

## &gt; Appendices

**APPENDIX 8: GRI 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	Our purpose and the world around us, p. 24-27 Our strategy and activities, p. 28-29 Our value creation model, p. 30-33 Moving to converged products and services p. 47-51 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://overons.kpn/en/kpn-in-the-netherlands/our-network/health">https://overons.kpn/en/kpn-in-the-netherlands/our-network/health</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>	
	102-3	Location of headquarters	Rotterdam, Netherlands	
	102-4	Location of operations	KPN operates in the Netherlands and the Americas	
	102-5	Ownership and legal form	Corporate governance, p. 76-80	
	102-6	Markets served	Our purpose and the world around us, p. 24-27 Our strategy and activities, p. 28-29 Moving to converged products and services, p. 47-51 Converged smart infrastructure, p. 52-55 Focused innovation and digitalization, p. 56-59	
	102-7	Scale of the organization	Sustainable employability, p. 64-66 Consolidated financial statements, p. 110-192 Our main achievements, p. 14-17 Shareholder value, p. 41-46	
	102-8	Information on employees and other workers	Sustainable employability, p. 64-66 Appendix 6: Social figures, p. 226-227  In 2018, about 97% 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. All employees (on the payroll as regular staff) are eligible for regular performance and career development reviews. 61.3% of all employees had at least one performance and career development review in 2018. 36.3% of all employees had reviews on a more regular basis. 38.6% did not have any review in 2018. (This is excluding other participations). The percentage difference between the average salary of men and women in the collective labor agreement (CLA) scales increased from 1.2% in 2017 to 2% in 2018	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 employability, p. 64-66 Environmental performance, p. 67-73 Our value for society and contribution to the sustainable Development Goals, p.74-75	

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	102-10	Significant changes to the organization and its supply chain	<p>Review of the year, p. 20-21            Shareholder value, p. 41-46            Consolidated financial statements p. 110-192            Moving to converged products and services, p. 47-51            Converged smart infrastructure, p. 52-55            Sustainable employability, p. 64-66            Environmental performance, p. 67-73            Corporate governance, p. 76-80            Discontinued operation, p. 161</p> <p>Supply chain management            In 2018, JAC raised 96 environmental issues at suppliers following on-site audits. 70 environmental issues were resolved during 2018 (these also include issues raised in previous years). 56 of 96 issues raised in 2018 are still pending. KPN has about 53 high risk suppliers. In 2018, no supplier relations were terminated. In 2018, JAC raised 480 CSR issues at suppliers following on-site audit relating to working hours and health &amp; safety at suppliers. 366 issues in these two categories were resolved during 2018 (these included issues from previous years). 261 of 480 issues raised in 2018 are still pending.</p> <p>In 2018, JAC has raised 566 issues relating to human rights (these include the following auditing categories: health &amp; safety, working hours, child labor &amp; juvenile workers, wages &amp; compensation, forced labor &amp; prison labor, discrimination, disciplinary practice and freedom of association). 429 were resolved during 2018 (including issues raised in previous years). 310 out of 566 issues raised in 2018 are still pending. In 2018, JAC raised 15 CSR issues at suppliers following on-site audits relating to child labor &amp; juvenile workers. 11 issues were resolved during 2018 (including issues raised in previous years). 6 of 15 issues raised in 2018 are still pending.</p> <p>In 2018, JAC has raised 106 issues relating to business ethics (including corruption). 95 issues were resolved during 2018 (including issues raised in previous years). 49 of 106 issues raised in 2018 are still pending. In 2018, JAC raised 6 CSR issues at suppliers following on-site audits relating to forced labor &amp; prison labor. 4 of these issues were resolved during 2018 (including issues raised in previous years). 5 of 6 issues raised in 2018 are still pending. In 2018, JAC has raised 768 CSR issues overall, of which 106 relating to business ethics (including corruption). 95 issues related to business ethics were resolved during 2018 (including issues raised in previous years). 415 out of 768 issues raised in 2018 are still pending.</p>	
	102-11	Precautionary principle or approach	<p>Compliance &amp; risk, p. 81-87            For our approach to EMF, see: <a href="https://overons.kpn/en/kpn-in-the-netherlands/our-network/health">https://overons.kpn/en/kpn-in-the-netherlands/our-network/health</a></p>	
	102-12	External initiatives	<p>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></p>	

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	102-13	Membership of associations	Our most important memberships are: GeSI ETNO Green Grid Teleworking Forum Mobility Management Task Force UN 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 Maximo Ibarra, p. 8-11	
	102-15	Key impacts, risks, and opportunities	In the sections 'Our purpose and the world around us' and 'Our strategy and activities' we describe the challenges KPN faces, including the way KPN responds and regards them as challenging opportunities. Our purpose and the world around us, p. 24-27 Our strategy and activities, p. 28-29 Our key impacts are displayed in the 'Value creation model' in section Our value creation model, p. 30-33 and explained in Our value for society and contribution to the Sustainable Development Goals, p. 74-75 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. 67-73 Our CSR governance is described in our Corporate governance chapter. Corporate governance, p. 76-80 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. 81-87	
<b>Ethics and integrity</b>	102-16	Values, principles, standards, and norms of behavior	Remuneration report, p. 101-109 Privacy and security p. 60-63 Sustainable employability p. 64-66 Compliance & risk, p. 81-87 Environmental performance p. 67-73 For more information, see our Code of Conduct and the KPN SpeakUp Line: <a href="https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html">https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html</a> For more information on our management approach on privacy and security, see Security link at: <a href="https://overons.kpn/en/kpn-in-the-netherlands/security">https://overons.kpn/en/kpn-in-the-netherlands/security</a>	

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	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 2018, 4,825 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 2018, 0 reports of possible violations of the Code of Conduct and 1006 reports on possible violations of the subcodes have been registered. In 63 occasions, these were followed by corrective measures. KPN does not register the number of complaints 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>. For the Code and more information on anonymous reporting, see: <a href="https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html">https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html</a> Compliance &amp; risk, p. 81-87</p>	
<b>Governance</b>	102-18	Governance structure	<p>Corporate governance, p. 76-80 Compliance &amp; risk, p. 81-87 Composition of the boards, p. 88-94</p>	
	102-19	Delegating authority	<p>Corporate governance, p. 76-80 Compliance &amp; risk, p. 81-87 Composition of the boards, p. 88-94 Report by the Supervisory board, p. 95-100</p>	
	102-20	Executive-level responsibility for economic, environmental, and social topics	<p>Corporate governance, p. 76-80 Composition of the boards, p. 88-94 Report by the Supervisory board, p. 95-100</p>	
	102-21	Consulting stakeholders on economic, environmental, and social topics	<p>Corporate governance, p. 76-80 Composition of the boards, p. 88-94 Appendix 3: Transparency, p. 200-211</p>	
	102-22	Composition of the highest governance body and its committees	<p>Composition of the boards, p. 88-94 Report by the Supervisory board, p. 95-100</p> <p>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="https://ir.kpn.com/websites/kpn/English/7030/supervisory-board.html">https://ir.kpn.com/websites/kpn/English/7030/supervisory-board.html</a></p>	
	102-23	Chair of the highest governance body	<p>Composition of the boards, p. 88-94</p>	
	102-24	Nominating and selecting the highest governance body	<p>Report by the Supervisory board, p. 95-100 Corporate governance, p. 76-80</p>	
	102-25	Conflicts of interest	<p>Remuneration report, p. 101-109 Corporate governance, p. 76-80 Report by the Supervisory board, p. 95-100</p>	

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	102-26	Role of highest governance body in setting purpose, values, and strategy	Report by the Supervisory board, p. 95-100 Composition of the boards, p. 88-94 Corporate governance, p. 76-80 Compliance & risk, p. 81-87	
	102-27	Collective knowledge of highest governance body	Composition of the boards, p. 88-94 Report by the Supervisory board, p. 95-100 Corporate governance, p. 76-80 Compliance & risk, p. 81-87	
	102-28	Evaluating the highest governance body's performance	Report by the Supervisory board, p. 95-100	
	102-29	Identifying and managing economic, environmental, and social impacts	Compliance & risk, p. 81-87	
	102-30	Effectiveness of risk management processes	Compliance & risk, p. 81-87 Report by the Supervisory board, p. 95-100	
	102-31	Review of economic, environmental, and social topics	Compliance & risk, p. 81-87	
	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. Corporate governance, p. 76-80 Appendix 3: Transparency, p. 200-211	
	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 Management closely monitors all risks and defines procedures and working methods for critical risks. All risks are reviewed by the Audit Committee.	
	102-34	Nature and total number of critical concerns	The nature and number of critical concerns raised during 2018 cannot be communicated, as this concerns sensitive information.	The nature and number of critical concerns raised during 2018 cannot be communicated, as this concerns sensitive information.
	102-35	Remuneration policies	Remuneration report, p. 101-109 Report by the Supervisory board, p. 95-100	
	102-36	Process for determining remuneration	Report by the Supervisory board, 95-100, Remuneration report, p. 101-109	
	102-37	Stakeholders' involvement in remuneration	Report by the Supervisory board, p. 95-100	

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	102-38	Annual total compensation ratio	<p>We monitor the ratio in annual total 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 31 December of the reporting year. This is not by definition a full time salary, part time salaries are also included. All bonuses paid during 2018 are included in the calculation, just as the value of vested shares or phantom shares received by employees in the reporting year.</p> <p>For the reporting year 2018, the ratio of annual total compensation of the highest-paid individual to the median annual total compensation is 281/1. Due to changes in management, the ratio between the highest paid individual and median salary is lower than 2017. 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.</p>	
	102-39	Percentage increase in annual total compensation ratio	<p>We monitor the ratio in annual total 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 31 December of the reporting year. This is not by definition a full time salary, part time salaries are also included. All bonuses paid during 2018 are included in the calculation, just as the value of vested shares or phantom shares received by employees in the reporting year.</p> <p>For the reporting year 2018, the annual total compensation of the highest paid individual increased with 75% in 2018 (compared with 2017) and the annual total compensation of the median increased with 6.2% in 2018 (compared with 2017). The ratio of the percentage increase of the highest paid individual to the increase of the median annual total compensation of 2018 is +1.21/1.</p>	
<b>Stakeholder engagement</b>	102-40	List of stakeholder groups	Our purpose and the world around us, p.24-27 Appendix 3: Transparency, p. 200-211	
	102-41	Collective bargaining agreements	Appendix 6: Social figures, p. 226-227 This indicator supports Principles 1 and 3 of the UN Global Compact.	
	102-42	Identifying and selecting stakeholders	<p>Our purpose and the world around us, p.24-27 Appendix 3: Transparency, p. 200-211</p> <p>KPN selects stakeholders based on their relevance to the IT industry and to KPN's CSR themes. They are also organizations or persons (or their representatives) with whom we have a formalized contractual or business relationship, such as customers, investors, employees and suppliers. A major additional criterion is whether they had previously indicated their desire to be involved in KPN's CSR policy.</p> <p>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.</p>	

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	102-43	Approach to stakeholder engagement	Customer value, p. 38-40 Appendix 3: Transparency, p. 200-211 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. KPN wants to know what topics stakeholders deem important and actively respond to their rising demands. One way to interact with its stakeholders is through sponsoring. In 2018 KPN spent 8.593.294 euro on donations, sponsoring and community projects	
	102-44	Key topics and concerns raised	Our purpose and the world around us, p. 24-27 Customer value, p. 38-40 Appendix 3: Transparency, p. 200-211	
<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 Corporate governance paragraph, p. 76-80 and Consolidated Financial Statements p. 175	
	102-46	Defining report content and topic Boundaries	Contents, p. 7 Our value creation model, p. 30-33 Appendix 3: Transparency, p. 200-211	
	102-47	List of material topics	Appendix 3: Transparency, p. 200-211 Appendix 2: Overview and connectivity of non financial information, P. 196-199	
	102-48	Restatements of information	Shareholder value p. 41-46 Appendix 3: Transparency, p. 200-211 Footnotes included in tables.	
	102-49	Changes in reporting	Appendix 3: Transparency, p. 200-211 Footnotes included in tables.	
	102-50	Reporting period	1 January, 2018 - 31 December, 2018	
	102-51	Date of most recent report	24 February, 2018	
	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 Content 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. 184-192 Appendix 3: Transparency, p. 200-211	

**Material Topics****Economic****Economic performance**Linked with high material topic: **Economic value**

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<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211  Where impacts occur: Inside: KPN Group (including KPN Netherlands and all 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	Introduction by CEO Maximo Ibarra, p. 8-11 Our strategy and activities, p. 28-29 Our value creation model, p. 30-33 Shareholder value, p. 41-46 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p. 79	
<b>GRI 201: Economic performance 2018</b>	201-1	Direct economic value generated and distributed	Our purpose and the world around us, p. 24-27 Our main achievements, p. 14-17 Shareholder value, p. 41-46	
	201-2	Financial implications and other risks and opportunities due to climate change	Environmental performance, p. 67-73 Compliance & risk, p. 81-87 Appendix 7: Environmental figures, p. 228-232 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 (formerly, the Carbon Disclosure Project). Find our 2018 disclosure at <a href="https://cdp.net/en">https://cdp.net/en</a> .	
	201-3	Defined benefit plan obligations and other retirement plans	Financial report; Consolidated Financial Statements; [17] Retirement benefits, p. 164	
	201-4	Financial assistance received from government	KPN does not receive significant financial assistance from the government.	
<b>Indirect Economic Impacts</b>			Linked with high material topic: Impact of products and services	
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211  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 purpose and the world around us, p. 24-27 Our societal value and contribution to the SDGs, p. 74-75 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p. 79	
<b>GRI 203: Indirect economic impacts 2018</b>	203-1	Infrastructure investments and services supported	Converged smart infrastructure, p. 52-55 Focused innovation and digitalization, p. 56-59 Our value for society and contribution to the Sustainable Development Goals, p. 74-75	



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	203-2	Significant indirect economic impacts	Our value creation model, p. 30-33 Our purpose and the world around us p. 24-27 Shareholder value, p. 41-46 Our value for society and contribution to the Sustainable Development Goals, p. 74-75	
<b>Environmental</b>				
<b>Materials</b>		<b>Linked with high material topic: Environmental performance</b>		
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211 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. 67-73 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p. 79 Our value for society and contribution to the Sustainable Development Goals, p. 74-75	
<b>GRI 301: Materials 2018</b>	301-1	Materials used by weight or volume	KPN is a service provider and not a production company. The materials consumed are therefore limited. An overview of the materials used is given in Appendix 7: Environmental figures table 9, p. 230.	
	301-2	Recycled input materials used	Environmental performance, p. 67-73 Appendix 7: Environmental figures, p. 228-232 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 2018 disclosure at <a href="https://cdp.net/en">https://cdp.net/en</a> .	
	301-3	Reclaimed products and their packaging materials	Environmental performance, p. 67-73 Appendix 2: Overview and connectivity of non-financial information, p. 194-197 Appendix 3: Transparency, p. 200-211 This indicator supports Principles 8 and 9 of the UN Global Compact.	Reporting on reclaimed packaging material is considered not applicable to KPN. Our stakeholders do not request us to report on such information.
<b>Energy</b>		<b>Linked with high material topic: Environmental performance</b>		
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211 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. 67-73 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p.79	

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<b>GRI 302: Energy 2018</b>	302-1	Energy consumption within the organization	Our value creation model, p. 30-33 Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 228-232 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. 14-17 Our value creation model, p. 30-33 Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 228-232	
	302-3	Energy intensity	Environmental performance, p. 67-73 Appendix 7: Environmental figures, p. 228-232	
	302-4	Reduction of energy consumption	Environmental performance, p. 67-73 Appendix 7: Environmental figures, p. 228-232 Appendix 3: Transparency, p. 200-211 This indicator supports Principle 8 of the UN Global Compact.	
	302-5	Reductions in energy requirements of products and services	Our main achievements, p. 14-17 Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 228-232 This indicator supports Principle 8 of the UN Global Compact.	
<b>Emissions</b>		<b>Linked with high material topic: Environmental performance</b>		
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211 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. 67-73 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p. 79 Our value for society and contribution to the Sustainable Development Goals, p. 74-75	
<b>GRI 305: Emissions 2018</b>	305-1	Direct (Scope 1) GHG emissions	Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 230-232 This indicator supports Principle 8 of the UN Global Compact.	
	305-2	Energy indirect (Scope 2) GHG emissions	Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 230-232 This indicator supports Principle 8 of the UN Global Compact.	
	305-3	Other indirect (Scope 3) GHG emissions	Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 230-234 This indicator supports Principle 8 of the UN Global Compact.	
	305-4	GHG emissions intensity	Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 230-234	

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	305-5	Reduction of GHG emissions	Environmental performance, p. 67-73 Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 230-234 This indicator supports Principles 7, 8 and 9 of the UN Global Compact.	
	305-6	Emissions of ozone-depleting substances (ODS)	Appendix 3: Transparency, p. 200-211 Appendix 7: Environmental figures, p. 230-234 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. 67-73 This indicator supports Principle 8 of the UN Global Compact.	This indicator is not applicable, as KPN's activities do not cause any significant emissions of these gases.
<b>Marketing and Labeling</b>				
<b>Linked with high material topics: - Security - Fair marketing and communication</b>				
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211 Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers, suppliers, communities in countries of operation and in countries of suppliers' operations. For KPN's involvement, see references 103-2	
	103-2	The management approach and its components	Privacy and security, p. 60-63 Compliance & risk, p. 81-87  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.  Corporate governance, p. 76-80 See also related performance indicators below	
	103-3	Evaluation of the management approach	Corporate governance, p. 79	

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GRI Standard	#	GRI Disclosure	Page number(s), URL(s) and/or information	Omission
<b>GRI 417: Marketing and labeling 2018</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 organization, 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 <a href="https://overons.kpn/en/kpn-in-the-netherlands/security">https://overons.kpn/en/kpn-in-the-netherlands/security</a> Privacy and security p. 60-63 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 2018, there were two reports of incidents in the Netherlands regarding laws designed primarily for the purpose of marketing communications, that were pending or completed during the reporting period and in which the company has been identified as a participant. There was one incident regarding customer information which 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. 81-87 In 2018, there were two 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. There was one incident that resulted in legal action.</p> <p>NB: This can include legal actions related to events in preceding years.</p>	
<b>Security</b>	Own indicator	% of customers helped (within eight hours) who were unintentionally infected by malware	Privacy and security p. 60	
<b>Customer privacy</b>		<b>Linked with high material topic: Privacy and Identity</b>		
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	<p>Appendix 3: Transparency, p. 200-211 Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers. For KPN's involvement, see references 103-2.</p>	
	103-2	The management approach and its components	<p>Privacy and security p. 63-67 For more information on our management approach on privacy and security, see <a href="https://overons.kpn/en/kpn-in-the-netherlands/security">https://overons.kpn/en/kpn-in-the-netherlands/security</a> For our Privacy Statement, see <a href="http://www.kpn.com/algemeen/missie-en-privacy-statement.htm">http://www.kpn.com/algemeen/missie-en-privacy-statement.htm</a> Corporate governance, p. 76-80 This management approach supports Principle 8 of the UN Global Compact.</p>	

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	103-3	Evaluation of the management approach	Corporate governance, p. 79	
<b>GRI 418: Customer privacy 2018</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Privacy & security, p. 60-63  A selection is made of all incidents at 'treatment end date' that have been closed in 2018 and have been reported to the Dutch Data Protection Authority. In 2018, KPN the Netherlands received 189 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.	
	Own indicator	% of Dutch people that believe their data is safe with KPN	Privacy and security, p. 60	
<b>Additional material topics for KPN</b>				
<b>Customer loyalty</b>				
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211 Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers. For KPN's involvement, see references 103-2.	
	103-2	The management approach and its components	Customer value, p. 38-40 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p. 79	
	Own indicator	Net Promoter Score (NPS)	Customer value, p. 38 Appendix 3: Transparency, p. 200-211	
	Own indicator	RepTrak	Customer value, p. 39 Appendix 3: Transparency, p. 200-211	
<b>Digital transformation</b>				
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Appendix 3: Transparency, p. 200-211 Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: customers, suppliers, governments, local authorities, communities in countries of operation. For KPN's involvement, see references 103-2	
	103-2	The management approach and its components	Our strategy and activities, p. 28-29 Our value creation model, p. 30-33 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, Board of management (CSR governance), p. 79 Our value for society and contribution to the Sustainable Development Goals, p. 74-75	

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	Own indicator	See indicators for: Customer Loyalty; Quality and reliability of network; Privacy and identity; Security; Environmental performance; Economic value	The world is becoming increasingly interconnected. Three major developments have fundamentally changed our industry in the past decades: the introduction of mobile phones, the internet and digitization. These major changes require a high level of systematic, future-oriented and innovative thinking. Technology is an essential part of who we are and what we do. Everything we want to achieve for our customers and society initially has an effect on our own business operations. As digital transformation is highly integrated with our daily business operations all our indicators contribute to our digital transformation. More information on our newest digital developments can be found under 'Focused innovation and digitalization' p. 56-59	
<b>Quality and reliability of networks</b>				
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: all customers. For KPN's involvement, see references 103-2	
	103-2	The management approach and its components	Our strategy and activities, p. 28-29 The value we create, p. 30-33 Converged smart infrastructure, p. 52-55 Corporate governance, p. 76-80	
	103-3	Evaluation of the management approach	Corporate governance, p. 79 Our value for society and contribution to the Sustainable Development Goals, p. 74-75	
	Own indicator	Average 4G download speed	Converged smart infrastructure, p. 53	
	Own indicator	Weighted downtime reduction	Converged smart infrastructure, p. 53	
<b>Innovation and investments</b>				
<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Where impacts occur: inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: customers, suppliers, governments, local authorities, communities in countries of origin.	
	103-2	The management approach and its components	Our purpose and the world around us p. 24-27 Our strategy and activities, p. 28-29 Focused innovation and digitalization, p. 56-59 Sustainable employability, p. 66	
	103-3	Evaluation of the management approach	Our value for society and contribution to the Sustainable Development Goals, p. 74-75 Corporate governance, p. 79	
	Own indicator			As this is the first year this topic is highly material for KPN, KPIs directly linked to this topic are not yet in place. KPN does however report on '# M2M subscribers' and 'IoT revenues' which are closely related to the topic.
<b>Impact of products and services</b>				

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<b>GRI 103: Management approach 2018</b>	103-1	Explanation of the material topic and its Boundaries	Our value creation model, p. 30-33 Appendix 3: Transparency, p. 200-211 Where impacts occur: Inside: KPN Group (exceptions and/or limitations are indicated in footnotes to the tables or text). Outside: customers, suppliers, governments, local authorities, communities in countries of origin.	
	103-2	The management approach and its components	Our value creation model, p. 30-33	
	103-3	Evaluation of the management approach	Our value for society and contribution to the Sustainable Development Goals, p. 74-75 Corporate governance, p. 79	
	Own indicator	See indicators for: Quality and reliability of network; Customer privacy; Security; Digital transformation; Innovation and investments; Environmental performance; Economic value	Converged smart infrastructure, p. 53 Privacy and security p. 60 Focused innovation and digitalization, p. 56 Environmental performance, p. 67-73 Shareholder value, p. 41-46	