

A photograph of four children running through a field of yellow wildflowers. In the background, several wind turbines are visible against a blue sky with scattered clouds.

#BetterInternet: Greener

At KPN, we work every day on a #BetterInternet: an internet that is not only faster and more stable, but also safer, more social, and greener. This also requires taking responsibility for sustainability. We ensure that our environmental impact is reduced and, where possible, strengthen the positive contribution we make.

Pillar 1: Energy

Green power and smart consumption

We are continuously reducing KPN's CO₂ emissions. We achieve this through the following initiatives:

100% green energy since 2011

We match 100% of our electricity consumption with renewable energy generation.

A next step in the energy transition

Today, we already use CO₂-free electricity from the Kabeljauwbeek solar park. From 2027, wind energy from Ecowende, Eneco's new wind farm, will be added. Together, these initiatives help us move step by step towards a network that is completely CO₂-free, 24 hours a day, 7 days a week.

Net-zero across the value chain

We are working with our suppliers to achieve net-zero CO₂ emissions throughout our entire value chain by 2040.

That means we critically assess materials, transport and production.

By taking collective action, we make our services and products cleaner and contribute to a future without emissions.

Helping customers reduce CO₂

With our digital services, we help customers work more sustainably. This includes enabling working from home or offering energy-efficient and circular services.

More energy-efficient equipment

Despite the growth in data usage, we are continuously reducing our energy consumption by replacing old networks with more energy-efficient technologies.

Net-zero 2040

Our main goal is net-zero in 2040. This means that we reduce CO₂ emissions by at least 90%, both in our own operations and across our value chain, including our customers and suppliers. Any remaining emissions are neutralised through projects that remove and store CO₂ from the atmosphere.

In this document, you can read how the three pillars - energy, circularity, and biodiversity - contribute to achieving the main goal: net-zero in 2040.

Encouraging sustainable travel

Colleagues receive higher compensation for cycling than for driving, and public transport is free for commuting. We are also working towards a fully emission-free vehicle fleet by 2030.

Thanks to these measures, we keep the emissions from our growing networks as low as possible while simultaneously setting course towards our goal: net-zero in 2040.



Pillar 2: Circularity

As little waste as possible at KPN

We use products for as long as possible. When purchasing, we therefore choose products that last a long time and can be reused. This way, we need fewer new raw materials. And if something really no longer works, we ensure that we collect as much material as possible for reuse.

A second life

We reuse and recycle equipment, offer refurbished devices, and encourage customers to trade in their old phones.

Requirements for suppliers

KPN expects suppliers to work sustainably: using fewer raw materials, recyclable materials, and products that last a long time. In doing so, they contribute to KPN's goals for reuse, recycling, and reduced environmental impact.

More circular services

For business customers, we are expanding our range of circular services, including refurbished equipment and solutions for the smart reuse of materials.

Building a sustainable network

During the construction and renewal of our network, we use, where possible, fiber optic cables and network components that are (partially) made from recycled material.

Sustainable packaging and SIM cards

For our products (such as eco-SIM cards), we use 100% recycled plastic and FSC/PEFC-certified paper wherever possible.

Our goal is to have almost no waste left that cannot be reused or recycled. This prevents new production and waste incineration, thereby reducing CO₂ emissions. In doing so, we make a direct contribution to our net-zero target in 2040.

Pillar 3: Biodiversity

Together for a healthy living environment

In addition to reduced emissions and the reuse of materials, KPN is also committed to a healthy living environment with more greenery in cities and villages and the protection of nature. In this way, we bring technology and nature together for a greener future:

Greener together

Through Groene Netten, KPN collaborates with major infrastructure partners to give nature more space. Together, we manage nearly 1,000 square kilometers of land and water, where plants can grow and animals feel at home. At our own locations, we ensure nature-friendly maintenance.

Nature-inclusive buildings

By making our technical buildings – such as the fiber optic cabins – green, we make the surroundings more attractive and healthier.

Green roofs and facades provide cooling and retain rainwater. With insect hotels and flowering plants, we provide space for various animal and plant species.

Monitoring & measuring

We measure all energy consumption at our locations to work ever more efficiently and sustainably. We are now also investigating how to measure the contribution of our green initiatives to biodiversity. Consider the effect of greening on plants, insects, and birds.

In this way, we bring technology and nature together and learn what truly helps to strengthen a healthy living environment.

With this approach, we restore biodiversity and strengthen healthy ecosystems that can store carbon and thus contribute to our net-zero goal.

External recognition of our sustainability policy

Our climate targets have been assessed by the Science Based Targets initiative (SBTi). In addition, we receive the highest rating for our commitment to sustainability from organizations such as CDP, MSCI, and EcoVadis. We do this to externally assess our policy and thereby continuously raise the bar.

We are creating a sustainable future together

With every step – big or small – we contribute to a greener Netherlands and a better world. Together with our colleagues, customers, and partners we are doing everything we can to connect everyone to a sustainable future.

Want to know more?

Visit kpn.com/beterinternet/groener to read more about our sustainable initiatives. On overons.kpn/esg you will find our ESG manifesto, which explains how we approach environmental, social, and governance topics. Do you have questions or ideas? Please email us at esg@kpn.com