



KPN Human Rights statement

Introduction

As a company in the center of society we respect and protect human rights. We explicitly endorse the Guiding Principles on Business and Human Rights, adopted by the United Nations in 2011. Respect for human rights has consequences for the way we provide access to technology and services (both geographical and social) and how we establish the right to privacy and protection of personal data.

The obligation to respect human rights is the basis for our way of working and is reflected in our Code of Conduct (CoC), but also in the requirements we impose on our suppliers. In addition, we ask our subsidiaries and business partners to adhere to our CoC and Human Rights policy to the best of their ability. We yearly conduct assessments and audits to monitor status and progress of human rights.

working hours	<p>KPN respects the Working Hours Act that is referred to in our Collective Labor Agreement. The way we work at KPN is changing. We are equipping our people with tools that allow them to perform their duties in a flexible work environment, including the work location and working hours within the limitations of the Working Hours Act. This helps our people to better balance their work and private lives, with the aim of increasing their satisfaction and productivity. There is also an environmental benefit because it reduces the need to commute, cutting carbon emissions. Our aim is for 90% of our people to feel they can adopt this 'New Way of Living & Working'. Also: KPN is a member of the Joint Audit Cooperation (JAC), an industry initiative of 10 telecom operators to monitor and raise social, environmental and ethical standards within the supply chain. One way JAC does this is by conducting on-site audits of high-risk suppliers. The JAC supply chain guidelines were developed in consultation with telecoms stakeholders and cover topics such as working hours, child labor, fair remuneration, health and safety, the environment, and ethics.</p>
fair wages	<p>KPN respects the level of minimum wages. We ensure equal remuneration for men and women for work of equal value. Also: KPN is a member of the Joint Audit Cooperation (JAC), an industry initiative of 10 telecom operators to monitor and raise social, environmental and ethical standards within the supply chain. One way JAC does this is by conducting on-site audits of high-risk suppliers. The JAC supply chain guidelines were developed in consultation with telecoms stakeholders and cover topics such as working hours, child labor, fair remuneration, health and safety, the environment, and ethics.</p>

<p>minimum age</p>	<p>KPN respects the legal working age. Also: KPN is a member of the Joint Audit Cooperation (JAC), an industry initiative of 10 telecom operators to monitor and raise social, environmental and ethical standards within the supply chain. One way JAC does this is by conducting on-site audits of high-risk suppliers. The JAC supply chain guidelines were developed in consultation with telecoms stakeholders and cover topics such as working hours, child labor, fair remuneration, health and safety, the environment, and ethics.</p>
<p>workplace conditions</p>	<p>At KPN the departments of Human Resources and Security make sure that our employees can work in a safe environment. They do this in collaboration with management, the works council and all employees. We have implemented adequate labor condition policies and frequently perform risk assessments and evaluations as required by law. Also: KPN is a member of the Joint Audit Cooperation (JAC), an industry initiative of 10 telecom operators to monitor and raise social, environmental and ethical standards within the supply chain. One way JAC does this is by conducting on-site audits of high-risk suppliers. The JAC supply chain guidelines were developed in consultation with telecoms stakeholders and cover topics such as working hours, child labor, fair remuneration, health and safety, the environment, and ethics.</p>

<p>accessibility for people with disabilities</p>	<p>Our buildings are accessible for people with disabilities. Building regulations don't allow thresholds in our buildings and ensure facilities for people with disabilities, e.g. toilets. We have evacuation plans that include the evacuation of people with disabilities. In our main locations we have introduced physical guide lines for the visually impaired and we adapted the touch screens on our coffee machines so that those can also be used by these colleagues.</p>
<p>maternity protection</p>	<p>KPN will organize work in a way that pregnant employees can work safely and healthy and work won't have a negative impact on pregnancy and breast feeding. Employees who have difficulties during pregnancy will discuss this with their manager and the occupational health professional in order to find a solution. KPN employees can make use of the following protective measures: the right to a fixed work schedule, no overtime and night shifts; more breaks than required by law; the right to paid antenatal; no heavy physical work; the right to preventive consultations with the occupational health professional.</p>
<p>harassment</p>	<p>In the sub-code 'How we interact' (part of our Code of Conduct) we state that we protect each other against inappropriate behavior, such as sexual harassment: offensive, unwelcome or suggestive remarks, requests for sexual favors, or any other form of verbal or non-verbal behavior with sexual connotations; Intimidation: verbal, non-verbal or physical pressure intended to coerce someone into acting in a certain way or making a certain decision; Aggression and violence: verbal, non-verbal or physical threats, or any other encroachment on another person's integrity and discrimination: differentiating between</p>

	<p>people on the grounds of irrelevant characteristics. All forms of discrimination are wholly unacceptable. Discriminatory behavior or remarks are degrading because they imply that a person is inferior to others. We have policies and procedures in place that can be followed in case of harassment by both the victim and their colleagues or manager. Also every KPN Contact location has a counselor that can be contacted. We encourage our employees to report incidents that involve inappropriate behavior to our Security department that has a protocol for these cases.</p>
<p>forced labor</p>	<p>KPN strictly prohibits any form of forced, bonded, compulsory labor, slavery or human trafficking. Employees shall be free to leave work or terminate their employment with reasonable notice and all employment shall be voluntary. KPN is a member of the Joint Audit Cooperation (JAC), an industry initiative of 10 telecom operators to monitor and raise social, environmental and ethical standards within the supply chain. One way JAC does this is by conducting onsite audits of high-risk suppliers. The JAC supply chain guidelines were developed in consultation with telecoms stakeholders and cover topics such as working hours, child labor, fair remuneration, health and safety, the environment, and ethics.</p>
<p>health and safety</p>	<p>At KPN, the departments of Human Resources and Security make sure that our employees can work in a safe environment. They do this in collaboration with management, the works council and all employees. We have implemented adequate labor condition policies and frequently perform risk assessments and evaluations as required by law. Also: KPN is a member</p>

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<p>trade unions/employee representation</p>	<p>KPN financially supports trade unions that are involved in the development of labor conditions at KPN and have actively contributed. There are facilities for active members of trade unions that support their union in their work within KPN; e.g. the possibility to use KPN meeting rooms and to spend part of their working hours on union activities.</p>
<p>collective labor agreements</p>	<p>KPN had a long history of collective labor agreements. The agreements protect both employee interests and those of KPN. KPN and the unions will ensure that the CLA is observed.</p>
<p>diversity and inclusion</p>	<p>KPN wants to represent our society. Everybody is welcome, no matter gender, descent, religion, sexual orientation, labor limitation or age. We believe that diverse teams are more successful. We like to think in terms of inclusion instead of specific target groups. Diversity speeds up innovation and worldwide developments like globalization and an ageing workforce ask for a broader workforce. We actively create a culture in which every employee feels stimulated to show and use their unique qualities and create value for their teams.</p>

<p>privacy and security</p>	<p>KPN's role in society involves a certain vulnerability to security threats. We do our utmost to protect our customers and networks, and, moreover, enable our customers to protect themselves. By offering security services and being transparent about how and why we use certain data, we show our customers that we respect their privacy and safeguard their digital security at the same time. Since 2015, we are awarded Gold Standard for security from the committee of Privacy Waarborg. KPN signed and implemented the Mutually Agreed Norms for Routing Security (MANRS), a global industry initiative to improve internet security. Our website kpn.com is rated B for security by independent body SSL Labs. KPN believes true strength can be achieved through cooperation. To that end, we developed an open-source application to provide our security policy as well as multiple tools so that others can benefit from our efforts in the field.</p>
<p>freedom of expression</p>	<p>Freedom of expression is a basic human right. We create an open atmosphere in which people dare to express themselves. If they see or experience something at KPN that worries them and they do not feel free to discuss it with those directly involved, then we have various internal advice and reporting options where employees can get advice or speak out about possible abuses.</p>
<p>employee and skills development</p>	<p>A world full of fast changes creates a dynamic that asks for an agile organization. Job security is no longer a fact in an environment in which craftsmanships arise, change and vanish. KPN actively supports employees in creating their own future proofness in the labor market internally or externally.</p>

<p>handling change responsibly</p>	<p>Our Board of Management, HR, management and the works council have developed a professional result driven standardized way of changing. We believe that this leads to a clear vision of the goal and desired results prior to the change process, mineralization of instability, involvement of works council in all stages, constant involvement of employees, first time right, and consistent evaluation.</p>
<p>work-life balance</p>	<p>Work-life balance can be obtained through applying a model of working independent of place and time. In case of the need of informal care, KPN offers various facilities. KPN has been awarded the predicate “Informal Care Friendly Employer”.</p>
<p>leadership</p>	<p>We believe that good leadership creates value and that is why we invest actively in the development of our leaders. We believe that our leaders create a working environment that enables our colleagues to make the lives of our customers more free, more fun and easier.</p>
<p>communication</p>	<p>TEAMKPN Online is KPN’s internal social platform. All KPN employees can access TEAMKPN Online that is used for the provision of information and the possibility of discussions between organization and employees.</p>
<p>paid vacation</p>	<p>KPN employees are entitled to paid vacation. Over the period of one calendar year they will accrue an entitlement equal to four times the applicable working hours.</p>
<p>contracts</p>	<p>KPN employees all have either fixed term or open-ended employment contracts.</p>