

## ● Appendices

### Appendix 9: Social figures

KPN is a company based in the Netherlands and this is our only country of operation. Therefore the numbers in this Appendix refer to this region. An employee is an individual who is in an employment relationship with KPN according to national law or practice. According to the Dutch and European law (AVG and GDPR), we are not allowed to register ethnic nor racial background, nor are we allowed to register nationality. For the determination of the Social Figures we measure the headcount and FTEs for the end of our reporting period. Only the internships are measured throughout the whole year due to the fact that an internship last shorter than a year in most cases.

**Table 1: Total number of employees (in FTE and number)**

	2022		2021		2020	
	FTE	Number	FTE	Number	FTE	Number
Overall	9,452	9,975	9,699	10,285	10,102	10,691

**Table 2: Gender proportion among employees (in FTE and number, both as % of total)**

	2022		2021		2020	
	FTE	Number	FTE	Number	FTE	Number
Male	79.5	77.9	80.0	78.2	80.3	78.6
Female	20.5	22.1	20.0	21.8	19.7	21.4

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

	2022	2021	2020
Permanent	97.1	97.5	96.6
Temporary	2.9	2.5	3.4
Part-time	27.5	28.4	27.2
Full-time	72.5	71.6	72.8

**Table 4: Composition of employees per age category (in % of total number of employees)**

	2022	2021	2020
< 30 years	7.4	7.1	7.7
30 - 50 years	49.6	51.2	51.7
> 50 years	43.0	41.7	40.6

**Table 5: Absentee rate (per 100 FTE)**

	2022	2021	2020
Absentee rate	5.7	4.6	4.2

## ● Appendices

**Table 6: Remuneration difference and gender proportion in % between men and women per management level<sup>1</sup>**

	2022			2021		
	Difference	Male	Female	Difference	Male	Female
Overall workforce	2.2	78	22	1.7	78	22
PLA	2.2	73	27	-1.3	75	25
Sub Top	0.5	71	29	-8.5	77	23
Scale 12 and higher	3.0	82	18	5.9	82	18

<sup>1</sup> Direct reports to the Board of Management in management positions

**Table 7: Employees covered by a collective labor agreement (in % of total number of employees)**

	2022	2021	2020
Workforce represented in a formal joint management-worker health and safety committee	99.0	98.9	98.9
Collective labor agreement <sup>1</sup>	93.1	93.2	92.3

<sup>1</sup> Employees who are not covered by CLA are employees under a personal labour agreement

**Table 8: Employee training (in average hours and euro per FTE)**

	2022	2021	2020
Hours/FTE	37.2	54.8	67.7
Euro/FTE	1,552	1,499	1,507

**Table 9: Employee turnover (in % of total number of employees)**

	2022	2021	2020
Intake	7.5	1.1	2.0
Exit	10.7	11.4	11.6

**Table 10: Accident and fatality rate**

	2022	2021	2020
Accidents (% of total employee number)	0.45	0.38	0.43
Fatality rate (accidents per 100 FTE)	0	0	0

**Table 11: Other type employees (number of employees)**

	2022
Workers who are not employees and whose work is controlled by KPN <sup>1</sup>	3,735
Internships	111
Workers with non guaranteed hours	0

<sup>1</sup> External personnel from employment agencies