

Additional CSR data 2015

CSR data linked to Integrated Annual
Report 2015

Introduction

In our integrated annual report 2015 we report about the topics that are considered to be most relevant to our internal and external stakeholders taking the TenneT Holding perspective, prepared in accordance with sustainability guidelines defined by the Global Reporting Initiative version 4 Core (GRI G4 core). The materiality process is fundamental to integrated reporting as it ensures we meet the level of transparency our stakeholders have the right to expect. The outcome of the materiality analysis is presented in the GRI table, for more info please go to the [CSR section of our website](#).

Our CSR policy and activities are broader and are not limited to the outcome of the materiality analysis. Therefore additional CSR data that gives a full picture of the impact of TenneT on planet and people aspects is reported in this document.

In our integrated annual report most data is presented at TenneT Holding level and to give more insight in our operations, KPIs in this document are presented on TenneT Holding level and country level.

The data is reported aligned with the structure of the integrated annual report. Our annual report contains four CSR chapters; Markets, Society, Environment and Employees. Additional data is reported for the chapters Society, Environment and Employees. For definitions of the reported KPIs please go to the [CSR section of our website](#).

In case there any additional questions considering CSR reporting, please send an email to CSR@tennet.eu.

Contents

Introduction.....	2
1. Society.....	4
1.1 Grid availability	4
1.2 Technical data.....	4
1.3 Stakeholder dialogues	5
2. Environment	6
2.1 Carbon footprint	6
2.2 Grid losses	7
2.3 Environmental incidents	7
3. Employees	8
3.1 Employee data	8
3.2 Employee engagement & open dialog	10
3.3 Safety	10
3.4 Health	10
Appendix	12

1. Society

1.1 Grid availability

TenneT's track record in grid availability is among the best in the world. We work hard to guarantee a reliable electricity grid, a task that is complicated by the volatility of renewable energy, which makes it harder to balance supply with the rising demand. In the table below our onshore grid availability is presented.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Grid availability	99,9975%	100,0000%	99,9975%	99,9999%	100,0000%	99,9999%	99,9999%	100,0000%	99,9999%
110/150 kV									
Interuptions	14	N/A	14	4	N/A	4	7	N/A	7
Energy not transported	145	N/A	145	77	N/A	77	80	N/A	80
220/380 kV									
Interuptions	2	2	4	-	-	-	2	-	2
Energy not transported	3.669	10	3.679	-	-	-	303	-	303

Our total grid availability is reported as the sum of the availability on the national grids, thereby underestimating the impact for TenneT as a whole.

1.2 Technical data

TenneT maintains and build asset infrastructure to transport electricity. Our assets presented by type of asset and voltage level are presented in the table below.

Technical data	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Number of substations:									
110/150/155 kV	286	6	292	282	6	288	279	5	284
220/380 kV	39	123	162	39	116	155	38	116	154
Total number of substations	325	129	454	321	122	443	317	121	438
HVCD converter stations	1	12	13	1	2	3	1	2	3
Connected offshore windparks	-	11	11	-	7	7	-	2	2
Circuit length:									
Underground total	1.928	1.424	3.352	1.780	362	2.142	1.746	213	1.959
Overhead total	8.190	10.703	18.893	8.196	10.520	18.716	8.170	10.662	18.832
150/300/450 kV DC	290	1.035	1.325	290	200	490	290	200	490
220/380 kV	2.894	10.684	13.578	2.897	10.462	13.359	2.897	10.604	13.501
110/150/155 kV	10.118	12.127	22.245	6.789	220	7.009	6.729	71	6.800

1.3 Stakeholder dialogues

It is crucial that we connect with local communities, NGOs and politicians from the earliest stages of a project to address their concerns and gain their acceptance. It is our experience that stakeholder dialogue works best on a small scale, with a tailored approach. In the table below the number of public events with stakeholders are presented.

	2015		
	NL	D	Total
Number of stakeholder dialogues	81	107	188

2. Environment

2.1 Carbon footprint

We present our gross CO₂ footprint for 2015, 2014 and 2013 in three scopes: direct emissions from our own operations; indirect emissions related to purchased energy; and indirect emissions related to other purchased goods. Our net carbon footprint takes our measures to green our electricity use into account, resulting in a lower carbon footprint. Our calculations are based on the CO₂ Footprint Network Operators Manual, of the Association of Energy Network Operators in the Netherlands, CO₂emissiefactoren.nl and document "Entwicklung der spezifischen Kohlendioxid- Emissionen des deutschen Strommix in den Jahren 1990 bis 2014". The detailed carbon footprint of 2015 is presented below. The 2014 and 2013 figures can be found in the appendix.

2015						
Scope 1						
lease			conversion factor		emission in ton CO ₂ e	net emissions in ton CO ₂
576.842	km	DE	0,000181	ton CO ₂ /km	104	104
15.204.512	km	NL	0,000181	ton CO ₂ /km	2.752	2.752
gas use offices						
3	GWh	DE	179	tonnes CO ₂ e/GWh	536	536
184.964	m ³	NL	0,001788	ton CO ₂ e/m ³	331	
SF ₆ leakage						
187	kg	DE	24	ton CO ₂ e/kg SF ₆	4.469	4.469
919	kg	NL	24	ton CO ₂ e/kg SF ₆	21.964	21.964
Scope 2						
electricity use offices						
3	GWh	DE	569	tonnes CO ₂ e/GWh	1.593	
5	GWh	NL	464	tonnes CO ₂ e/GWh	2.377	
grid losses						
2.803	GWh	DE	569	tonnes CO ₂ e/GWh	1.595.124	1.595.124
1.075	GWh	NL	464	tonnes CO ₂ e/GWh	498.893	37.764
electricity use in stations						
84	GWh	DE	569	tonnes CO ₂ e/GWh	47.796	47.796
19	GWh	NL	464	tonnes CO ₂ e/GWh	8.910	
Scope 3						
business and commute						
15.158.618	km	DE	0,000181	ton CO ₂ /km	2.744	2.744
12.589.948	km	NL	0,000181	ton CO ₂ /km	2.279	2.279
air travel						
4.713.995	km	DE	0,000278	ton CO ₂ /km	1.310	1.310
3.544.093	km	NL	0,000278	ton CO ₂ /km	985	985
train						
2.946.164	km	DE	0,000005	ton CO ₂ /km	15	15
954.606	km	NL	0,000005	ton CO ₂ /km	5	5
Total					2.192.187	1.717.847
					ton CO ₂ e	ton CO ₂ e

2.2 Grid losses

Over 90% of TenneT's carbon footprint is due to grid losses. Grid losses are calculated as the difference between the amounts of electricity produced entering our transmission system and the amount that leaves our system for consumption. The grid losses presented per country and voltage level can be found in the table below.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
110/150 kV									
Grid losses (GWh)	411	N/A	411	388	N/A	388	380	N/A	380
Transported GWh	90.638	N/A	90.638	85.305	N/A	85.305	84.838	N/A	84.838
% grid losses of transported GWh	0,45%	N/A	0,45%	0,45%	N/A	0,45%	0,45%	N/A	0,45%
220/380 kV									
Grid losses (GWh)	664	2.804	3.468	559	1.877	2.436	451	1.713	2.164
Transported GWh	77.414	143.411	220.825	73.181	124.694	197.875	67.540	131.416	198.956
% grid losses of transported GWh	0,86%	1,96%	1,57%	0,76%	1,51%	1,23%	0,67%	1,30%	1,09%
Total grid losses GWh	1.075	2.804	3.879	947	1.877	2.824	831	1.713	2.544

2.3 Environmental incidents

With our operations we have undoubtedly impact on nature. We recognise that we have a responsibility to care for the well-being of the natural environment, and are therefore transparent about the environmental incidents caused by our actions. The environmental impact reported relates to our SF₆ leakage, oil leakage and environmental incidents.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
SF6 leaked	919	187	1.106	815	595	1.410	1.043	616	1.659
SF6 banked	141.987	172.970	314.957	140.252	111.188	251.440	138.612	112.366	250.978
SF6 leaked %	0,65%	0,11%	0,35%	0,58%	0,54%	0,56%	0,75%	0,55%	0,66%
Oil Leaked	5.293	8.798	14.091))	8.283))	4.043
Environmental incidents	30	54	84	31	18	49)))

) Data is not reported and therefore not available.

3. Employees

3.1 Employee data

TenneT is powered by its people. They are the key to our continued success and growth. That's why we create a safe, healthy, stimulating and energising place for them to work and empower our people to perform. We connect their personal ambitions to our strategic goals to fulfil our mission and commitment to society. Our core values guide us in everything we do: quality and integrity are an integral part of our vision for our people and our organisation.

In tables below additional data regarding FTE, headcount, permanent/temporary contracts, CAO/function contracts, male/female ratios, age distribution, inflow/outflow, management/non-management, full-time/part-time employees and education costs is presented.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
FTE (end of period)									
FTE internal	1.282,78	1.590,45	2.873,23	1.176,00	1.437,70	2.613,70	1.136,20	1.238,19	2.374,39
FTE external	400,47	128,44	528,91	294,80	-	294,80	390,30	-	390,30
Total	1.683,25	1.718,89	3.402,14	1.470,80	1.437,70	2.908,50	1.526,50	1.238,19	2.764,69

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount (end of period)									
Headcount internal	1.335	1.639	2.974	1.224	1.476	2.700	1.186	1.275	2.461
Headcount external	534	125	659	357	39	396	461	18	479
Total	1.869	1.764	3.633	1.581	1.515	3.096	1.647	1.293	2.940

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount (end of period)									
Permanent contract	1.217	1.433	2.650	1.109	1.304	2.413	1.078	1.136	2.214
Temporary contract	118	206	324	115	172	287	108	139	247
Total	1.335	1.639	2.974	1.224	1.476	2.700	1.186	1.275	2.461

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal									
Collective labour contracts	1.101	1.317	2.418	1.089	1.173	2.262	1.060	999	2.059
Function contracts	147	193	340	135	185	320	126	171	297
Other contracts	15	129	144	15	118	133	11	105	116
Total	1.263	1.639	2.902	1.239	1.476	2.715	1.197	1.275	2.472

The total headcount presented in the table below is higher, because it includes interns.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal gender									
Male	1.019	1.290	2.309	944	1.157	2.101	918	1.000	1.918
Female	316	349	665	280	319	599	268	275	543
Total	1.335	1.639	2.974	1.224	1.476	2.700	1.186	1.275	2.461

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal by age									
Under 20 years	-	45	45	-	44	44	-	46	46
20-30 years	99	383	482	66	358	424	77	302	379
30-40 years	352	537	889	342	469	811	326	395	721
40-50 years	417	347	764	382	322	704	385	292	677
50-60 years	364	278	642	347	255	602	323	216	539
Over 60 years	103	49	152	87	28	115	75	24	99
Total	1.335	1.639	2.974	1.224	1.476	2.700	1.186	1.275	2.461

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal inflow									
Male	63	160	223	54	165	219	79	52	131
Female	27	42	69	27	49	76	30	15	45
Total	90	202	292	81	214	295	109	67	176

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal outflow									
Male	43	35	78	28	27	55	24	170	194
Female	16	11	27	15	11	26	10	24	34
Total	59	46	105	43	38	81	34	194	228

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal management									
Male	104	44	148	102	46	148	91	45	136
Female	25	2	27	22	3	25	20	3	23
Total	129	46	175	124	49	173	111	48	159

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal non-management									
Male	915	1.246	2.161	842	1.111	1.953	827	955	1.782
Female	291	347	638	258	316	574	248	272	520
Total	1.206	1.593	2.799	1.100	1.427	2.527	1.075	1.227	2.302

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal full-time									
Male	938	1.255	2.193	874	1.064	1.938	845	920	1.765
Female	130	279	409	107	235	342	100	200	300
Total	1.068	1.534	2.602	981	1.299	2.280	945	1.120	2.065

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Headcount internal part-time									
Male	81	35	116	70	13	83	73	9	82
Female	186	70	256	173	46	219	168	38	206
Total	267	105	372	243	59	302	241	47	288

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Education costs	2.073	2.743	2.442	1.658	2.151	1.928	1.650	1.875	1.761

3.2 Employee engagement & open dialog

We attach great value to ensuring our employees are committed and engaged. To help achieve this, we conduct an employee survey to measure levels of engagement and satisfaction.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Employee satisfaction	80%	86%	83%	N/A	N/A	N/A	79%	85%	82%
Sustainable engagement	80%	86%	83%	77%	81%	79%	76%	82%	79%

We value an open dialogue with our employees and encourage them to report potential issues regarding integrity and undesirable behaviour.

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Formal complaints	40	5	45	51	1	52	-	-	-
Of which whistle-blower cases	-	-	-	-	-	-	-	-	-

3.3 Safety

The safety of everyone involved in our activities – our employees and our contractors – is a top priority. We continually strive for zero work-related incidents and accidents. Our goal is to become a safety leader and to have a pro-active safety culture. We aim to be recognised as such by our own employees as well as by our stakeholders. Our safety performance is presented in the table below.

	2015	2014	2013
	Total	Total	Total
LTIF	2,20	2,50	5%
TRIR	6,52	N/A	N/A
HRI	31	N/A	N/A
Fatalities	-	-	-
Investigation index	100,0%	N/A	N/A

3.4 Health

We help our people to live healthy and active lives, and find a stimulating work-life balance. We offer coaching to our employees in the Netherlands and encourage all employees to join our Committed Power sports programme. The programme is open to employees and their partners and provides training and medical supervision to undertake a challenging activity, such as biking, nordic walking, running or skating.

	2015		2014		2013	
	NL	D	NL	D	NL	D
Sickness rate (%)	3,50%	2,50%	3,10%	2,10%	3,10%	2,30%

	2015			2014			2013		
	NL	D	Total	NL	D	Total	NL	D	Total
Biking	119	69	188	111	52	163	102	39	141
Biking MTB	57	58	115	43	42	85	31	29	60
Nordic Walking	142	99	241	104	79	183	103	64	167
Running	233	192	425	199	157	356	199	118	317
Skating	41	3	44	-	-	-	-	-	-
Total	592	421	1.013	457	330	787	435	250	685

Appendix

2014							
Scope 1							
lease			conversion factor		emission in ton CO2e	net emissions in ton CO2	
465.468	km	DE	0,000173	ton CO2/km	81	81	
14.296.516	km	NL	0,000173	ton CO2/km	2.473	2.473	
gas use offices							
3	GWh	DE	179	tonnes CO2e/GWh	542	542	
231.855	m3	NL	0,001788	ton CO2e/m3	415		
SF6 leakage							
595	kg	DE	24	ton CO2e/kg SF6	14.221	14.221	
815	kg	NL	24	ton CO2e/kg SF6	19.478	19.478	
Scope 2							
electricity use offices							
3	GWh	DE	569	tonnes CO2e/GWh	1.593	1.593	
5	GWh	NL	468	tonnes CO2e/GWh	2.478		
grid losses							
1.877	GWh	DE	569	tonnes CO2e/GWh	1.067.751	1.067.751	
947	GWh	NL	468	tonnes CO2e/GWh	443.243		
electricity use in stations							
84	GWh	DE	569	tonnes CO2e/GWh	47.796	47.796	
17	GWh	NL	468	tonnes CO2e/GWh	8.014		
Scope 3							
business and commute							
14.072.511	km	DE	0,000173	ton CO2/km	2.435	2.435	
12.416.287	km	NL	0,000173	ton CO2/km	2.148	2.148	
air travel							
3.860.998	km	DE	0,000187	ton CO2/km	722	722	
3.780.859	km	NL	0,000187	ton CO2/km	707	707	
train							
3.238.699	km	DE	0,000039	ton CO2/km	126	126	
761.531	km	NL	0,000039	ton CO2/km	30	30	
					Total	1.614.251	1.160.102
					ton CO2e		ton CO2e

2013						
Scope 1						
lease			conversion factor		emission in ton CO2	net emissions in ton CO2
1.309.885	km	DE	0,000190	ton CO2/km	249	249
2.585.502	km	NL	0,000190	ton CO2/km	491	491
gas use offices						
3	GWh	DE	180	tonnes CO2e/GWh	572	572
449.179	m3	NL	0,001800	ton CO2e/m3	809	809
SF6 leakage						
616	kg	DE	24	ton CO2e/kg SF6	14.722	14.722
1.043	kg	NL	24	ton CO2e/kg SF6	24.928	24.928
Scope 2						
electricity use offices						
3	GWh	DE	584	tonnes CO2e/GWh	1.694	1.694
3	GWh	NL	459	tonnes CO2e/GWh	1.371	1.371
grid losses						
1.713	GWh	DE	584	tonnes CO2e/GWh	1.000.671	1.000.671
831	GWh	NL	459	tonnes CO2e/GWh	381.475	
electricity use in stations						
74	GWh	DE	584	tonnes CO2e/GWh	43.274	43.274
19	GWh	NL	459	tonnes CO2e/GWh	8.555	8.555
Scope 3						
business and commute						
12.331.742	km	DE	0,000190	ton CO2/km	2.343	2.343
12.053.421	km	NL	0,000190	ton CO2/km	2.290	2.290
air travel						
2.339.119	km	DE	0,000190	ton CO2/km	444	444
3.776.079	km	NL	0,000190	ton CO2/km	717	717
train						
2.390.397	km	DE	0,000040	ton CO2/km	96	96
320.273	km	NL	0,000040	ton CO2/km	13	13
				Total	1.484.714	1.103.240
					ton CO2e	ton CO2e