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Appendix 6: Social figures

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

		FTE	2019 number	FTE	2018 number	FTE	2017 number
KPN The Netherlands		11,248	11,913	12,412	13,157	13,021	13,838

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

			2019		2018		2017
KPN The Netherlands	Permanent		94.4		93.6		94.7
	Temporary		5.6		6.4		5.3

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

			2019		2018		2017
KPN The Netherlands	Part-time		26.6		26.9		26.7
	Full-time		73.4		73.1		73.3

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

			2019		2018		2017 ¹
KPN The Netherlands	<30 years		10.0		10.6		1.5
	30 - 50 years		52.9		53.6		76.1
	> 50 years		37.1		35.8		22.4

1 The 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)

			2019		2018		2017
the Netherlands	FTE		99.9		99.8		98.1
	number		99.9		99.8		98.2
Other	FTE		0.1		0.2		1.9
	number		0.1		0.2		1.8

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

		FTE	2019 number	FTE	2018 number	FTE	2017 number
KPN The Netherlands	male	80.7	78.9	80.2	78.2	79.3	77.3
	female	19.3	21.1	19.8	21.8	20.6	22.7

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

		Top	2019 Middle	Top	2018 Middle	Top	2017 Middle
KPN The Netherlands	male	77.4	83.8	78.2	83.8	79.7	83.9
	female	22.6	16.2	21.8	16.2	20.3	16.1

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

		2019	2018	2017
KPN The Netherlands	number	10,091	11,117	11,808
	%	84.8	84.5	85.3

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

		2019	2018	2017
KPN The Netherlands	hours/FTE	87.2	77.1	66.4
	euro/FTE	2,047	1,895	1,517

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

		2019	2018	2017
KPN The Netherlands	intake	2.8	4.2	3.3
	exit	19.8	14.4	10.3

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

		2019	2018	2017
KPN The Netherlands		0.43	0.20	0.08

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

		2019	2018	2017
KPN The Netherlands		4.40	4.25	4.09