

Environmental policy KPN

By making connections, KPN is making life freer, easier and more fun. We do this by giving our customers peace of mind. Our customers can rely on KPN, as a “green connector”, to take responsibility by using its services to make the Netherlands more sustainable without increasing the impact on our planet.

We see the enormous potential of ICT for making the world more sustainable, especially in e-health, transport and infrastructure, smart buildings and smart cities. In this way we aim to contribute to realizing the Sustainable Development Goals (SDGs). ICT can also make a contribution to further reducing CO₂ emissions in other sectors.

For our own business operations we want to minimize the impact on our planet and its natural resources, in an endeavor not to deplete them further and to remain within the constraints of what the planet itself can generate or restore.

To achieve this we have drawn up an energy and environment policy and have integrated it fully into our business operations throughout the chain.

To that end we are focusing on:

- Recognizing, measuring and documenting all the impact – both positive and negative – that our operations, services and products have on the environment.
- Setting up and embedding structural improvement processes so as to reduce energy consumption, both our own and that of our customers, and to migrate to a circular economy. To arrive at this we cooperate with our suppliers and outsourcing partners.
- Guaranteeing that, at the very least, we comply fully with all the environmental legislation, anticipate future legislation and, where possible and practicable, go further than the statutory requirements. We also demand that our suppliers do so, and we monitor their compliance. For this reason we are ISO14001 certified.
- Setting up adequate management systems and procedures that foster processes for designing, developing, maintaining and managing our operations in such a way that they prevent and limit the impact on the environment to the greatest possible extent and that we can monitor compliance.
- Improving energy efficiency and reducing energy despite the sharp growth in our service provision.
- Managing waste flows from business operations and to the greatest possible extent improving the reuse of equipment, parts and raw materials, and minimizing the use of hazardous substances, both in our network, our data centers and our offices, and for the benefit of our customers.
- Developing new advanced services, solutions and products that are economically and ecologically sustainable.
- And in particular, also paying attention to the contribution we could make towards fighting climate change via the three phases, also known as the Trias Energetica:
 - reducing our own energy consumption, direct and indirect CO₂ emissions and use of materials
 - contributing towards a reduction of emissions in other sectors and in society as a whole by supporting dematerialization and supplying services for e-health, transport and logistics, smart buildings and smart cities, and supporting the new way of living and working
 - using green energy sources and recycling raw materials whenever possible by improved collection and getting more value from used equipment.

In this way we make a contribution to the achievement of global, European and national targets, such as climate laws and the ambition of reducing the use of raw materials.

To improve our processes and business operations:

- We select suppliers and partners, as well as products and services that we procure or have outsourced, partly on the basis of energy and environment criteria, not only when they are to be used, but also during the entire life cycle. We also monitor compliance on a regular basis.
- We identify and measure the ecological risks in the entire supply chain and we implement improvement plans and corrective actions, both directly in cooperation with suppliers and in international partnerships and cooperation agreements, so as to lessen the ecological impact of procured products, services and production processes.
- We communicate in a transparent and regular manner with our stakeholders regarding our energy and environment performance.
- We keep our employees informed about the value of energy and environmental sustainability and about the initiatives and actions that we take to put our energy and environment principles into practice. We thereby ensure that our employees play an integral part in our sustainability programs via communication and training. Moreover, we are ISO14001 certified.
- We make sustainability aspects part of the assessment criteria for potential mergers and acquisitions.

Annex:

To monitor compliance we have defined the following KPIs:

- Climate neutral for our own business operations by exclusively using green power and by compensating gas and vehicle fuel consumption. By for example migrating to cars that do not use fossil fuel we aim to be climate neutral without compensation in 2030.
- Despite the strong growth in our data communication and ICT services we aim to have reduced our energy consumption in 2030 by 55% in comparison with 2010.
- In 2020 our customers will avoid as much energy consumption as we ourselves consume.
- We have the ambition that our suppliers throughout the chain will have cut their emissions by 50% in 2040 (scope 3 emissions).
- From 2025 all new products in our networks, at our offices and in our own customer devices will be part of a circular economy. We will have a circular-economy alternative for customer devices chosen and purchased by our customer themselves.