

Overview of selected KPN Security Policies

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Rationale	Security-awareness
Description	Security awareness activities before and during employment ensure that employees are aware of security rules, and their roles and responsibilities and comply to these rules.
Subject Area	Human Resource Security
ID	KSP-RA-62
Version	1.0
Date	December 11, 2017

Rationale	Disciplinary measures
Description	If an employee violates the internal or external rules or regulations, disciplinary action may follow. A procedure for disciplinary action ensures transparency and uniformity in the measures imposed within KPN.
Supplement	To ensure that there is uniformity in imposed sanctions within KPN and that sanctions are imposed with due regard for the Collective Labour Agreement and KPN's disciplinary policy.
Subject Area	Human Resource Security
ID	KSP-RA-67
Version	1.0
Date	December 11, 2017

Rationale	The examination of security, safety and integrity incidents
Description	Security, safety and integrity incidents are investigated in a uniform and objective manner. The examination by designated officials is necessary to maintain trust in the quality, integrity and results of an investigation.
Supplement	<p>This rationale governs the way in which security incidents are managed within KPN to ensure that:</p> <ul style="list-style-type: none"> - Security events can be detected and dealt with effectively. - Identified security incidents are assessed and responded to in the most appropriate and efficient manner. - The impact of security incidents on KPN and its business operations can be minimized by appropriate safeguards as part of the incident response. - Lessons can be learned from security incidents and their management.
Subject Area	Incident management
ID	KSP-RA-515
Version	1.0
Date	December 11, 2017

Rationale	Reporting security incidents
Description	<p>Security incidents within KPN must be reported to one central contact point.</p> <p>This makes KPN able to react adequately and limits damage for (customers of) KPN as much as possible.</p>
Subject Area	Incident management
ID	KSP-RA-519
Version	1.0
Date	December 11, 2017

Requirement	Roles and responsibilities
Description	Security roles and responsibilities of each employee must be addressed prior to employment and must be defined and documented. Specific security roles and responsibilities must be included in job descriptions and job performance cycles.
Supplement	<p>General: NDA is included in KPN's Collective Labour Agreement.</p> <p>General rules and responsibilities concerning protection of assets and information are written down in sub codes.</p> <p>Specific security roles for positions within KPN's (information) security organisation are written down in job descriptions.</p>
Related info	<p>Employment contract</p> <p>Collective Labour Agreement</p> <p>KPN's Code of Ethics and compliance sub codes</p> <p>Master agreements</p>
ID	KSP-RE-63
Version	1.0
Date	December 11, 2017
Rationale	Security-awareness

Requirement	Assessment and training plan
Description	Develop an assessment and training plan for employees in (information) security positions / -roles.
ID	KSP-RE-66
Version	1.0
Date	December 11, 2017
Rationale	Security-awareness

Requirement	Disciplinary actions
Description	In case of violation of internal and external rules and regulations by an employee, line management must take disciplinary actions in line with the Collective Labour Agreement and the 'procedure disciplinary actions'.
Related info	Collective Labour Agreement Procedure disciplinary actions (HR, see team KPN Online)
ID	KSP-RE-68
Version	1.0
Date	December 11, 2017
Rationale	Disciplinary measures
Rationale	The examination of security, safety and integrity incidents
Rationale	Reporting security incidents

Requirement	Compliance & Security certification programm
Description	<p>Employees must take the compliance- and security e-learning course during the first three months of employment. Employees must sign for KPN's Code of Ethics and compliance sub codes and must pass the test for certification. The certificate is obtained after passing the e-learning module.</p> <p>Each year the certificate must be renewed.</p>
Related info	KPN's Code of Ethics, sub codes, E-learning Code of Ethics
ID	KSP-RE-64
Version	1.0
Date	December 11, 2017
Rationale	Security-awareness

Requirement	Security awareness
Description	During employment line management must ensure that employees are aware of rules and procedures concerning security and the protection of KPN's information and assets.
Related info	KPN's Code of Ethics, sub codes
ID	KSP-RE-65
Version	1.0
Date	December 11, 2017
Rationale	Security-awareness