

Appendix 6. Social figures

Reporting criteria used in these tables:

- 1) As outlined in appendix 3, Scope, reporting process and materiality determination on page 191 of our Integrated Annual Report 2016, this appendix is part of the limited assurance scope of EY's assurance procedures over KPN's 2016 sustainability information.
- 2) For our non-financial information, we include new acquisitions in our report as of the first full year of ownership. Non-financial information for divestments that have occurred during the reporting year is excluded for the full year.
- 3) We report on continued operations, so BASE Company figures are excluded from all international figures.

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

	FTE	2014 number	FTE	2015 number	FTE	2016 number
KPN the Netherlands	14,085	15,004	13,773	14,680	13,250	14,093
Other participations	379	386	304	310	280	281
KPN Group	14,464	15,390	14,077	14,992	13,530	14,374

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

		2014	2015	2016
KPN the Netherlands	Permanent	93.9	94.2	94.3
	Temporary	6.1	5.8	5.7
Other participations	Permanent	92.5	99.0	92.9
	Temporary	7.5	1.0	7.1
KPN Group	Permanent	93.9	94.3	94.3
	Temporary	6.1	5.7	5.7

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

		2014	2015 ¹	2016
KPN the Netherlands	Part-time	26.0	27.4	26.9
	Full-time	74.0	72.6	73.1
Other participations	Part-time	7.5	7.4	7.5
	Full-time	92.5	92.6	92.5
KPN Group	Part-time	25.5	27.0	26.5
	Full-time	74.5	73.0	73.5

¹ The 2015 numbers are corrected in this report. In the 2015 report, the part-time and full-time numbers have been switched.

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

		2014	2015	2016
KPN the Netherlands	16–24	3.6	2.0	1.3
	25–54	77.8	78.5	77.7
	55–65	18.6	19.5	21.0
Other participations	16–24	1.3	1.9	2.5
	25–54	89.9	87.8	85.4
	55–65	8.8	10.3	12.1
KPN Group	16–24	3.6	2.0	1.3
	25–54	78.1	78.7	77.8
	55–65	18.3	19.3	20.9

Table 5: Spread of KPN employees by region (in FTE and number, both as % of total)¹

		2014	2015	2016
The Netherlands	FTE	77.4	97.8	97.9
	number	76.9	97.9	98.0
Belgium & Luxembourg	FTE	4.6	0.0	0.0
	number	4.4	0.0	0.0
Germany	FTE	16.2	0.0	0.0
	number	17.0	0.0	0.0
North America	FTE	1.7	2.2	1.9
	number	1.5	2.1	1.8
Other	FTE	0.2	0.0	0.1
	number	0.2	0.0	0.1

¹ The spread of KPN employees by region in 2014 was not corrected for discontinued operations, because the table should show the trend of the increasing focus of KPN on the Netherlands.

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

		FTE	2014 number	FTE	2015 number	FTE	2016 number
KPN the Netherlands	male	77.7	75.6	77.3	75.1	78.3	76.1
	female	22.3	24.4	22.7	24.9	21.7	23.9
Other participations	male	69.6	69.7	67.7	68.1	64.0	64.1
	female	30.4	30.3	32.3	31.9	36.0	35.9
KPN Group	male	77.5	75.5	77.1	74.9	78.0	75.9
	female	22.5	24.5	22.9	25.1	22.0	24.1

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

			2014		2015		2016
		Top	Middle	Top	Middle	Top	Middle
KPN the Netherlands	male	81.8	82.5	81.5	82.5	80.6	82.7
	female	18.2	17.5	18.5	17.5	19.4	17.3
Other participations	male	80.5	62.5	71.1	62.5	73.0	57.5
	female	19.5	37.5	28.9	37.5	27.0	42.5
KPN Group	male	81.7	82.3	79.8	82.4	78.9	82.5
	female	18.3	17.7	20.2	17.6	21.1	17.5

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

		2014	2015	2016
KPN the Netherlands	number	14,103	13,258	12,561
	%	94.0	90.3	89.1
Other participations	number	35	0	0
	%	9.1	0.0	0.0
KPN Group	number	14,138	13,259	12,561
	%	91.9	88.4	87.4

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

		2014	2015	2016
KPN the Netherlands	hours/FTE	32.7	38.2	64.2
	euro/FTE	820	851	1,236
Other participations	hours/FTE	4.5	7.0	20.7
	euro/FTE	342	72.4	157.2
KPN Group	hours/FTE	32.0	37.5	63.3
	euro/FTE	807	834.5	1,214

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

		2014	2015	2016
KPN the Netherlands	intake	4.3	13.5	3.5
	exit	12.3	18.7	9.5
Other participations	intake	9.6	11.3	14.9
	exit	23.3	14.8	17.4
KPN Group	intake	4.4	13.5	3.7
	exit	13.6	18.6	9.7

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

	2014	2015	2016
KPN the Netherlands ²	0.21	0.08	0.13
Other participations	ND	ND	ND
KPN Group	0.20	0.08	0.13

2 The spread of KPN employees by region in 2013 and 2014 was not corrected for discontinued operations, because the table should show the trend of the increasing focus of KPN on the Netherlands.