs: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all suppliers in countries of operations</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	Compliance and Risk, p. 52
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 205: Anti-corruption 2016</b>	205-1	Operations assessed for risks related to corruption	In 2016, a fraud risk assessment was carried out at 100% (5 of the 5) of KPN's business units. This indicator supports Principle 10 of the UN Global Compact.
	205-2	Communication and training about anti-corruption policies and procedures	<p>In 2016 we developed the e-learning Spot On to train our (temporary) employees on amongst others anti- fraud and – corruption (and the other parts of the KPN Code of Conduct). In 2016 all (temporary) employees were obligated to finish this e-learning. January 2017 in total 14,145 (temporary) employees were certified. This comprises 96.4% of the employees with an obligation to complete Spot On. During Q1-2017 the remaining 3.6% will be required and instructed to complete Spot On. Break down by regions for this 14,145 is not applicable, KPN is for 99.9% Dutch. For a break down by category we refer to the Social Figures. Risk- and need based a group of employees also attended in-depth classroom training sessions and/or integrity and ethics workshops. Out of the 14,145 employees who completed Spot On, classroom trainings were visited by 2,478 employees. 134 senior managers attended the integrity and ethics workshops. Communication is done throughout the year towards all (temporary) employees, by using Intranet, e-mail and offline communication.</p> <p>Compliance &amp; Risk, p. 52</p> <p>This indicator supports Principle 10 of the UN Global Compact.</p>
	205-3	Confirmed incidents of corruption and actions taken	<p>In 2016, there were 195 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.</p> <p>Legal cases regarding corruption are included in standards 206-1, 419-1, 416-2 and 418-1.</p> <p>KPN participates in the joint site audit program of the JAC cooperation. In 2016, JAC has raised 517 CSR issues overall, of which 92 relating to business ethics (including corruption). 467 issues were resolved during 2016 (including issues raised in previous years). 314 out of 517 issues raised in 2016 are still pending. It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN.</p> <p>Sustainable suppliers, p. 60</p> <p>This indicator supports Principle 10 of the UN Global Compact.</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Anti-Competitive Behavior</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20  Where the impact occurs: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: not material  For KPN's involvement, see references 103-2
	103-2	The management approach and its components	Compliance & Risk, p. 52
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 206: Anti-competitive behavior 2016</b>	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Compliance & Risk, p. 52 In 2016, there were 13 legal actions in the Netherlands regarding anti-competitive behaviour, anti-trust, and monopoly practices.
<b>Environmental</b>			
<b>Materials</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20  Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: suppliers and customers in countries of operation  For KPN's involvement, see references 103-2
	103-2	The management approach and its components	Environmental performance, p. 44
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 301: Materials 2016</b>	301-1	Materials used by weight or volume	This indicator is not material for KPN.
	301-2	Recycled input materials used	Environmental performance, p. 44 Appendix 7, Environmental figures, p. 1 KPN discloses all material carbon emissions, climate governance and management approach, including the financial implications of risks regarding climate change and the costs of mitigating actions for the CDP (former Carbon Disclosure Project). Find our 2016 disclosure at <a href="https://cdp.net/en">https://cdp.net/en</a> . Our 2017 disclosure will be available as of June 2017.
	301-3	Reclaimed products and their packaging materials	Our strategy, p. 16 Environmental performance, p. 44 Appendix 2, Overview of CSR targets and achievements, p. 186 Appendix 3, Scope, reporting process and materiality determination, p. 190  This indicator supports Principles 8 and 9 of the UN Global Compact.

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Energy</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20  Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: suppliers and customers in countries of operation  For KPN's involvement, see references 103-2
	103-2	The management approach and its components	Environmental performance, p. 44 Innovation and investments, p. 26 Impact of products and services, p. 48
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 302: Energy 2016</b>	302-1	Energy consumption within the organization	Our main achievements, p. 6 Our organization and the value we create, p. 14 Our strategy, p.16 Environmental performance, p.44 Appendix 3, Scope, reporting process and materiality determination, p. 190 Appendix 7, Environmental figures, p.1 This indicator supports Principle 8 of the UN Global Compact. KPN does not sell electricity, heating, cooling or steam.
	302-2	Energy consumption outside of the organization	Our main achievements, p.6 Our organization and the value we create, p. 14 Our strategy, p.16 Environmental performance, p.44 Innovation and investments, p.26 Impact of products and services, p. 48 Appendix 3, Scope, reporting process and materiality determination, p.190 Appendix 7, Environmental figures, p.1
	302-3	Energy intensity	Environmental performance, p. 44 Appendix 7, Environmental figures, p.1
	302-4	Reduction of energy consumption	Environmental performance, p. 44 Our main achievements, p.6 Appendix 7, Environmental figures, p.1 Appendix 3, Scope, reporting process and materiality determination, p.190 This indicator supports Principle 8 of the UN Global Compact.
	302-5	Reductions in energy requirements of products and services	Our main achievements, p.6 Environmental performance, p.44 Impact of products and services, p. 48 Sustainable suppliers, p. 60 Appendix 3, Scope, reporting process and materiality determination, p. 190 This indicator supports Principle 8 of the UN Global Compact.
<b>Water</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN. However KPN reports quantitatively on water use (including targets) in appendix 7, Environmental figures, p.1

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	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 303: Water 2016</b>	303-1	Water withdrawal by source	This indicator is not material for KPN. However KPN reports quantitatively on water use (including targets) in Appendix 7, Environmental figures, p.1
	303-2	Water sources significantly affected by withdrawal of water	This indicator is not material for KPN.
	303-3	Water recycled and reused	This indicator is not material for KPN.
<b>Biodiversity</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 304: Biodiversity 2016</b>	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	This indicator is not material for KPN.
	304-2	Significant impacts of activities, products, and services on biodiversity	This indicator is not material for KPN.
	304-3	Habitats protected or restored	This indicator is not material for KPN.
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	This indicator is not material for KPN.
<b>Emissions</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20  Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: suppliers and customers in countries of operation  For KPN's involvement, see references 103-2
	103-2	The management approach and its components	Environmental performance, p.44 Impacts of products and services, p.48
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>GRI 305: Emissions 2016</b>	305-1	Direct (Scope 1) GHG emissions	Environmental performance, p.44 Appendix 7, Environmental figures, p.1 This indicator supports Principle 8 of the UN Global Compact.
	305-2	Energy indirect (Scope 2) GHG emissions	Environmental performance, p.44 Appendix 7, Environmental figures, p.1 This indicator supports Principle 8 of the UN Global Compact.
	305-3	Other indirect (Scope 3) GHG emissions	Environmental performance, p.44 Appendix 7, Environmental figures, p.1 This indicator supports Principle 8 of the UN Global Compact.
	305-4	GHG emissions intensity	Environmental performance, p.44 Appendix 7, Environmental figures, p.1
	305-5	Reduction of GHG emissions	Environmental performance, p.44 Appendix 7, Environmental figures, p.1 This indicator supports Principles 7, 8 and 9 of the UN Global Compact.
	305-6	Emissions of ozone-depleting substances (ODS)	Appendix 7, Environmental figures, p.1 This indicator supports Principle 8 of the UN Global Compact.
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Environmental performance, p.44 This indicator supports Principle 8 of the UN Global Compact.
<b>Effluents And Waste</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN. KPN has no waste from production, only from removing old equipment. However, KPN quantitatively reports (including targets) on different waste streams, including % of recycling in these waste streams.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 306: Effluents and waste 2016</b>	306-1	Water discharge by quality and destination	This indicator is not material for KPN.
	306-2	Waste by type and disposal method	Environmental performance, p. 44 Appendix 7, Environmental figures, p.1
	306-3	Significant spills	This indicator is not material for KPN.
	306-4	Transport of hazardous waste	This indicator is not material for KPN.
	306-5	Water bodies affected by water discharges and/or runoff	This indicator is not material for KPN.
<b>Environmental Compliance</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Material items, p. 20 Where impacts occur: Inside: KPN Group . Outside: not material.  For KPN's involvement, see references 103-2

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
	103-2	The management approach and its components	<p>KPN is subject to a number of laws, regulations and voluntary agreements with regard to energy and the environment. All laws and regulations which apply to the organization are continuously monitored within the ISO 14001 management system. Most important Dutch laws applicable to KPN are the 'Wet Milieubeheer' (law on environmental management), the 'Besluit algemene regels inrichtingen milieubeheer' (BARIM, which is the decree on general rules for environmental management) and the 'Activiteitenbesluit' (decree on activities). Besides laws and regulations, KPN joined a number of (international) voluntary agreements. Most important are the Dutch Long-Term Agreement on Energy Efficiency (MJA Energy Efficiency) and the European Code of Conduct for Broadband Equipment.</p> <p>Environmental performance, p.44 Compliance &amp; risk, p. 52</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 307: Environmental compliance 2016</b>	307-1	Non-compliance with environmental laws and regulations	<p>There were no fines or non-monetary sanctions for non-compliance with environmental laws and regulations in 2016.</p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
<b>Supplier Environmental Assessment</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Material items, p. 20</p> <p>Where impacts occur: Inside: not material. Outside: suppliers in countries of operation and the JAC.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	<p>Sustainable suppliers, p. 60</p> <p>See 308-1 and more information of KPN's supply chain, including a graphical overview of the chain, the supplier code of conduct and the methods for supplier assessments can be found on: <a href="http://corporate.kpn.com/company-kpn/csr/procurement.htm">http://corporate.kpn.com/company-kpn/csr/procurement.htm</a></p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 308: Supplier environmental assessment 2016</b>	308-1	New suppliers that were screened using environmental criteria	<p>Sustainable suppliers, p. 60</p> <p>See also: <a href="http://corporate.kpn.com/company-kpn/csr/procurement.htm">http://corporate.kpn.com/company-kpn/csr/procurement.htm</a> and the three sub-pages (How we work, What we buy and What we ask of our suppliers).</p> <p>KPN's General Conditions of Purchase are the basis for the framework agreements and other contracts and apply to all new suppliers. Sustainability criteria are an integral part of all contract templates of KPN and included in the general purchasing conditions. All new suppliers of KPN must sign the Supplier Code of Conduct. In the Supplier Code of Conduct we have laid down social and environmental requirements for suppliers. This code is based on the United Nations Universal Declaration of Human Rights and the core treaties of the International Labor Organization (ILO). In case a supplier does not sign the SCoC, KPN analyses whether the Code of Conduct of the supplier is comparable to KPNs SCoC (i.e. based on the previously mentioned international standards). In the tender phase for new hardware KPN uses the Sustainability Tool (SuTo), which asks suppliers for information about the energy</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
			consumption, recyclability, packaging and raw materials consumption of the products they supply. It is our standard practice to use the Sustainability Tool when procuring products. Suppliers are obliged to respond to it. Bids are also evaluated based on sustainability criteria.
308-2	Negative environmental impacts in the supply chain and actions taken	<p>Sustainable suppliers, p. 60</p> <p>As result of its activities KPN can have a negative environmental impact in the supply chain, both at the side of suppliers and at the side of customers.</p> <p>For a graphical overview of our supply chain, click the download link on: <a href="http://corporate.kpn.com/company-kpn/csr/procurement.htm">http://corporate.kpn.com/company-kpn/csr/procurement.htm</a></p> <p>The negative impact at the supplier side is mainly associated with energy use, use of resources and use of conflict minerals. Our Supplier Code of Conduct sets down our social and environmental requirements. The basis for our approach lies in our general conditions of purchase, Supplier Code of Conduct, self-assessments and on site audit program in the JAC cooperation. Our activities focus on engaging in dialogue with suppliers where shortcomings are noticed about their production methods and environmental policies. Subject to the outcome of the discussions, we draw up an improvement program, the progress of which we monitor. In 2016, no supplier relations were terminated. Actions of KPN can be found at: <a href="http://corporate.kpn.com/company-kpn/corporategovernance/procurement/what-we-buy.htm">http://corporate.kpn.com/company-kpn/corporategovernance/procurement/what-we-buy.htm</a> and <a href="http://corporate.kpn.com/company-kpn/corporate-governance/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/corporate-governance/procurement/what-we-ask-of-our-suppliers.htm</a> (Supplier Code of Conduct, E-TASC, on site audits and the Sustainability tool (SuTo). Together with our suppliers we are developing and implementing sustainable solutions, see: Sustainable suppliers, p. 60</p> <p>KPN participates in the joint on-site audit program of the JAC cooperation. In 2016, JAC raised 51 environmental issues at suppliers following on-site audits. 49 environmental issues were resolved during 2016 (these also include issues raised in previous years). 34 of 51 issues raised in 2016 are still pending.</p> <p>It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN. All reports are made anonymous.</p> <p>The negative environmental impact at the customer side is mainly associated with energy use and product recycling. KPN mitigates this impact by the development and procurement of energy efficient products and services and product recycling (such as energy-efficient modems and a mobile phone recycling program) in the consumer market, The New Way of Living &amp; Working, and other energy-efficient propositions in the business segments. See:</p> <ul style="list-style-type: none"> <li>&gt; Environmental performance, p.44</li> <li>&gt; Impact of products and services, p. 48</li> <li>&gt; <a href="http://corporate.kpn.com/dutch-society/energy.htm">http://corporate.kpn.com/dutch-society/energy.htm</a></li> </ul>	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Social</b>			
<b>Employment</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Our purpose, p. 10 Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: not material.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	<p>Our people are the force driving our customer experience and ultimately our business success. We want them to be confident about the future, at a time characterized by fast and radical change and less job certainty. We want our employees to take responsibility for their own careers. However, as an employer, we see it as our responsibility to make them aware of the necessity to keep developing professionally. We help them in this and give them the tools to develop their skills, stay healthy and enhance their value as an employee. 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 one of the ways that we can reinforce this pride and involvement is through corporate social responsibility by employee engagement or volunteering for the finest contact foundation. Furthermore, our workforce should reflect our society. This means employing people from different age groups, backgrounds and beliefs, as well as more women. We believe diverse viewpoints and perspectives help teams achieve better results.</p> <p>Our Code of Conduct, see <a href="http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode">http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode</a> outlines our approach to protecting employee rights, such as a workplace free of harrasment and discrimination.</p> <p>Sustainable employment, p. 58</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 401: Employment 2016</b>	401-1	New employee hires and employee turnover	<p>Sustainable employment, p. 58 Appendix 6, Social figures, p.1 This indicator supports Principle 6 of the UN Global Compact.</p> <p>Reporting on diversifications other than numbers and percentages of turn-over for the different KPN subsidiaries is considered not applicable to KPN. Our stakeholders do not request us to report on such information.</p>
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	There are no benefits provided to full-time employees that are not provided to temporary or part-time employees. Where applicable benefits for full-time employees are pro-ratio provided to part-time or temporary employees. Exceptions are made for several benefits, such as the Employability budget which is not pro-rated.



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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
	401-3 Parental leave	It is part of our diversity policy that women can continue their job after maternity leave in a productive and pleasant manner. In 2016, 145 female employees took maternity leave, compared to 139 in 2015. In 2016, 133 female employees returned to work at KPN after their maternity leave which ended in the reporting period, which is 100%. In 2015, 146 of 148 female employees returned to work at KPN after their maternity leave, which is 98.6%. (This is excluding KPN Corporate Market B.V. and other participations)	
<b>Labor/Management Relations</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Our purpose, p. 10 Appendix 3, Scope, reporting process and materiality determination, p. 190  Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: not material  For KPN's involvement, see references 103-2
	103-2	The management approach and its components	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. A new chapter has been added to the KPN Collective Labor Agreement (CLA, June 2013) with our policies and instruments regarding Sustainable Deployability  Sustainable employment, p. 58
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 402: Labor/management relations 2016</b>	402-1	Minimum notice periods 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.
<b>Occupational Health And Safety</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3, Scope, reporting process and materiality determination, p. 190  Where impacts occur: Inside: KPN Group (exceptions and/or limitations are included in footnotes to the tables or text). Outside: not material.  For KPN's involvement, see references 103-2

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
103-2	The management approach and its components	<p>KPN cares passionately about guaranteeing safe working conditions and improving the vitality of employees. The KPN Security department makes and carries out the policy for this.</p> <p>The HR department coordinates and facilitates the health and vitality policy. Our policy covers safe working conditions, occupational health supervision, prevention and reintegration measures, health checks (both required by law and voluntary) and vitality initiatives. The divisional Human Resources (HR) departments run these arrangements and programs. All the significant divisions of the organization have their own HR teams, 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</p>	
		<p>KPN, the HR segment directors work closely with the HR executives in the expertise centers in Corporate HR. We invest in keeping all our staff members fit. We stepped up our efforts to combat absenteeism, offering extra facilities through HR, such as weekly progress updates, e-learning and a single point of contact, and expanding the services of our absenteeism expert in areas with the highest rates. The interactive coaching program i-Change helps employees to change their lifestyle. In 2015, we introduced ichange2, a more user-friendly version of our interactive coaching program. In our policy, we pay extra attention to stress related complaints and illnesses. KPN has contracts with all subcontractors in which health &amp; safety issues are covered.</p> <p>Sustainable employment, p. 58</p>	
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 403: Occupational Health and safety 2016</b>	403-1	Workers representation in formal joint management-worker health and safety committees	In 2016, about 95.6% of the KPN workforce is represented in a formal joint management-worker health and safety committee, which supports and advises on occupational health and safety programs.
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<p>Sustainable employment, p. 58</p> <p>Appendix 6, Social figures, p.1</p> <p>This indicator supports Principle 1 of the UN Global Compact.</p>
	403-3	Workers with high incidence or high risk of diseases related to their occupation	<p>KPN does not have employees with high risks related to their occupation. Activities which involve working on heights (mobile) and near to open fire at locations with traffic (residential) are outsourced. Criteria for safe working conditions for employees of these partners are legally arranged and complemented by contractual arrangements between KPN and the partners.</p>
	403-4	Health and safety topics covered in formal agreements with trade unions	<p>KPN complies with all legal requirements regarding work, safety and health. In our CLA agreements are included for: health and safety (1.16), occupational health supervision (5.2); prevention and reintegration (5.3); health Check (7.9); work and health (13.25/14.22).</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Training And Education</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are included in footnotes to the tables or text). Outside: not material.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	<p>The divisional Human Resources (HR) departments run these arrangements and programs. All significant divisions of the organization have their own HR teams, 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.</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 404: Training and education 2016</b>	404-1	Average hours of training per year per employee	<p>Appendix 6, Social figures, p. 1</p> <p>Reporting on diversifications other than the annual training hours per subsidiary and KPN Group are considered not applicable to KPN. Our stakeholders do not request us to report on such information.</p>
	404-2	Programs for upgrading employee skills and transition assistance programs	Sustainable employment, p. 58
	404-3	Percentage of employees receiving regular performance and career development reviews	All employees (on the payroll as regular staff ) are eligible for regular performance and career development reviews. 80.7% of all employees had at least one performance and career development review in 2016. 61% of all employees had reviews on a more regular basis. 19.7% did not have any review in 2016. (This is excluding other participations)
<b>Diversity And Equal Opportunity</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are included in footnotes to the tables or text). Outside: not material.</p> <p>For KPN's involvement, see references 103-2</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
	103-2	The management approach and its components	<p>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. The divisional Human Resources (HR) departments run these arrangements and programs. All the significant divisions of the organization have their own HR teams, 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.</p> <p>Sustainable employment, p. 58</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 405: Diversity and equal opportunity 2016</b>	405-1	Diversity of governance bodies and employees	<p>Sustainable employment, p. 58</p> <p>Appendix 6, Social figures, p.1</p> <p>This indicator supports Principles 1 and 6 of the UN Global Compact.</p>
	405-2	Ratio of basic salary and remuneration of women to men	<p>In 2016, we looked once again at whether there are salary differences between men and women at KPN the Netherlands within the collective labor agreements (CLA). The analysis showed that the percentage difference between the average salary of men and women in the collective labor agreement (CLA) scales decreased from 1.7% in 2015 to 1.4% in 2016. Therefore, we see no reason to take immediate measures. Just like 2015, the differences in the CLA can be explained by difference in age and experience. KPN has not analyzed the differences between women and men in non CLA scales. We are investigating how we can extend the analysis to these scales in the next years.</p> <p>This indicator supports Principles 1 and 6 of the UN Global Compact.</p>
<b>Non-Discrimination</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all suppliers in countries of operations.</p> <p>For KPN's involvement, see references 103-2</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
	103-2	The management approach and its components	<p>Compliance &amp; Risk, p. 53 Sustainable employment, p. 58 Sustainable suppliers, p. 60</p> <p>For our Code of Conduct, which covers non-discrimination, see: <a href="http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode">http://ir.kpn.com/phoenix.zhtml?c=69978&amp;p=irol-govcompcode</a> For our management approach regarding suppliers, see: <a href="http://corporate.kpn.com/company-kpn/csr/procurement.htm">http://corporate.kpn.com/company-kpn/csr/procurement.htm</a></p> <p>This management approach supports Principles 1 and 2 of the UN Global Compact</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 406: Non-discrimination 2016</b>	406-1	Incidents of discrimination and corrective actions taken	<p>In 2016, there were 3 cases of discrimination 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. KPN participates in the joint site audit program of the JAC.</p>
<b>Freedom of association and collective bargaining</b>			
			<p>cooperation. In 2016, JAC raised 4 CSR issues at suppliers following on-site audits, relating to discrimination. 7 of these were resolved during 2016 (including issues raised in previous years). 2 of 4 issues raised in 2016 are still pending. It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN. All reports are made anonymous.</p> <p>This indicator supports Principles 1, 2 and 6 of the UN Global Compact.</p>
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: not material. Outside: all suppliers in countries of operations.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	<p>Sustainable suppliers, p. 60</p> <p>For our management approach regarding suppliers, see: <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a></p> <p>This management approach supports Principles 1 and 2 of the UN Global Compact</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>GRI 407: Freedom of association and collective bargaining 2016</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	KPN participates in the joint site audit program of the JAC cooperation. In 2016, JAC raised 8 CSR issues at suppliers following on-site audits, relating to freedom of association and right to collective bargaining. 5 issues were resolved during 2016 (including issues raised in previous years). 7 of 8 issues raised in 2016 are still pending. It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN. All reports are made anonymous. For our management approach regarding suppliers, see: <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a> This indicator supports Principles 1, 2 and 3 of the UN Global Compact.	
<b>Child Labor</b>			
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	Appendix 3, Scope, reporting process and materiality determination, p. 190  Where impacts occur: Inside: not material. Outside: all suppliers in countries of operations.  For KPN's involvement, see references 103-2	
	103-2 The management approach and its components	Sustainable suppliers, p. 60  For our management approach regarding suppliers, see: <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a>  This management approach supports Principles 1 and 2 of the UN Global Compact	
	103-3 Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62	
<b>GRI 408: Child labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	KPN participates in the joint site audit program of the JAC cooperation. In 2016, JAC raised 12 CSR issues at suppliers following on-site audits relating to child labor. 16 issues were resolved during 2016 (including issues raised in previous years). 7 of 12 issues raised in 2016 are still pending. It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN. All reports are made anonymous. For more information on our management approach for suppliers, see also: <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a>  This indicator supports Principles 1, 2 and 3 of the UN Global Compact.	
<b>Forced or compulsory labor</b>			
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	Appendix 3, Scope, reporting process and materiality determination, p. 190  Where impacts occur: Inside: not material. Outside: all suppliers in countries of operations.  For KPN's involvement, see references 103-2	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
	103-2	The management approach and its components	Sustainable suppliers, p. 60  For our management approach regarding suppliers, see: <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a>  This management approach supports Principles 1 and 2 of the UN Global Compact
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 409: Forced or compulsory labor 2016</b>	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	KPN participates in the joint site audit program of the JAC cooperation. In 2016, JAC raised 13 CSR issues at suppliers following on-site audits relating to forced or compulsory labor. 11 of these issues were resolved during 2016 (including issues raised in previous years). 7 of 13 issues raised in 2016 are still pending. It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN. All reports are made anonymous. For more information on our management approach for suppliers, see also: <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a> This indicator supports Principles 1, 2 and 3 of the UN Global Compact.
<b>Security practices</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 410: Security pPractices 2016</b>	410-1	Security personnel trained in human rights policies or procedures	This indicator is not material for KPN.
<b>Rights of indigenous peoples</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 411: Rights of indigenous peoples 2016</b>	411-1	Incidents of violations involving rights of indigenous peoples	This indicator is not material for KPN.
<b>Human rights assessment</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3, Scope, reporting process and materiality determination, p. 190  Where impacts occur: Inside: not material. Outside: suppliers and the JAC.  For KPN's involvement, see references 103-2

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission	
	103-2	The management approach and its components	Sustainable suppliers, p. 60 See 412-2  <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a>	
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62	
<b>GRI 412: Human rights assessment 2016</b>	412-1	Operations that have been subject to human rights reviews or impact assessments	This indicator is not material for KPN.	
	412-2	Employee training on human rights policies or procedures	Sustainable suppliers, p. 60 Appendix 6, Social figures, p.1 This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.	Reporting on the number of training hours regarding human rights policies and the percentage of employees trained in human rights policies and procedures is considered not applicable to KPN. Our stakeholders do not request us to report on such information.
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Sustainable suppliers, p. 60 <a href="http://corporate.kpn.com/company-kpn/csr/procurement.htm">http://corporate.kpn.com/company-kpn/csr/procurement.htm</a> This indicator supports Principles 1, 2, 3, 4, 5 and 6 of the UN Global Compact.	
<b>Local Communities</b>				
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN.	
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
<b>GRI 413: Local communities 2016</b>	413-1	Operations with local community engagement, impact assessments, and development programs	This indicator is not material for KPN	
	413-2	Operations with significant actual and potential negative impacts on local communities	This indicator is not material for KPN	



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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Supplier social assessment</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: not material. Outside: suppliers and the JAC.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	<p>Sustainable suppliers, p. 60 See 414-4</p> <p><a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a></p>
	103-3	Evaluation of the management approach	<p>Corporate governance, Board of management (CSR governance), p. 62</p>
<b>GRI 414: Supplier social assessment 2016</b>	414-1	New suppliers that were screened using social criteria	<p>Sustainable suppliers, p. 60 <a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a></p> <p>KPN's General Conditions of Purchase are the basis for the framework agreements and other contracts and apply to all new suppliers. Sustainability criteria (including social criteria) are an integral part of all contract templates of KPN and included in the general purchasing conditions. All new suppliers of KPN must sign the Supplier Code of Conduct. In the Supplier Code of Conduct we have laid down social and environmental requirements for suppliers. This code is based on the United Nations Universal Declaration of Human Rights and the core treaties of the International Labor Organization (ILO). In case a supplier does not sign the SCoC, KPN analyses whether the Code of Conduct of the supplier is comparable to KPNs SCoC (i.e. based on the previously mentioned international standards).</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
414-2	Negative social impacts in the supply chain and actions taken	<p>KPN's impact in the supply chain can be divided into upstream (customers) and downstream (suppliers) impact. At customers, KPN indirectly alters labor conditions at customers (both business and consumers) through its The New Way of Living &amp; Working products and services by changing labor practices such as physical presence at the office and work-life balance. These products and services can have negative impacts by disrupting social contact between employees at the office and disrupt the work-life balance of employees when used improperly. Now that the facilities are becoming more widely available and quality continues to improve, we also want to focus on the work-life balance and its consequences; management style; entrepreneurship and responsibility; and the social cohesion within a company. We are gaining experience of this first within our own organization. We will then make it available to the general public in the form of products and services. KPN is a service provider and its main activities, connecting people, mainly have positive impacts on society. Negative impacts are associated with the location of new masts and antennas and with the debate on electromagnetic fields. Information on KPN's actions can be found at <a href="https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm">https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm</a></p> <p>KPN's sales activities take place exclusively in Western European and North American countries, where human rights are routinely observed. However, a substantial part of KPN's suppliers operate in low cost countries. Negative impacts for labor practices are mainly related to working conditions and predominantly include issues with working hours and health and safety measures. KPN has about 53 high risk suppliers, with a total procurement volume of 37%. We expect all of our suppliers also to respect human rights and international labor standards. Our Supplier Code of Conduct sets down our social and environmental requirements. Our activities focus on engaging in dialogue with suppliers where shortcomings are noticed about their production methods and labor process. Subject to the outcome of the discussions we draw up an improvement program, the progress of which we monitor. In 2016, no supplier relations were terminated.</p> <p>The basis for our approach lies in our general purchasing conditions, Supplier Code of Conduct, self-assessments and on site audit program in the JAC cooperation. KPN participates in the joint site audit program of the JAC cooperation. In 2016, JAC raised 304 CSR issues at suppliers following on-site audit relating to working hours and health &amp; safety at suppliers. 280 issues in these two categories were resolved during 2016 (these included issues from previous years). 166 of 304 issues raised in 2016 are still pending.</p> <p>In 2016, JAC has raised 374 relating to human rights (these include the following auditing categories: health &amp; safety, working hours, child labor, wages, forced labor, discrimination, disciplinary and freedom of association and right to collective bargaining). 357 were resolved during 2016 (including issues raised in previous years). 213 out of 374 issues raised in 2016 are still pending.</p> <p>In 2016, JAC has raised 92 issues relating to business ethics (including corruption). 467 issues were resolved during 2016 (including issues raised in previous years). 314 of 517 issues raised in 2016 are still pending. It is noted that not all suppliers audited by the JAC cooperation are suppliers of KPN. All reports are made anonymous. See also: Sustainable suppliers, p. 60</p> <p><a href="http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm">http://corporate.kpn.com/company-kpn/csr/procurement/what-we-ask-of-our-suppliers.htm</a></p>	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Public Policy</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	This indicator is not material for KPN.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
<b>GRI 415: Public Policy 2016</b>	415-1	Political contributions	This indicator is not material for KPN.
<b>Customer health and safety</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Material items, p. 20 Appendix 3, Scope, reporting process and materiality determination, p. 190</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	<p>KPN is a service provider. The products linked to our services do not pose any significant health or safety risks and comply with all safety rules set by law. KPN is aware that issues exist with regard to mobile telecommunication masts and health risks. KPN wants mobile communication to be useful and enjoyable as well as safe and reliable. Consequently, KPN complies strictly with all the national and international regulations, as laid down in the Dutch Telecommunications Act (2003). KPN observes a wider safety margin than required by law. Exposure to radio waves emitted by our base stations is 200 times lower than the national and international thresholds. A survey carried out by the Dutch 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: <a href="https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm">https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm</a></p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>GRI 416: Customer health and safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	Sustainable suppliers, p. 60 Impact of products and services, p. 48 Innovation and investments, p. 26 <a href="https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm">https://corporate.kpn.com/company-kpn/csr/telephones-masts-and-health.htm</a> This indicator supports Principle 1 of the UN Global Compact.	Reporting on the percentage of significant product and service categories for which health and safety impacts are assessed for improvement is considered not applicable to KPN. Our stakeholders do not request us to report on such information.
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	In 2016, there were no reports on legal actions initiated under national or international laws designed primarily for the purpose consumer safety and electromagnetic fields caused by (mobile) masts, that were pending or completed during the reporting period and in which the company has been identified as a participant.	
<b>Marketing And Labeling</b>			
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	Appendix 3, Scope, reporting process and materiality determination, p. 190  Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers, and suppliers, communities in countries of operation and in countries of suppliers' operations (re: conflict minerals) .  For KPN's involvement, see references 103-2	
	103-2 The management approach and its components	Customer loyalty, p. 22 Compliance & risk, p. 52  KPN has to comply with the Dutch Reclame Code Commissie which is the Dutch Advertising Code Authority. It contains a body of rules with which all advertising should comply and encourages sensible and responsible advertising. It applies to all forms of marketing including television marketing and telemarketing. Anyone who feels that an advertisement violates the Dutch Advertising Code may submit a complaint to the Advertising Code Committee. Besides the Dutch Advertising Code, KPN has to comply to the Dutch bel-me-niet-register, which is a national do not call list. Customers (both consumers and companies) can subscribe to this list. Organizations are not allowed to call potential customers for advertising purposes.  See also related performance indicators below	
	103-3 Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>GRI 417: Marketing and labeling 2016</b>	417-1	Requirements for product and service information and labeling	<p>Although KPN's activities with regard to privacy and security of customer data go beyond legislation, we have to comply with privacy regulation, for example regarding the use of customer data. KPN is obliged to inform customers on privacy information via the general purchasing agreement whenever a product is sold. Privacy and security are firmly embedded in all parts of the organisation, as it is part of the Compliance Risk Assessment framework. KPN's Privacy Statement, available in Dutch on KPN's website (<a href="http://www.kpn.com/algemeen/missie-en-privacy-statement/privacy-statement.htm">http://www.kpn.com/algemeen/missie-en-privacy-statement/privacy-statement.htm</a>), provides details of KPN's approach to working with customer data in the Netherlands. The privacy statement applies to all customers who purchase telephony, internet or TV services from KPN or from one of its subsidiaries in the Netherlands and for all users of KPN websites. The Privacy Statement is also anchored in the CRA framework of KPN, meaning that extensive procedures are in place which have to be followed before changes are accepted and the Board of Management has to sign for all changes in the Privacy Statement. Employees receive training on KPN's privacy policy in the Company Code training.</p> <p>For more information on our management approach on privacy and security, see the white paper on this CSR theme. (though link included above).</p>
			<p>Privacy &amp; Security, <a href="http://corporate.kpn.com/dutch-society/privacy-security.htm">http://corporate.kpn.com/dutch-society/privacy-security.htm</a> and <a href="http://www.kpn.com/algemeen/alle-voorwaarden.htm">http://www.kpn.com/algemeen/alle-voorwaarden.htm</a></p> <p>This indicator supports Principle 8 of the UN Global Compact.</p>
	417-2	Incidents of non-compliance concerning product and service information and labeling	<p>In 2016, there were four reports of incidents in the Netherlands regarding laws designed primarily for the purpose of customer information and marketing communications, that were pending or completed during the reporting period and in which the company has been identified as a participant. No incidents resulted in legal action.</p> <p>NB: This can include legal actions related to events in preceding years.</p>
	417-3	Incidents of non-compliance concerning marketing communications	<p>Compliance &amp; Risk, p. 52</p> <p>In 2016, there were four reports of incidents in the Netherlands regarding laws designed primarily for the purpose of customer information and marketing communications, that were pending or completed during the reporting period and in which the company has been identified as a participant. No incidents resulted in legal action.</p> <p>NB: This can include legal actions related to events in preceding years.</p>
<b>Customer privacy</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Material items, p. 20</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers.</p> <p>For KPN's involvement, see references 103-2</p>

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
	103-2	The management approach and its components	<p>Privacy &amp; Security, p. 40</p> <p>For more information on our management approach on privacy and security, see white paper on our CSR theme Privacy &amp; Security, <a href="http://corporate.kpn.com/dutch-society/privacy-security.htm">http://corporate.kpn.com/dutch-society/privacy-security.htm</a></p> <p>For our Privacy Statement, see <a href="http://www.kpn.com/algemeen/missie-en-privacystatement.htm">http://www.kpn.com/algemeen/missie-en-privacystatement.htm</a></p> <p>This management approach supports Principle 8 of the UN Global Compact.</p>
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 418: Customer privacy 2016</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>Privacy &amp; Security, p. 40</p> <p>In 2016, KPN the Netherlands received 206 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.</p>
<b>Socioeconomic Compliance</b>			
<b>GRI 103: Management approach 2016</b>	103-1	Explanation of the material topic and its Boundaries	<p>Material items, p. 20</p> <p>Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: not material.</p> <p>For KPN's involvement, see references 103-2</p>
	103-2	The management approach and its components	Compliance & Risk, p. 52
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 62
<b>GRI 419: Socioeconomic compliance 2016</b>	419-1	Non-compliance with laws and regulations in the social and economic area	<p>Compliance &amp; Risk, p. 52</p> <p>The total monetary value of significant fines for non-compliance with (other) laws and regulations is EUR 9,937,000. There was one non-monetary sanction for non-compliance with (other) laws and regulations, including with laws and regulations concerning the provision and use of products and services in 2016.</p>
<b>Additional material topics for KPN</b>			
<b>Customer loyalty</b>			
		Topic boundary	<p>Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers.</p>
		Net Promoter Score (NPS)	Customer loyalty, p. 22 Appendix 3, Scope, reporting process and materiality determination, p. 190
		RepTrak	Customer loyalty, p. 20 Appendix 3, Scope, reporting process and materiality determination, p. 190

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>ICT Infrastructure investments*</b>			
	Topic boundary	Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: society in countries of operations.	
	Investments in telecommunications infrastructure.	Our purpose, p. 10 Our strategy, p. 16 Quality and reliability of networks p. 24 Innovation and investments, p. 26	
<b>Electromagnetic fields*</b>			
	Topic boundary	Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text) Outside: society in countries of operations	
	Describe policies and practices with respect to electromagnetic fields.	KPN strictly obeys with all national and international regulation and prescriptions concerning electromagnetic fields (EMG) and holds a stricter safety margin than necessary. The exposure to electromagnetic radiation is 200 times lower than international standards prescribe. KPN has standard procedures in place for implementation of new  legislation, evaluation and improvements. There are no specific exceptions on these procedures as regards to legislation in the field of EMF. <a href="http://corporate.kpn.com/telephones-masts-health">http://corporate.kpn.com/telephones-masts-health</a>	
<b>Digital divide*</b>			
	Topic boundary	Inside: KPN Group (focus on The Netherlands) Outside: customers and communities in countries of operation	
	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age. Include an explanation of business models applied.	Customer loyalty, sponsoring, p. 23 <a href="http://www.kpnmcf.com">http://www.kpnmcf.com</a>	
	Policies and practices to ensure availability and reliability of telecommunications products and services.	Our purpose, p. 10 Quality and reliability of networks, p. 24 Innovation and investments, p. 26	
	Programmes to provide and maintain telecommunication products and services in emergency situations and for disaster relief.	KPN is responsible for operating the technical heart of the 1-1-2 emergency service in the Netherlands. Within KPN, the SQC (Service Quality Center) is responsible for monitoring the 1-1-2 service 24/7 and detecting (possible) service disruptions. SQC is also responsible for managing (possible) 1-1-2 service disruptions, using its proven Be Alert incident escalation process. Furthermore, SQC is responsible for approving infrastructure changes that have (possible) impact on the 1-1-2 service. The incident and change processes are run in combined teams with KPN and the government. Each incident and each change is evaluated together with KPN and the government and improvements are agreed and implemented.	

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GRI Standard	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>Secure Use Of Products And Services*</b>			
	Topic boundary	Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text) Outside: governments, local authorities, communities in countries of operation	
	Explain policies and practices to manage human rights issues relating to access and use of telecommunications products and services. > Interaction with governments on security issues for surveillance purposes; > Interaction with national and local authorities and own initiatives to restrict criminal or potentially unethical content; > Protecting vulnerable groups such as children.	Privacy & Security, p.40 For more information on our management approach on privacy and security, see white paper on our CSR theme Privacy & Security, <a href="http://corporate.kpn.com/dutch-society/privacy-security.htm">http://corporate.kpn.com/dutch-society/privacy-security.htm</a>	
<b>Technological Applications ICT*</b>			
	Topic boundary	Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text) Outside: governments, local authorities, communities in countries of operation	
	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects (e.g. a telephone book by a database on the web or travel by videoconferencing).	Innovation and investments, p. 26 Impact of products and services, p. 48 Environmental performance, p. 44	
	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above. Provide some indication of scale, market size, or potential savings.	Innovation and investments, p. 26 Impact of products and services, p. 48 Environmental performance, p. 44 Appendix 7, Environmental figures, p. 1	
	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development. This may include social consequences as well as environmental.	Innovation and investments, p. 26 Impact of products and services, p. 48 Environmental performance, p. 44 Appendix 7, Environmental figures, p. 1	

\* Topics from pilot version of GRI Telecommunications Sector Supplement (2003)