

# KPN Workforce Classification

Classification	OP-CWF	OP-SLD
<b>Definition</b>	The reporting and/or payment relates to work actually performed in a specific period at a rate per person (resource) per hour	The reporting and/or payment does <b>not</b> relate to work actually performed in a specific period at a rate per person (resource) per hour
<b>Features</b>	<ul style="list-style-type: none"> <li>The supplier gets paid for the work performed (and approved by KPN) by a resource in a specific period (per hour/week/month)</li> <li>The number of hours worked by a resource, in combination with an all-in rate per hour, determine the costs incurred by KPN</li> <li>Billing is based on approved timesheets</li> <li>The risk of potential contract variations is for KPN. Consequently, the supplier's quotation must not entail any risk margin on top of the costs of the resource in question</li> <li>Management and supervision of seconded resources are the responsibility of KPN</li> <li>Use of self-employed people with an assignment based on deliverables and end result (no management and supervision KPN)</li> <li>The supplier is contracted directly by KPN or indirectly by one of our brokers, with whom we arrange compliance in relation to the Placement of Personnel by Intermediaries Act (WAADI), the Balanced Labor Market Act (WAB), Employment Relationships Deregulation Act (wet DBA), etc.</li> <li>No FTE headcount</li> <li>Arrangements can be made in the contract about taking over resources</li> <li>Any incentive is charged separately</li> </ul>	<ul style="list-style-type: none"> <li>The supplier has specific expertise that enables it to work on the basis of a fixed price per deliverable, product or service level</li> <li>Using the SMART method, objectives are set out in the contract and/or subcontract with respect to what is to be delivered, the schedule, verification by KPN, etc.</li> <li>The supplier decides which of its own personnel it will deploy to carry out the assignment</li> <li>Management and supervision of how the assignment is carried out are always the responsibility of the supplier</li> <li>The supplier is responsible financially for the result / end result and for successfully providing the deliverables, as well as for achieving the agreed service level</li> <li>The risk of potential contract variations is for the supplier. This is included in the price. Here are no agreements about retrospective costing</li> <li>The supplier may bill only after the deliverable/product/service has been successfully fulfilled</li> <li>No arrangements are laid down in the contract for taking over resources</li> <li>KPN's General Terms &amp; Conditions of Purchase (AIV) are applicable</li> </ul>
<b>Systems</b>	<ul style="list-style-type: none"> <li>Beeline (Vendor Management System), IAM (Identity Access Management)</li> </ul>	<ul style="list-style-type: none"> <li>ERA, IAM (Identity Access Management)</li> </ul>

# KPN Workforce Classification

**Classification**      **OP-CWF**  
**Other Personnel Contingent Workforce**

**Categories & Contract Type**

**OP-CWF Named**

OP-CWF Named is a contract type for the external hiring of one or more named resources, whereby KPN decides which resource is to be deployed. In this case, billing is based on the number of hours actually worked multiplied by an all-in rate per hour. These external resources are not included in the FTE headcount and the risk of potential contract variations is for KPN.

The personnel concerned are:

- Personnel of the supplier or subcontractor that are seconded in accordance with KPN's remuneration scheme and under the management and supervision of KPN.
- Self-employed people contracted via the broker under a model agreement with result obligation.

**OP-CWF Pool**

OP-CWF Pool is a contract type for the external hiring of several resources in the employment of a specific supplier, whereby the supplier is responsible for the scheduling and deployment. This relates to the external hiring of several named resources in the employment of a specific supplier, with billing based on the number of hours actually worked multiplied by an all-in rate per hour. These external resources are not included in the FTE headcount and the risk of potential contract variations is for KPN.

The personnel concerned are:

- Personnel seconded by or via the supplier in accordance with KPN's remuneration scheme and under the management and supervision of KPN.

For both contract types the possibility exists that the deployed resources do not need access to our premises and/or systems. We call this sub-category NAN (No Access Needed).

**NAN (No Access Needed)**

Hiring of external resources who do not need physical access to KPN premises and/or systems. The resources carry out the work at their own workplace and in their own systems. If exceptional access to KPN premises is required, a visitor's pass will be sufficient.

# KPN Workforce Classification

## Classification **OP-SLD** **Other Personnel Service Level Deliverables**

### Categories & Contract Type

#### **OP-SLD SoW (Statement of Work)**

A Statement of Work is a contract type within OP-SLD in which outsourced work is linked to an **actual result obligation (output)** with deliverables and milestones. This is to be described in accordance with the SMART method (Specific, Measurable, Acceptable, Relevant and Time-bound). The end result is a concrete formulation of what is to be delivered. The deliverables and milestones that are to be determined are intended to monitor the progress towards the required objectives, for the benefit of the end result.

#### **OP-SLD SLA (Service Level Agreement)**

A Service Level Agreement is a contract type within OP-SLD in which we outsource a **specific KPN service** to a supplier. The services are measurable thanks to the fact that the service levels have been formulated in accordance with the SMART (Specific, Measurable, Acceptable, Relevant and Time-bound) method. The payment to the supplier is related directly to the quality of the achieved SLAs.

#### **OP-SLD TaaS (Team as a Service)**

Team as a Service is a contract type within OP-SLD in which the end result has not yet been formulated. Concrete deliverables, milestones and/or sprints may, however, be formulated, with user stories forming the basis for what the supplier and a dedicated team (capacity) is supposed to deliver at a fixed price per deliverable, milestone and/or sprint.

For both contract types the possibility exists that the deployed resources do not need access to our premises and/or systems. We call this sub-category NAN (No Access Needed).

#### **NAN (No Access Needed)**

Work or service outsourced to suppliers whose resources do not need physical access to KPN premises and/or systems. The resources carry out the work at their own workplace and in their own systems. If exceptional access to KPN premises is required, a visitor's pass will be sufficient.