

● Appendices

Appendix 13: GRI index

KPN has reported in accordance with the GRI standards for our reporting period. KPN only included the GRI Topic Standards which are relevant to the organization.

| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|--|------|---|---|---|
| GRI 2: General Disclosures 2021 | | | | |
| 1. The organization and its reporting practices | | | | |
| | 2-1 | Organizational details | Corporate governance (p. 58) General notes to the Consolidated Financial Statements (p. 110) Steering the company (p. 58) Legal structure of the company (p. 58) | |
| | 2-2 | Entities included in the organization's sustainability reporting | Appendix 1: About this report (p. 186) Appendix 11: Environmental figures (p. 222) | |
| | 2-3 | Reporting period, frequency and contact point | Consolidated Financial Statements (p. 104) General notes to the Consolidated Financial Statements (p. 110) Appendix 1: About this report (p. 186) | |
| | 2-4 | Restatements of information | General notes to the Consolidated Financial Statements (p. 110) Appendix 4: Non-financial information (p. 199) Appendix 11: Environmental figures (p. 222) | |
| | 2-5 | External assurance | Corporate governance (p. 58) Combined independent auditor's report and assurance report (p. 176) Appendix 1: About this report (p. 186) | |
| 2. Activities and workers | | | | |
| | 2-6 | Activities, value chain and other business relationships | Introduction by the CEO (p. 4) Our purpose and the world around us (p. 6) Accelerate to Grow strategy pays off (p. 9) Our value for stakeholders: Customer value (p. 17) Our performance: Network infrastructure (p. 36) Our performance: Focused innovation and digitalization (p. 41) Collaborating towards a sustainable value chain (p. 50) Appendix 10: Supply chain (p. 220) | |
| | 2-7 | Employees | Our value for stakeholders: Employee value (p. 27) Appendix 9: Social figures (p. 218) | |
| | 2-8 | Workers who are not employees | Our value for stakeholders: Employee value (p. 27) Appendix 9: Social figures (p. 218) | We report this data for the first time. Therefore we have no comparative numbers to explain the fluctuations for 2-8 c. |
| 3. Governance | | | | |
| | 2-9 | Governance structure and composition | Corporate governance (p. 58) Compliance and risk (p. 67) Composition of the Board of Management (p. 77) Composition of the Supervisory Board (p. 80) Supervisory Board Report (p. 83) | |
| | 2-10 | Nomination and selection of the highest governance body | Corporate governance (p. 58) Supervisory Board Report (p. 83) | |
| | 2-11 | Chair of the highest governance body | Corporate governance (p. 58) Statement by the Board of Management and Responsibility Statement (p. 76) Composition of the Board of Management (p. 77) | |
| | 2-12 | Role of the highest governance body in overseeing the management of impacts | Corporate governance (p. 58) Compliance and risk (p. 67) Composition of the Board of Management (p. 77) Appendix 3: Materiality assessment (p. 191) | |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|--|------|---|---|---|
| | 2-13 | Delegation of responsibility for managing impacts | Corporate governance (p. 58) | |
| | 2-14 | Role of the highest governance body in sustainability reporting | Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) | |
| | 2-15 | Conflicts of interest | Corporate governance (p. 58) Supervisory Board Report (p. 83) Remuneration Report (p. 90) See for more information our IR website: https://ir.kpn.com/websites/kpn/English/7030/supervisory-board.html | |
| | 2-16 | Communication of critical concerns | Compliance and risk (p. 67) | The nature and number of critical concerns raised during 2022 cannot be communicated, as this concerns sensitive information. |
| | 2-17 | Collective knowledge of the highest governance body | Supervisory Board Report (p. 83) | |
| | 2-18 | Evaluation of the performance of the highest governance body | Corporate governance (p. 58) Supervisory Board Report (p. 83) | |
| | 2-19 | Remuneration policies | Composition of the Board of Management (p. 77) Composition of the Supervisory Board (p. 80) Remuneration Report (p. 90) | |
| | 2-20 | Process to determine remuneration | Corporate governance (p. 58) Composition of the Board of Management (p. 77) Supervisory Board Report (p. 83) Remuneration Report (p. 90) | |
| | 2-21 | Annual total compensation ratio | 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 in the reporting year. This is not by definition a full time salary, part time salaries are also included. All bonuses paid during 2022 are included in the calculation, including the value of vested shares or phantom shares received by employees in the reporting year. For the reporting year 2022, the annual total compensation of the highest paid individual to the median annual total compensation is 45,14/1. 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. The annual total compensation of the highest paid individual increased with 34,2% in 2022 (compared with 2021) and the annual total compensation of the median increased with 5,6% in 2022 (compared with 2021). The ratio of the percentage increase of the highest paid individual to the increase of the median annual total compensation of 2022 is 6,06/1 | |
| 4. Strategy, policies and practices | | | | |
| | 2-22 | Statement on sustainable development strategy | Introduction by the CEO (p. 4) Supervisory Board Report (p. 83) | |
| | 2-23 | Policy commitments | Our value for stakeholders: Employee value (p. 27) Our performance: Environmental performance and responsible supply chain (p. 50) Compliance and risk (p. 67) The most important charters, principles, or other initiatives to which KPN subscribes or which KPN endorses are: UN Global Compact, UN Declaration on Business and Human Rights, International Labor Organization, OECD Guidelines for Multinational Enterprises, Principles of the World Economic Forum, RE100. For our approach to EMF and more information and context, see: https://www.overons.kpn/en/kpn-in-the-netherlands/our-network/health | |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|--------------|---------------|--|--|-----------------------|
| | | | For more information, see our Code of Conduct and the KPN SpeakUp Line: https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html | |
| | Own indicator | Reports on violation of KPN Code of Conduct subcodes | There were 1121 reports on violation of KPN CoC subcodes | |
| | 2-24 | Embedding policy commitments | Corporate governance (p. 58) Tax and regulations (p. 62) Compliance and risk (p. 67) Supervisory Board Report (p. 83) | |
| | 2-25 | Processes to remediate negative impacts | Our value for stakeholders: Customer value (p. 17)Our value for stakeholders: Employee value (p. 27)Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 8: List of top risks (p. 208) | |
| | 2-26 | Mechanisms for seeking advice and raising concerns | Our value for stakeholders: Customer value (p. 17) Compliance and risk (p. 67) 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. | |
| | 2-27 | Compliance with laws and regulations | 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 KPNHelpdesk Security, Compliance and Integrity. In 2022, 1121 reports on possible violations have been registered. In 138 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 mvo@kpn.com For the Code and more information on anonymous reporting, see: https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html Bribery and corruption (p. 73) Appendix 14: SASB index (p. 239) | |
| | 2-28 | Membership associations | We had no significant monetary fines or non-monetary sanctions for non-compliance with environmental laws and regulations. Als we had no significant monetary fines for non-compliance with laws and regulations concerning the provision and use of products and services. We had a EUR 3,229,000 monetary fines for non-compliance with other laws and regulations, however no other non-monetary sanctions. There were 7 legal actions for anti-competitive behavior, anti-trust and monopoly practices, 2 incidents of non-compliance concerning marketing communications and 1 legal action for non-compliance with customer information regulation. Our most important memberships are: ETNO, Green Grid, Mobility Management Task Force, UN Global Compact, ITU, NL Digital, ECP For more information and the most recent overview of memberships, see: https://www.overons.kpn/en/kpn-in-the-netherlands/sustainability/working-together For information on trade organizations, see: Appendix 3: Materiality assessment (p. 191) | |
| | 2-29 | Approach to stakeholder engagement | Our value for stakeholders: Customer value (p. 17) Appendix 3: Materiality assessment (p. 191) 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. | |
| | 2-30 | Collective bargaining agreements | Our value for stakeholders: Employee value (p. 27) Appendix 9: Social figures (p. 218) | |

Material topics

GRI 3: Material Topics 2021

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|---|---------------|---|---|-----------------------|
| | 3-1 | Process to determine material topics | Appendix 3: Materiality assessment (p. 191) | |
| | 3-2 | List of material topics | Corporate governance (p. 58) Composition of the Board of Management (p. 77) Appendix 3: Materiality assessment (p. 191) | |
| Own material topics | | | | |
| Network quality | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Our performance: Environmental performance and responsible supply chain (p. 50) Our performance: Network infrastructure (p. 36) Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) | |
| | Own indicator | FtTH Footprint of the Netherlands | Strategy and key performances (p. 9) Our valuable assets (p. 15) Our performance: Network infrastructure (p. 36) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | # mobile sites modernized and 5G ready | Strategy and key performances (p. 9) Our valuable assets (p. 15) Our performance: Network infrastructure (p. 36) Appendix 4: Non-financial information (p. 199) | |
| Cybersecurity, data & information protection | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Our value for stakeholders: Customer value (p. 17) Our performance: Environmental performance and responsible supply chain (p. 50) Our performance: Safeguarded privacy and security (p. 45) Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) | |
| | Own indicator | % of Dutch people who believe their data is safe with KPN | Our performance: Safeguarded privacy and security (p. 45) Appendix 4: Non-financial information (p. 199) | |
| GRI 418: Customer Privacy 2016 | 418-1 | Substantiated complaints regarding breaches of customer privacy | In 2022, we received 266 reported incidents concerning privacy and reported 66 data leaks concerning personal data to the Dutch Data Protection Authority (AP) | |
| Customer value | 3-3 | Management of material topics | Our value for stakeholders: Customer value (p. 17) Our performance: Network infrastructure (p. 36) Our performance: Environmental performance and responsible supply chain (p. 50) Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) | |
| | Own indicator | Net Promoter Score (NPS) - Business | Our value for stakeholders: Customer value (p. 17) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | Net Promoter Score (NPS) - Consumer | Our value for stakeholders: Customer value (p. 17) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | RepTrak | Our value for stakeholders: Customer value (p. 17) Appendix 4: Non-financial information (p. 199) | |
| Sustainable ICT solutions & Product innovation | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Our value for stakeholders: Customer value (p. 17) Our performance: Focused innovation and digitalization (p. 41) Our performance: Environmental performance and responsible supply chain (p. 50) Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) | |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|-------------------------|---|---|--|--|
| GHG emissions | Own indicator | Energy savings by customers as % of KPN Group energy usage | Our value for stakeholders: Impact on society (p. 32) Appendix 4: Non-financial information (p. 199) | |
| | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Our performance: Environmental performance and responsible supply chain (p. 50) Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) Appendix 11: Environmental figures (p. 222) | |
| GRI 302: Energy 2016 | 302-1 | Energy consumption within the organization | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 11: Environmental figures (p. 222) | |
| | 302-2 | Energy consumption outside of the organization | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 11: Environmental figures (p. 222) | |
| | 302-3 | Energy intensity | Appendix 11: Environmental figures (p. 222) | |
| | 302-4 | Reduction of energy consumption | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 11: Environmental figures (p. 222) | |
| GRI 305: Emissions 2016 | 305-1 | Direct (Scope 1) GHG emissions | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | |
| | 305-2 | Energy indirect (Scope 2) GHG emissions | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | |
| | 305-3 | Other indirect (Scope 3) GHG emissions | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | |
| Own indicator | % reduction of energy consumption of KPN Group compared with 2010 | Strategy and key performances (p. 9) Our valuable assets (p. 15) Appendix 4: Non-financial information (p. 199) Appendix 11: Environmental figures (p. 222) | | |
| Own indicator | Climate-neutral own operations | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | | |
| Own indicator | Energy consumed by KPN | Strategy and key performances (p. 9) Our valuable assets (p. 15) Appendix 4: Non-financial information (p. 199) Appendix 11: Environmental figures (p. 222) | | |
| Own indicator | Reduction of value chain CO ₂ e (scope 3) compared to base year 2014 | Our valuable assets (p. 15) Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) Appendix 11: Environmental figures (p. 222) | | |
| Other topics | Working conditions | 3-3 | Management of material topics | Our value for stakeholders: Employee value (p. 27) Our value for stakeholders: Impact on society (p. 32) Corporate governance (p. 58) Compliance and risk (p. 67) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) Appendix 9: Social figures (p. 218) |
| | | Own indicator | Employee score for engagement | Strategy and key performances (p. 9) Our valuable assets (p. 15) Our value for stakeholders: Employee value (p. 27) |
| | | Own indicator | Full-time domestic personnel | Our valuable assets (p. 15) |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|--|---------------|---|--|-----------------------|
| | Own indicator | Average training cost in EUR per FTE | Our valuable assets (p. 15) | |
| | Own indicator | Overall % women at KPN | Our value for stakeholders: Employee value (p. 27) | |
| | Own indicator | % women on KPN Boards | Our value for stakeholders: Employee value (p. 27) | |
| | Own indicator | People graduated from the apprenticeship project with poor labor market prospects | Our value for stakeholders: Employee value (p. 27) | |
| Circular resource management | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Our performance: Environmental performance and responsible supply chain (p. 50) Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) Appendix 8: List of top risks (p. 208) Appendix 11: Environmental figures (p. 222) | |
| | Own indicator | % reuse and recycling | Our value for stakeholders: Impact on society (p. 32) Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | Materials usage | Appendix 11: Environmental figures (p. 222) | |
| | Own indicator | Water consumption | Appendix 11: Environmental figures (p. 222) | |
| | Own indicator | Total volume non-hazardous materials & waste | Appendix 11: Environmental figures (p. 222) | |
| | Own indicator | Total volume hazardous materials & waste | Appendix 11: Environmental figures (p. 222) | |
| | Own indicator | Collected equipment | Appendix 11: Environmental figures (p. 222) | |
| | Own indicator | Products with improved design for circularity | Appendix 11: Environmental figures (p. 222) | |
| Facilitating innovation | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Our performance: Focused innovation and digitalization (p. 41) Corporate governance (p. 58) Compliance and risk (p. 67) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | Machine-to-machine (M2M) subscribers (#SIMs) | Our performance: Focused innovation and digitalization (p. 41) | |
| | Own indicator | Patent families in KPN portfolio | Our performance: Focused innovation and digitalization (p. 41) | |
| Supplier management & selection | 3-3 | Management of material topics | Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 8: List of top risks (p. 208) Appendix 10: Supply chain (p. 191) | |
| | Own indicator | % high-risk Tier I, Tier II and Tier III suppliers audited | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) Appendix 10: Supply chain (p. 191) | |
| | Own indicator | % realized improvements on corrective action plans | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | # Grievances human rights | There were Oreports concerning human rights violations involving an employee in our operations | |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|-----------------------------------|---------------|--|--|---|
| Compliance & business ethics | Own indicator | % of high-risk suppliers | Our performance: Environmental performance and responsible supply chain (p. 50) Appendix 4: Non-financial information (p. 199) | |
| | 3-3 | Management of material topics | Corporate governance (p. 58) Compliance and risk (p. 67) | Additional information on compliance and business ethics can be found on our website in subcode 2 - How we interact with third parties: https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) |
| | Own indicator | Internal fraud cases | Compliance and risk (p. 67) We identified 197 internal fraud cases | |
| Social investments & partnerships | Own indicator | Employees trained to detect and prevent corruption | Compliance and risk (p. 67) We had 10,135 employees trained to detect and prevent corruption | |
| | 3-3 | Management of material topics | Our value for stakeholders: Impact on society (p. 32) Corporate governance (p. 58) Compliance and risk (p. 67) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) | |
| | Own indicator | Partnering research centers and universities | Our valuable assets (p. 15) | |
| | Own indicator | Partnering innovative startups and entrepreneurs | Our valuable assets (p. 15) | |
| Health & safety EMF radiation | Own indicator | KPN Ventures fund size | Our valuable assets (p. 15) | |
| | Own indicator | Contracted suppliers | Our valuable assets (p. 15) | |
| | 3-3 | Management of material topics | Corporate governance (p. 58) Appendix 3: Materiality assessment (p. 191) Appendix 8: List of top risks (p. 208) | |
| Fair taxes | 3-3 | Management of material topics | Corporate governance (p. 58) Tax and regulations (p. 62) Compliance and risk (p. 67) Appendix 3: Materiality assessment (p. 191) Appendix 4: Non-financial information (p. 199) | a: Tax definition (fair taxes) – see appendix 3 Materiality assessment definition TTC – appendix 15 Glossary and details in Tax contribution report b&c: impact & boundary and limitation: • See Tax profile and current tax position • Stakeholder engagement – appendix 3 Materiality assessment, website tax strategy and principles and Stakeholder engagement and forward looking • Appendix 1: About this report (p. 186) – Dutch and Legacy investments (Germany, UK, US & Ireland) |
| | 207-1 | Approach to tax | a-i: For our Tax strategy & principles, see: https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_-policy.html a-ii: BoM statement & frequency - see Tax profile and current tax position and Statement by the Board of Management and Responsibility Statement a-iii&iv: Regulatory compliance respectively business & ESG- see Tax profile and current tax position and website tax strategy and principles (https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_-policy.html) | |
| GRI 207: Tax 2019 | 201-4 | Financial assistance received from government | See government allowances in Tax contribution report | |
| | 207-2 | Tax governance, control, and risk management | a-i&ii: see Tax profile and current tax position and website tax strategy and principles (https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_-policy.html) a-iii: tax risk appetite - see Tax profile and current tax position, 3. Define risk appetite and 8 List of top risks | |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|---|---------------|--|--|-----------------------|
| | | | a-iv: evaluation tax governance by representative of the Board - see Tax profile and current tax position | |
| | 207-3 | Stakeholder engagement and management of concerns related to tax | ii-iii: tax authorities, advocacy on tax & other engagements - see Stakeholder engagement and forward looking and website tax strategy and principles (https://ir.kpn.com/websites/kpn/English/7070/tax-strategy_-_policy.html) | |
| | 207-4 | Country-by-country reporting | See Appendix 12 Tax overview for continuing operations per country | |
| | Own indicator | Normalized ETR | Tax and regulations (p. 62) | |
| | Own indicator | Total tax contribution | Tax and regulations (p. 62) | |
| | Own indicator | Government allowances | Tax and regulations (p. 62) | |
| GRI topics | | | | |
| Economic performance | | | | |
| | 3-3 | Management of material topics | Introduction by the CEO (p. 4) Strategy and key performances (p. 9) Our value for stakeholders: Shareholder value (p. 23) Corporate governance (p. 58) | |
| | 201-1 | Direct economic value generated and distributed | Strategy and key performances (p. 9) Our value for stakeholders: Shareholder value (p. 23) | |
| | Own Indicator | Money spent on donations, sponsoring and community projects | Our value for stakeholders: Impact on society (p. 32) | |
| | 201-2 | Financial implications and other risks and opportunities due to climate change | Our performance: Environmental performance and responsible supply chain (p. 50) Compliance and risk (p. 67) Appendix 11: Environmental figures (p. 222) | |
| GRI 201: Economic Performance 2016 | | | 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 (Carbon Disclosure Project). Find our 2022 disclosure at https://cdp.net/en | |
| | 201-3 | Defined benefit plan obligations and other retirement plans | Financial Statements (p. 101) | |
| | 201-4 | Financial assistance received from government | KPN does not receive significant financial assistance from the government. | |
| | Own indicator | Money spent on donations, sponsoring and community projects | Our value for stakeholders: Impact on society (p. 32) | |
| Anti-corruption | | | | |
| | 3-3 | Management of material topics | Compliance and risk (p. 67) | |
| GRI 205: Anti-corruption 2016 | | | | |
| | 205-1 | Operations assessed for risks related to corruption | Compliance and risk (p. 67) | |
| | 205-2 | Communication and training about anti-corruption policies and procedures | Compliance and risk (p. 67) | |
| | 205-3 | Confirmed incidents of corruption and actions taken | Compliance and risk (p. 67) We identified 197 internal fraud cases | |
| | Own Indicator | Employees trained to detect and prevent corruption | Compliance and risk (p. 67) We had 10,135 employees trained to detect and prevent corruption | |
| Materials | | | | |
| | 3-3 | Management of material topics | Corporate governance (p. 58) | |
| | 301-1 | Materials used by weight or volume | KPN is a service provider and not a production company. The materials consumed are therefore limited. | |
| GRI 301: Materials 2016 | | | | |
| | 301-2 | Recycled input materials used | Our performance: Environmental performance and responsible supply chain (p. 50) | |
| | 301-3 | Reclaimed products and their packaging materials | Our performance: Environmental performance and responsible supply chain (p. 50) | |

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| GRI Standard | # | GRI Disclosure | Relevant section | Omission ¹ |
|--|-------|---|--|-----------------------|
| | | | Appendix 11: Environmental figures (p. 222) | |
| Water and effluents | 3-3 | Management of material topics | This indicator supports Principles 8 and 9 of the UN Global Compact. Appendix 3: Materiality assessment (p. 191) Appendix 11: Environmental figures (p. 222) Our performance: Environmental performance and responsible supply chain (p. 50) Corporate governance (p. 58) Appendix 11: Environmental figures (p. 222) | |
| | 303-1 | Interactions with water as a shared resource | Not applicable | |
| | 303-2 | Management of water discharge-related impacts | Not applicable | |
| GRI 303: Water and effluents 2018 | 303-3 | Water withdrawal | Appendix 11: Environmental figures (p. 222). Only applies to third party freshwater. | |
| | 303-4 | Water discharge | Only applies to third-party water released to municipal water treatment facilities (same volume assumed as reported under 303-3). | |
| | 303-5 | Water consumption | Appendix 11: Environmental figures (p. 222) | |
| Effluents and waste | 3-3 | Management of material topics | Corporate governance (p. 58) | |
| | 306-1 | Water discharge by quality and destination | Not applicable | |
| | 306-2 | Waste by type and disposal method | Appendix 11: Environmental figures (p. 222) | |
| GRI 306: Effluents and waste 2016 | 306-3 | Significant spills | Not applicable | |
| | 306-4 | Transport of hazardous waste | Appendix 11: Environmental figures (p. 222) | |
| | 306-5 | Water bodies affected by water discharges and/or runoff | Not applicable | |

1 All topics described in the GRI are applicable or not material for our operations