

> Appendices

APPENDIX 6: SOCIAL FIGURES

Note: 2018 figures are based on continuing operations (excluding iBasis)

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

	2016 FTE	2016 number	2017 FTE	2017 number	2018 FTE	2018 number
KPN the Netherlands	13,250	14,093	13,021	13,838	12,412	13,157

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

		2016	2017	2018
KPN the Netherlands	Permanent	94.3	94.7	93.6
	Temporary	5.7	5.3	6.4

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

		2016	2017	2018
KPN the Netherlands	Part-time	26.9	26.7	26.9
	Full-time	73.1	73.3	73.1

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

		2016 ¹	2017 ¹	2018
KPN the Netherlands	<30 years	1.3	1.5	10.6
	30 - 50 years	77.7	76.1	53.6
	> 50 years	21.0	22.4	35.8

¹ The 2016 and 2017 numbers are based on age groups 16-24, 25 to 54 and 55 and older.

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

		2016	2017	2018
KPN the Netherlands	FTE	97.9	98.1	99.8
	number	98.0	98.2	99.8
Other	FTE	2.1	1.9	0.2
	number	2.0	1.8	0.2

Table 6: Gender proportion among employees (in FTE and numbers, both as % of total)

		2016 FTE	2016 number	2017 FTE	2017 number	2018 FTE	2018 number
KPN the Netherlands	male	78.3	76.1	79.3	77.3	80.2	78.2
	female	21.7	23.9	20.6	22.7	19.8	21.8

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

		2016 Top	2016 Middle	2017 Top	2017 Middle	2018 Top	2018 Middle
KPN the Netherlands	male	80.6	82.7	79.7	83.9	78.2	83.8
	female	19.4	17.3	20.3	16.1	21.8	16.2

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

		2016	2017	2018
KPN the Netherlands	number	12,561	11,808	11,117
	%	89.1	85.3	84.5

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

		2016	2017	2018
KPN the Netherlands	hours/FTE	64.2	66.4	77.1
	euro/FTE	1,236	1,517	1,895

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

		2016	2017	2018
KPN the Netherlands	intake	3.5	3.3	4.2
	exit	9.5	10.3	14.4

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

		2016	2017	2018
KPN the Netherlands		0.13	0.08	0.20

Table 12: Absentee rate (as a % of total employee numbers)

		2016	2017	2018
KPN the Netherlands		3.98	4.09	4.25