

Overview of selected KPN Security Policies

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Requirement	Provision of information
Description	<p>In case of criminal behavior and/or incidents, recorded information (images) may be given to:</p> <ul style="list-style-type: none"> • The KPN Security Integrity Consultant; • The police (in case KPN Security reports a criminal offence). <p>After receipt of an order or authorization, recorded information can only be given in the context of a legal investigation by or on behalf of the KPN Security CSO to:</p> <ul style="list-style-type: none"> • A police officer; • The public prosecutor ('OvJ'); • The examining magistrate ('RC').
ID	KSP-RE-516
Version	1.0
Internal use	Yes, internal use only
Date	December 11, 2017
Rationale	The examination of security, safety and integrity incidents

Requirement	Investigation of security and safety incidents
Description	<p>Line management must not investigate security incidents. Investigations can only be carried out or coordinated by KPN Security or by designated 'incident handlers'.</p> <p>Safety incident analyses are being carried out by line management. If necessary further research will be conducted by the 'adviseur Arbo & Preventie' of KPN Security.</p>
Supplement	<p>To ensure an uniform and objective way of incident handling.</p> <p>Security incidents (i.e. stolen mobile phones, fraud, misuse) are being investigated by KPN Security and incident handlers in segments.</p> <p>Compliance Incidents are being investigated by compliance officers.</p>
ID	KSP-RE-517
Version	1.0
Date	December 11, 2017
Rationale	The examination of security, safety and integrity incidents

Requirement	Investigation of integrity incidents
Description	<p>All KPN business units must follow KPN's Protocol for Integrity Investigations.</p> <p>The Protocol describes requirements to ensure objectivity in conducting integrity investigations and to protect rights of KPN employees and external staff in case of an investigation. The Protocol governs the way in which integrity investigations are conducted and has been ratified by the Managing Board following due consultation with the Central Works Council. The Protocol is part of KPN's Framework of Code of Conduct and sub codes.</p> <p>Only KPN Security Integrity Consultants are authorized to conduct an integrity investigation.</p>
Supplement	<p>To ensure objectivity in conducting investigations and incident handling.</p> <p>An integrity investigation can be concerned with the facts and circumstances surrounding an alleged offence or malfeasance or any other alleged form of undesirable conduct on the part of the person under investigation, where his or her actions may harm the interests and reputation of KPN.</p>
Related info	Protocol voor Integriteitsonderzoeken
ID	KSP-RE-518
Version	1.1
Date	November 2, 2018
Rationale	The examination of security, safety and integrity incidents