



## CBS Annual Report 2020

The financial statements in this annual report are a print of the original annual financial reporting, including the financial statements pursuant to “Wet op het CBS” (the Statistics Netherlands Act), the “Protocol van werkafspraken EZK-CBS” (EZK-CBS work agreements protocol) and the stipulations of and pursuant to the “Wet normering topinkomens (WNT)” (Public and Semi-public Sector Senior Officials (Standard Remuneration) Act). These financial statements are an English translation of the financial statements adopted on 31 March 2021. In case of any discrepancies or possible differences in interpretation between the English translation and the financial statements adopted on 31 March 2021, the latter prevail. The original financial statements can be obtained at CBS.

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# Management report

# 1. Introduction

Statistics Netherlands (CBS) employees had no choice but to work most of 2020 from home. Despite the unusual and difficult circumstances caused by the coronavirus crisis, they managed to keep up the production of statistics and also to step up to the challenge of responding quickly to the information needs relating to the coronavirus crisis. And at the same time, they looked out for and empathised with each other when someone was affected by the consequences of the coronavirus. As the new Director General – since September 2020 – I look at this with admiration and with due pride!

The past year has taught us that up-to-date, accurate and public statistics can form the basis for policies dealing with the coronavirus crisis. Statistics help people to make informed decisions quickly and they stimulate debate in a democratic society. This insight also provided CBS with a renewed zeal as we were able to meet this demand. Faster, with excellent quality and with a focus on the people behind the statistics. This meant we made an effort to always keep in mind society's needs as well as the data we have at our disposal and that which we can obtain. This has led to new, valuable products such as the weekly mortality figures and the Coronavirus Dashboard, which constantly presents new figures. And this was in addition to our regular statistics production.

Statistics can only be created through the use of the right data. For the most part, we obtain these data from existing registers and sometimes from new data sources. And certainly also from surveys. The coronavirus crisis made door-to-door surveys difficult and sometimes impossible for our interviewers. During the lockdowns, face-to-face surveys even came to a complete standstill. However, we were able to limit the consequences by adapting our working methods, in consultation with the users. Video calling experienced rapid adoption as more and more people became open to taking part in surveys in this manner. These are matters that may go unnoticed to the outside world, but which turned out to be essential for the reliable progress of statistics production in an unusual year.

With the introduction of the ministerial regulation and policy rule on work for supplementary statistical services in July 2020, we have tightened up our internal procedures so that, for each request, we carefully consider whether CBS is the appropriate party. The competitive neutrality officer helps the organisation to make this consideration effectively, even for complex cases. You can read more about this elsewhere in the annual report.

In 2020, we also committed ourselves to the National Data Strategy to which we, as a national statistical institute, can contribute. Data rules, both for administrative use and for statistics production, can greatly increase the transparency of the use of data and thus provide a balanced picture of the possibilities and impossibilities of data. For example, when it comes to privacy, information security and the fair use of algorithms.

The past year has proven once again that privacy and information security are becoming ever more important. The discussion on privacy and insights required to fight the pandemic seemed to increase in intensity. From my perspective, this raised awareness among the Dutch population about what can and cannot be done with data. At the same time, it generated publicity that also affected our organisation. The media reports in March 2021 referred to “breaches of privacy” by CBS and T-Mobile in the use of mobile data. And despite there being no question of this, I could not help but notice the strong reactions the reporting elicited. This is not helpful. Not to us, not to the government, but also not to the Dutch citizen in being confident that insights with data can be provided in a secure fashion.

As far as I am concerned, no organisation can guarantee privacy protection like CBS. CBS staff have a keen eye for privacy protection, for avoiding disclosure and therefore for treating data carefully. But the ongoing discussions also make it obvious that we really need to keep working on it. By taking steps within our own organisation to raise the level of privacy protection, by remaining constantly vigilant and by better communicating to everyone how we treat data and personal data. In this area, CBS strives not to be good but to be excellent.

I also refer here to our review of the policy on access to microdata for external researchers. In 2020, we commissioned an independent analysis, which concluded that while this opportunity for researchers to carry out statistical or scientific research remotely, under strict conditions, is indeed very secure, it would be wise to reconsider a number of points.

The 2020 financial year closed with a positive result of €0.6 million. This result is in line with the budget. Mainly due to the coronavirus crisis, some items ended higher and others lower. Windfalls were lower travel costs and revenues from additional statistical services despite the limited opportunities for fieldwork. Setbacks were higher reserves for leave not taken and higher ICT costs due to staff working from home. The result is within the long-term agreements with the Ministry of Economic Affairs and Climate Policy. CBS' equity increased to €2.7 million negative by the end of 2020 and is expected to be positive again by the end of 2023. The result and equity will continue to be under pressure in the coming years due to a disproportionate rise in ICT costs and increasing liabilities for untaken leave as a result of more flexible leave saving opportunities.

It goes without saying that in 2020 we also looked ahead, to 2021 and beyond. The plans for a step-by-step and safe return to our offices are ready. Looking further ahead, we are also working on scenarios on how to retain the favourable elements of working from home and combine them with working in the office.

Thus, despite the unusual year behind us, I look back with gratitude and forward with hope.

The Hague, 31 March 2021

Director General of Statistics Netherlands

Angelique Berg

## 2. Statistical programme

### 2.1 Statutory task

The basic programme forms the core of CBS' output and encompasses a wide range of information on various subjects which together yield an impression of Dutch society.

- Labour and income
  - Labour and social security
  - Income and spending
- Economy
  - Enterprises
  - Construction and housing
  - Financial and business services
  - Trade, hotels and restaurants
  - Manufacturing and energy
  - International trade
  - Agriculture
  - Macroeconomics
  - Government and politics
  - Prices
- Society
  - Population
  - Health and welfare
  - Nature and the environment
  - Education
  - Security and justice
  - Traffic and transport
  - Leisure and culture
- Dossiers and other broad publications

Most of the output comprises statistical information that CBS is obliged to produce under European legislation. In 2019, CBS introduced a new strategic Multi-Annual Programme for the years 2019-2023. For the purposes of the Multi-Annual Programme, CBS carried out a business environment analysis by consulting more than 60 users and other stakeholders. Improvements in the basic programme will result from more modern production processes used to produce existing statistics, among other things. This will allow for faster and more flexible delivery of results. Where possible CBS will produce more enriched statistics by using higher-quality source information or linking data from multiple sources.

CBS publishes tables and media releases with the very latest information every day. For many years, it has published detailed figures in StatLine, a free database. CBS' entire database is also available as open data. In 2020, CBS implemented a number of changes in the basic programme. These changes were connected with social developments or the result of new sources or methods becoming available. In the paragraphs that follow, we provide a few examples of the changes in the basic programme in 2020.

There is a huge demand from many users for the statistical information and services that CBS provides. CBS is able to provide statistical information that is not (or no longer) included in its basic programme. This is done at cost price, held to professional standards and bound by legal frameworks such as the policy decree (BR) and a ministerial decree (MR)

which took effect on 1 July 2020. Internal work processes and external communications were aligned with these schemes in 2020. For example, CBS centrally registers all requests for additional statistical services, and a flowchart and assessment framework have been drawn up to support decisions on whether or not to grant a request. A competitive neutrality officer (CNO) has been appointed for the internal embedding of schemes in the organisation and for relationship management with private parties. CBS has drawn up a complaints procedure and published it in the Government Gazette. Parties can invoke this procedure if they feel that CBS is not complying with the BR and MR. An independent complaints committee chaired by Mr. van Straalen has been set up to deal with complaints. The Minister of Economic Affairs and Climate Policy (EZK) has appointed a new member of the Advisory Council with expertise in competition issues. To meet the needs of government parties for statistical information, CBS focuses especially on strategic cooperation and on major social and/or regional issues that are in line with its basic programme.

As with statistics that are part of the basic programme, CBS makes the aggregated results of these additional statistical services available to everyone simultaneously. These, too, are statistics of general interest. Below follow various examples of additional statistical services that CBS performed in 2020 as part of its statutory task.

## **2.2 Labour and income**

### **2.2.1 Labour and social security**

#### **Structure of Earnings Survey**

In 2020, the composition of the Structure of Earnings Survey (SES) over the 2018 reporting year was completed. The SES is a mandatory four-yearly set of statistics on employee jobs (including hours worked and wages) broken down by background characteristics including occupation and educational level.

#### **Labour Force Survey**

The new European regulation for the Labour Force Survey (EBB) took effect as of 1 January 2021. To this end, CBS carried out a redesign of this survey, adapting the questionnaire and examining ways of organising the data collection more efficiently. Surveys with the new EBB design were started in the fourth quarter of 2020. In that quarter, data were also collected with the old questionnaire, allowing CBS to quantify the differences between the two.

The EBB questionnaire is administered via the internet, telephone and home interviews. Home interviews were (temporarily) halted during both the first and second wave of the coronavirus. The use of trend modelling<sup>1</sup> made it possible to continue publishing reliable figures.

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<sup>1</sup> Trend modelling is a method for compensating for the influence of home interviews on the figures, built up over many years, for a certain period of time.

## **Labour market and working conditions**

A publication on Dutch labour market dynamics entitled 'Dynamiek op de Nederlandse Arbeidsmarkt: De focus op zekerheid' appeared in early 2020. In the spring of 2020, the latest figures from the Netherlands Working Conditions Survey 2019 became available. Both products could be published thanks to the long-standing cooperation with the Netherlands Organisation for Applied Scientific Research (TNO) in the area of labour.

## **Pensions**

In 2020 the survivor's pension statistics for the reporting years 2017 and 2018 were published. The Ministry of Social Affairs and Employment (SZW) bore the costs of these statistics. Pension entitlement statistics (old-age pension) were somewhat delayed owing to extended reconstruction work of the production system and were published in the first quarter of 2021. As a result, the statistic for entitlement under the General Old Age Pension Act (AOW) were pushed back to 2021.

## **Gender pay gap**

The biennial survey for a Monitor on gender pay gaps was held in 2020. This research was funded by the Ministry of Social Affairs and Employment. Furthermore, a new data model was used to build up a time series of this research, so that CBS can decide in two or four years' time whether switching to this new data model would be advisable.

## **45 years of service**

In 2020, CBS published an exploratory study into 45 years of service. The subject of this exploratory study, which was funded by the Ministry of Social Affairs and Employment, is people who have 45 years of service with an employer. Subsequently, a follow-up study was conducted in 2020 into the influence of various social circumstances on a person's number of years of service. The social circumstances examined in this study are those that prevent someone from working, such as unemployment, incapacity for work or the care of a young child.

### **2.2.2 Income and spending**

#### **Budget study**

The budget survey is a five-yearly survey that provides insight into household expenditure. For the next budget survey, CBS gathered the requisite information from households in 2020. With financial support from Eurostat, the statistical office of the European Union, CBS experimented with providing access to this data collection via an app.

## **2.3 Economy**

### **2.3.1 Enterprises**

#### **State of the SMEs data platform**

In 2020 research into small and medium-sized enterprises (SMEs) was continued. The work was funded by the Ministry of Economic Affairs and Climate Policy and resulted in an annual report on the state of SMEs in 2020 ('Ondernemen is Vooruitzien, Jaarbericht Staat van het mkb 2020'). This report was presented on 16 December 2020 to State Secretary for Economic Affairs Mona Keijzer, in the presence of Her Majesty Queen Máxima and it shows that SMEs were hit hard by the coronavirus crisis.

#### **Policy complementary statistics**

As part of the policy complementary statistics programme ('BAS'), CBS has published several sets of policy complementary statistics. These were financed by the Ministry of Economic Affairs and Climate Policy. These statistics provide, among other things, insight into the platform economy, turnover levels of non-European web shops in the Netherlands, a description of family businesses, developments in the tourism sector and regional economic key figures.

### **2.3.2 Construction and housing**

#### **WoON**

WoON is the Netherlands Housing Survey carried out by CBS and funded by the Ministry of the Interior and Kingdom Relations (BZK). The survey provides, among other things, information required for answering policy questions in the housing domain. This study consists of a national component for the Ministry of the Interior and Kingdom Relations and an oversampling component for local authorities. Oversampling lets local authorities add additional units to the national sample survey at a cost, allowing statements to be made regarding the developments at the municipal level as well. Preparations for WoON 2021 commenced in 2020. The data collection for the study was launched in the autumn of 2020 and continued into 2021. Possible consequences of the lockdown for the surveying as a result of the coronavirus pandemic have been and will be discussed with the Ministry of the Interior and Kingdom Relations and the oversampling parties throughout the period. The WoON innovation process was further fleshed out in 2020. The aim is to create a register for the portion of the information requirement that is currently obtained in the housing survey. Using data from registers will preclude the need for some of the surveying among the population. Furthermore, registers make it possible to publish information annually and allow for greater detail. The work on creating a WoON register will continue into 2021.

#### **Building permits and commercial property**

Eurostat has granted financial support to CBS for the further development of statistics on permits (including building permits), and the new development of data on commercial property in 2020 and 2021. This was in anticipation of imminent new European obligations. For example, CBS will apply seasonal adjustments to publications on permits. The development work will continue into 2021.

### **Housing market statistics**

CBS has carried out several surveys as part of the agreement with the Ministry of the Interior and Kingdom Relations. These surveys have led, for example, to publications on conversions of offices into dwellings, types of home ownership (rented, owner-occupied, unknown), and tables on housing production.

### **Property prices**

Information on property prices was further supplemented in 2020. This included an addition to the package with price developments of commercial property, stress indicators in the housing market and regional house price indices, among others. The work was funded by the Ministry of the Interior and Kingdom Relations, De Nederlandsche Bank (DNB) and Eurostat.

### **2.3.3 Financial and business services**

As in previous years, CBS published on the operating income and expenses and turnover development of enterprises active in financial and business services. A quarterly report on business services (Kwartaalbeeld zakelijke dienstverlening) was published at the end of each quarter, highlighting the largest industries. The coronavirus crisis rendered the financial and business services figures particularly relevant.

### **2.3.4 Trade, hotels and restaurants**

In 2020, CBS continued to issue its regular publications on turnover developments and operating income and expenses in the trade and accommodation and food services sectors. It was possible to speed up the monthly publication of retail turnover data by 15 days by combining information from regular surveys with transaction data. Since March 2020, these data have been published on the last day of the month following the reporting period.

A quarterly report on accommodation and food services (Kwartaalbeeld Horeca) was published at the end of each quarter, highlighting developments in the sector. These figures were particularly relevant given that the coronavirus crisis measures affected accommodation and food services for a long period of time.

### **2.3.5 Manufacturing and energy**

#### **Energy transition**

In 2019 a collaborative energy transition information improvement programme ('VIVET') was launched. This three-year programme is the result of a request from the Ministry of Economic Affairs and Climate Policy and the Ministry of the Interior and Kingdom Relations to CBS, the Netherlands Enterprise Agency (RVO), the Land Registry, Rijkswaterstaat, and

PBL Netherlands Environmental Assessment Agency. Each year a new work programme is drawn up based on recommendations from a programme council of users. Data on the production of onshore renewable energy for the 30 'Regional Energy Strategy' (RES) regions was published in 2020. These regions were created under the Climate Agreement. CBS also produced a number of publications on segments of the services sector, particularly on data centres, retail property and sports. The dashboards contain data on energy consumption and characteristics such as floor area of the various segments. Studies have started on increasing the timeliness, frequency and detail of regional figures.

### **2.3.6 International trade**

#### **Globalisation research programme**

At the heart of the Globalisation agenda is research into the coherence of international economic activities of enterprises and their impact on the national economy. In 2020, as part of this development programme funded by the Ministry of Foreign Affairs, new insights were published into globalisation, such as the effects of trade policy and insights into international trade in services.

#### **Internationalisation Monitor**

In each quarter of 2020, CBS published the Internationalisation Monitor as part of the CBS Globalisation research programme. This monitor is financed by the Ministry of Foreign Affairs. Special attention was paid in 2020 to the relations with Germany and China, the international trade in services, research and development, and the instruments of trade policy, i.e. tariffs and treaties. The monitors support the public debate on internationalisation with facts and insights.

#### **Dutch Trade in Facts and Figures**

The publication 'Dutch Trade in Facts and Figures' was published for the second time in 2020. This publication is financed by the Ministry of Foreign Affairs and provides a broad overview of the international Dutch business community. The publication contains many time series on subjects related to the priorities in the government's trade agenda, such as monitoring Dutch trading activities in specific markets and countries on the trade agenda and making international business more inclusive through more female entrepreneurs, for example. It addresses the need for quick access to the most important data on internationalisation of the Dutch business community and the wider economy.

#### **The Dutch agricultural sector from an international perspective**

In 2020, CBS published for the fourth time on Dutch trade in agricultural products and other aspects of internationalisation in agriculture, in collaboration with Wageningen Economic Research. This publication is funded by the Ministry of Agriculture, Nature and Food Quality.

### **2.3.7 Agriculture**

#### **Grassland use**

In 2020, the grassland use statistic for the dairy sector was based on a new source: the Dutch dairy supply chain of ZuivelNL/DairyNL ('Kringloopwijzer'). As a result, in 2020 the grassland use survey was only completed by non-dairy farmers. This is why the number of questionnaires sent out by CBS fell from approximately 2,500 to 900.

### **2.3.8 Macroeconomics**

#### **Revised classification of the economic statistics (NACE)**

Within Europe, a consultation was carried out on the wishes of users for the classification of economic statistics, the standard business classification according to NACE (Nomenclature statistique des Activités économiques dans la Communauté Européenne<sup>2</sup>). Among other things, it looked at better ways of including the activities of the digital economy in the business classification. This stock-taking exercise resulted in proposed changes to the classification in 2020, after which the proposals and the timing of their implementation in member states' business-economic and macroeconomic statistics will be decided upon at European level.

#### **Revisions of national accounts and government finances**

In line with the European harmonised revision policy, the national accounts and government finance statistics are periodically revised. As part of the revision, new sources, methods and concepts are implemented in the national accounts to ensure that the view of the Dutch economy is again optimally aligned with all the underlying statistics, sources and international guidelines on the compilation of the national accounts. CBS published the previous version in 2018, which concerned the 2015 reporting year. In accordance with European agreements, the following revision is planned for 2024 and will concern the 2021 reporting year. Preparations for this revision began in 2019 and were further fine-tuned in 2020.

#### **Breakdown of non-financial corporations into sub-sectors**

In economic and macroeconomic statistics, enterprises are divided into sectors. One such sector is that of non-financial corporations. These are enterprises of which the main activity is producing goods and non-financial services. The composition of this sector is extremely diverse. In addition to multinationals and small and medium-sized enterprises, the sector also includes hospitals, housing associations and government corporations. Policymakers and national and international organisations require a further breakdown of this sector to gain more insight into how financial flows through the Netherlands are organised and to further explain the surplus on the Dutch current account. In 2020, CBS therefore examined how this sector could be split into relevant sub-sectors, in particular the specification of multinationals. Furthermore, the first experimental figures for these sub-sectors were

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<sup>2</sup> NACE: the statistical name for the economic activities in the EU.

compiled, which are in line with the macro totals in the national accounts on production and income. The results were published in 2021.

### **2.3.9 Government and politics**

In almost each country, the national government had to support their own economy and society. In the EU, the measures and their scale differ from member state to member state. Eurostat launched a pilot in 2020 to take stock of these differences so that these measures can be published in a clear and comparable manner in the future. This will soon make visible the effects on public debt and the government deficit in the individual member states.

Mid 2020, CBS released the central government monthly indicators (Maandindicatoren Rijksoverheid) for the first time. These contain data on the cash balance and debt of the central government, allowing for an impression to be formed as quickly as possible of the effects of the coronavirus crisis on government finances.

### **2.3.10 Prices**

#### **Implications of the coronavirus crisis for the inflation figures**

Due to government measures as a result of the COVID-19 pandemic, the availability of some services, including air travel, events and restaurants, was limited in 2020. Consequently, in parts of 2020 there were no transactions for which prices could be measured for some of these services. In line with Eurostat guidelines, CBS chose the most appropriate estimation method for each situation. The article groups within which prices had to be estimated in connection with the pandemic together made up about 5 percent of final consumption expenditure in 2020. All choices have been explained in a memorandum, and for each article group a table indicates whether an estimate has been made.

#### **Electronic publications price index**

On 1 January 2020, the value added tax (VAT) on electronic publications was reduced from 21 percent to 9 percent. CBS has honoured a request from the Ministry of Finance and conducted an initial study of the price development of electronic publications such as e-books and digital newspapers in 2020. To evaluate the effect of the tax cut on sales prices, CBS created a separate price index series for electronic publications.

#### **Rental prices**

In the area of house rents, CBS has developed additional StatLine tables with more details on rent developments. These were financed by the Ministry of the Interior and Kingdom Relations. The new tables include figures on real rent increases broken down by housing corporations and private landlords, rent development by type of development and type of landlord, and renovation and harmonisation effects.

## **Consumer prices dashboard**

In 2020, CBS developed the consumer prices dashboard. This dashboard shows inflation according to the consumer price index (CPI) and for a number of groups of consumer goods and services. It also shows the weighting shares of groups of goods and services in the calculation of the consumer price index. More price indicators can be found in the previously developed prices dashboard. This also includes other indicators such as the price index of existing owner-occupied dwellings and import and export prices in the manufacturing industry.

## **2.4 Society**

### **2.4.1 Population**

#### **Population and household forecast**

CBS issued a population forecast in December 2020 as part of the three-year population, household and regional population and household forecast cycle. To substantiate this population forecast, CBS conducted trend analyses of population dynamics according to age, gender and migration background. The result of these analyses, broken down per type of forecast, appeared in the CBS publication Statistical Trends.

#### **Non-residents**

The Personal Records Database (BPR) also registers persons who do not or no longer reside in the Netherlands, but who have a relationship with Dutch government organisations. Such persons are referred to as non-residents and include people who live or work in the Netherlands temporarily, or people who have lived in the Netherlands and moved to another country. At the end of 2018, information on non-residents became available for the first time for broad statistical use. In 2020, research, such as research into residence information in neighbouring countries, was conducted in order to improve the quality of this information.

#### **Population Outlook 2050**

In late 2018, questions were raised in the Dutch House of Representatives about population dynamics in the Netherlands in the medium term and their consequences for Dutch society. This led to the establishment of a 'Population Outlook 2050' project group headed by the Netherlands Interdisciplinary Demographic Institute (NIDI-KNAW) to conduct a broad exploration of this theme. CBS is represented in this project group. An inventory was carried out in 2019 and possible demographic scenarios were calculated and described in 2020.

#### **Annual Report on Integration**

Once every two years, CBS draws up the Annual Report on Integration, financed by the Ministry of Social Affairs and Employment. In 2020, the new edition of this report appeared, which consists of a monitor section with recent data on key indicators and three in-depth chapters: the transition from education to the labour market, the role of family, education

and migration background among convicted young adults, and family networks of older non-western migrants.

### **Moluccans in the Netherlands**

In 2020, a study funded by the Ministry of Social Affairs and Employment was conducted on the socio-economic position of Moluccan migrants, their children and grandchildren. This study examined the situation of Moluccans in terms of demography, housing, education, work and income, crime and health.

### **Migration motives**

Funded by the Ministry of Justice and Security, CBS published the Migration Motives Dashboard in December 2020. This dashboard shows the trends in the area of immigration and the motive or purpose for immigrants to come to the Netherlands. The dashboard is supplemental to the tables on migration motives published earlier in 2020.

### **Civic Integration Act**

The new civic integration system, which will come into force on 1 January 2022, sets aside an important role for monitoring and evaluation. The aim is to gain insight into the effectiveness, scope, and functioning of the new policy. In this context, the Ministry of Social Affairs and Employment requested CBS to collect quantitative data for monitoring and evaluation purposes and to enrich these data with other statistics. In 2020, CBS started a study into which unambiguous data are desirable in this context, which sources are necessary – municipalities, Education Executive Agency (DUO), Central Agency for the Reception of Asylum Seekers (COA), Immigration and Naturalisation Service (IND) – and how these data can be collected most efficiently and in conformity with the General Data Protection Regulation (GDPR). The assumption is that this will be completed on 1 July 2021. This will be followed by the establishment of the further external and internal infrastructure to start monitoring in 2022.

## **2.4.2 Health and well-being**

### **Social Support Act**

In 2019, the subscription rate was introduced for the personal contributions under the Social Support Act (Wmo) in order to limit the accumulation of care and support costs borne by care users. The effects of this measure are assessed in practice via a monitor over the years 2019-2022. Funded by the Ministry of Health, Welfare and Sport, in 2020 CBS provided a quantitative contribution to the Wmo subscription rate monitor in the form of StatLine tables on Wmo use, the associated costs and revenues, and the inflow into the Long-Term Care Act.

### **Health and care**

In anticipation of a possible new legal obligation within the European Public Health Statistics (Framework Regulation (EC) 1338/2008) on the occurrence of diseases based on

registered diagnoses (morbidity statistics), CBS participated in a pilot project in 2020. The aim of this pilot was to investigate whether it is possible to arrive at representative, internationally comparable figures. The result of the pilot for the Netherlands was that the requested indicators and breakdowns, which relate to the occurrence of diseases and disorders, could be compiled for the most part. A public version of the final report was published on the CBS website.

As of August 2020, questions on the coronavirus pandemic have been included in the annual health survey. CBS has also published several indicators on a quarterly basis to closely monitor coronavirus-related developments.

### **Labour market, Care and Welfare**

The labour market, care and welfare (AZW) research programme of the Ministry of Health, Welfare and Sport contributes to an optimally functioning labour market with sufficient, energetic and motivated personnel. This requires the availability of reliable information on the labour market. CBS contributes to this by, among other things, periodically updating and extending a StatLine for third parties (AZW-StatLine) with figures on employment, absenteeism due to illness, working conditions and labour mobility, an accompanying AZW dashboard that visualises these tables, and an AZW dossier with news items, results of innovation projects and additional statistical services. CBS also publishes information gathered from panels of employers and employees in care and welfare. In 2020, CBS implemented innovations in a number of areas within this programme. These related to the improvement and expansion of key indicators, the application of new analysis techniques, the exploration of new data sources (including big data), the innovation of data collection methods and the provision of data in a reliable, secure, transparent and unambiguous manner. CBS has developed a new method to produce<sup>3</sup> information on job openings in the healthcare and care sector based on new data sources and machine learning.

### **2.4.3 Nature and the environment**

#### **Nature statistics**

Nature statistics were again based on the Network Ecological Monitoring (NEM) in 2020. Nature statistics were funded by the Ministry of Agriculture, Nature and Food Quality. In addition, CBS carried out projects funded by BII12<sup>4</sup>, including flora monitoring and the Marine Information House: monitoring of the North Sea, Wadden Sea and the Delta. With the 2020 nature statistics, CBS also contributed to the revision and recalibration of all measuring goals of the NEM.

Initially, from 2020 onwards, CBS was to cooperate with Wageningen University & Research on the development of the monitoring of the quality of habitat types. These are ecosystems with characteristic geographical, abiotic and biotic features that have been identified within the framework of Natura 2000. Monitoring of habitat types is required for the Netherlands within the framework of the European Habitat Directive. Due to an insufficient budget, it

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<sup>3</sup> Machine learning is concerned with developing software that improves its own performance as it is exposed to more data.

<sup>4</sup> BII12: implementing organisation for the twelve provinces in the areas of fauna, nature, nitrogen, water, management applications and subsidies for drug waste.

was decided in consultation with the client, the Ministry of Agriculture, Nature and Food Quality, to start these activities in 2021.

### **Environmental accounts**

The environmental accounts quantify the relationship between economy and environment. To achieve a consistent statistical description of this relationship, the environmental accounts are aligned with the classifications and definitions of the national accounts. This is how accounts are compiled for waste, water, energy and air emissions, for example. With its expertise, CBS has contributed substantially in 2020 to the further development of national and international standards in this area, such as the System of Environmental-Economic Accounting: Ecosystem Accounting (SEEA EA) of the United Nations (see also 4.9).

### **Natural capital accounts**

In recent years, CBS and Wageningen University have developed the Natural Capital Accounts (NKR) for the Netherlands. These have been compiled based on the SEEA EA. In 2020, the third and final phase of the project was nearly completed and content and technical improvements and more timely figures were introduced. The NKR may be of added benefit for a large number of policy questions, for example in the field of climate, spatial planning, water management, agriculture and nature. Due to the integral nature of the NKR, solutions to policy questions can be substantiated with data and information from ecological, geographical and economic perspectives.

### **Circular economy**

In 2020, CBS delivered all sorts of information products as part of the Circular Economy Implementation Programme 2019-2023. This work programme is a partnership between various knowledge institutions, led by PBL. The government aims to have a fully circular economy in 2050. The aim of the work programme is to monitor and evaluate the course charted by the government in the lead-up to 2050 and to provide the government with the knowledge needed to design or adjust policy. Examples of CBS contributions are figures on material flows, the use of secondary raw materials and footprints for the use of raw materials. The first Integral Circular Economy Report (ICER) was published in January 2021.

### **Greenhouse gas emissions**

CBS honoured a request from the Ministry of Economic Affairs and Climate Policy and investigated the publication of quarterly figures on greenhouse gas emissions, broken down by the sectors covered by the Climate Agreement and according to the Integrated Pollution Prevention and Control (IPCC) method. In July 2020, a motion in the House of Representatives was passed with the same request, and in December CBS published the figures for the third quarter of 2020. The IPCC is a United Nations working group on climate change and the IPCC method is used for climate targets, such as the 2015 Paris Agreement and the Dutch Climate Agreement. For the national Climate and Energy Outlook 2020, CBS used these figures and a PBL forecast to make an initial estimate of greenhouse gas emissions for the target year 2020.

## **2.4.4 Education**

### **Education**

In 2020, CBS investigated whether files with information on non-funded education could be used to publish on this topic. These were files on non-funded secondary education, secondary general adult education, and vocational education (MBO). The research continued into 2021.

In cooperation with the Education Executive Agency (DUO), CBS published a StatLine table on teachers in government-funded education, using a new dataset on education personnel. This had to do with primary education, secondary education and secondary vocational education (MBO).

### **Netherlands Cohort Study on Education**

For the Netherlands Cohort Study on Education (NCO)<sup>5</sup>, CBS, with funding from the Netherlands Initiative for Education Research (NRO), has compiled files that can be used to chart the (subsequent) school careers of pupils in primary and secondary education. External researchers can now use a special tool to select and combine information from the large number of files in a safe and accessible manner to answer their specific research questions in the area of education.

### **Educational disadvantages**

CBS calculated disadvantage scores that provide information on the expected educational disadvantage in schools and municipalities. In 2020, in addition to securing the quality and process and the calculation of the new figures, there were a number of planned extensions on the programme, for example the processing of information on school mergers, a breakdown of the disadvantage scores by lower and upper secondary school, and an analysis to monitor the reliability of the model from year to year.

## **2.4.5 Security and justice**

### **Netherlands' Safety Monitor**

In March 2020, CBS published the new edition of the Netherlands' Safety Monitor. The monitor is a biennial survey conducted in cooperation with the Ministry of Justice and Security, with the aim of measuring the social safety of citizens. Furthermore, CBS started an innovation project to revise the questionnaire and the design of the monitor so that it better suits the changed information needs of the users. The Safety Monitor Council approved the modified questionnaire and design featuring only internet surveys.

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<sup>5</sup> The Netherlands Cohort Study on Education is a large long-term study among schools that takes place periodically.

## **Domestic violence and child abuse**

A structural impact monitor on domestic violence and child abuse was set up in 2019 as part of the action programme “Violence has no place in the home” of the Ministry of Health, Welfare and Sport, the Ministry of Justice and Security and the Association of Netherlands Municipalities (VNG). This impact monitor shows the extent to which the approach to domestic violence and child abuse makes a substantial difference for those affected. The aim is to make clear local, regional and national results of the approach to domestic violence and child abuse. In 2020, existing indicators were supplemented with information from recent reporting periods and new indicators were added on, inter alia, the linkage points between the various parties in the care and criminal justice chain (Safe at Home, Public Prosecution Service, police, Child Care and Protection Board, certified institutions for youth protection and youth probation) and on the degree to which victims are able to discuss the violence. The detailed and updated results were published in 2020 in a report for the House of Representatives with national outcomes and an online dashboard with outcomes per Safe at Home region.

## **Gender-based violence**

Based on the results of a pilot study into gender-based violence, in 2020 the European Commission again granted financial support to CBS to follow up this study. CBS is conducting the study in preparation of a possible European legal requirement. Surveys as part of this study were held in 2020.

## **2.4.6 Traffic and transport**

### **Infrastructure**

The proximity of cycle paths and public transport stops were used as transport environment factors for the health monitor in 2020, which CBS carries out together with the umbrella sector organisation of the 25 Municipal Health Services (GGDs) and Regional Medical Assistance Organisations (GHOR). The cycle path network and the file including public transport stops enrich the previously solitary motorway network. In 2020 a project supported by the European Commission with the aim of linking up the networks was launched. This will allow CBS to perform calculations on multi-modal infrastructure in the future.

### **Infrastructure and traffic accidents**

Financed by Rijkswaterstaat, CBS has compiled a file with information per municipality on road length both within and outside the built-up area according to speed. As the traffic accident database could be linked to this file, greater insight can now be gained into traffic accidents.

### **Risk of transport poverty**

Working with PBL Netherlands Environmental Assessment Agency, CBS has analysed the risk of transport poverty in the past few years: transport poverty is the inability to get

where you want to go, hindering a person's participation in social activities. This project came to an end in 2020 owing to a lack of financing.

#### **2.4.7 Leisure and culture**

In 2020, CBS published more detailed information about amusement parks and companies and organisations that operate amusement and gaming machines, organise lotteries and games of chance, or organise recreational events. This study was financed by the Ministry of Economic Affairs and Climate Policy. In the period before 2020, the data collected were mainly personnel and financial information on these businesses. In 2020, data on matters such as the renting of accommodation at amusement parks became available for the first time.

CBS has an obligation to publish figures on holidays, the so-called holiday survey. As the coronavirus crisis may affect holidays, CBS published several additional news items on this topic.

## **2.5 Dossiers and broad publications**

### **2.5.1 Coronavirus**

With the advent of the coronavirus pandemic, CBS produced additional new statistics and expanded and accelerated existing statistics. Several of these products have been discussed in previous chapters.

Coronavirus also made its mark on 2020 in terms of dissemination of statistics. Soon after the severity of the pandemic became clear, it was obvious that its consequences would be widely felt in all areas for which CBS produces statistics: from economy and labour market to healthcare, demography, education and various other social indicators. Consultations were soon held with other knowledge institutes in the heart of the crisis, such as the National Institute for Public Health and the Environment (RIVM), on the publication of certain demographic data, such as mortality rates. Departments as well as social institutions, such as the Social and Economic Council (SER), asked CBS to assist with data and analyses. The same applied to the media.

It was clear that, more than ever, there would be a demand for broad information that transcended the level of the single indicator on a specific theme. CBS responded quickly in March with a permanent overview 'Coronavirus crisis FAQs' on the homepage of the CBS.nl website.

Partly at the request of various parties in society, CBS has accelerated the production of a number of indicators in the area of the economy and population, such as bankruptcies and mortality data, and raised the publication frequency. CBS has brought together these and other relevant indicators in a special dashboard 'Well-being in times of corona' that builds on the annual Monitor of Well-being and can be regarded as an interim report in some of its areas. The dashboard was launched in early September and immediately became one of the most consulted pages of the CBS web platform. CBS worked with Eurostat to release the European crisis statistics dashboard in December. This dashboard provides a broad insight based on comparable statistics from all European member states.

Regular publications also continued to be worked on in 2020. It was possible to issue various theme-transcending publications, such as the Monitor of Well-being, and phenomenon-oriented studies on the last years of life of people aged 80 and over and a labour market profile of care and well-being. In addition, the Monitor of Well-being was deepened with an elaboration on the regional level, the Regional Monitor of Well-being, which was published in November. A longread publication on the regional economy, the focus of which is normally on the previous year, was also largely devoted to the coronavirus crisis.

The coronavirus crisis affects many aspects of life and society and it goes without saying that the effects of the crisis are therefore also reflected in many existing CBS statistics. As it takes some weeks, sometimes months, before a social movement can be measured and reported on, the first effects of the measures and the lockdown announced on 13 March only became visible in the figures during the course of April.

We saw an enormous increase in the demand from society for data to interpret the development of the crisis. CBS did not so much need to create new statistics, but could usually meet the demand with existing data. However, CBS published data faster, more frequently, and interrelated in specific areas. The most requested figure soon turned out to be the mortality indicator, particularly the excess mortality figure that could be published in a higher, weekly frequency from the spring onwards. The complex causes of death statistics, which are compiled from doctors' reports and provide a more accurate insight into the actual impact of the pandemic on mortality, were also accelerated with intensive, additional efforts.

CBS published additional information on the development of consumer confidence for three months. CBS also published a number of indicators from the studies into health, social cohesion and well-being on a quarterly basis. Normally, publications on these studies appear only once a year.

From the causes of death statistic, CBS has published a number of news items with factual information on the number of confirmed and suspected COVID-19 deaths. CBS has sped up processing so that it can publish information which is as up to date as possible. Previously, the publication period was a maximum of six months following the reporting period for quarters and a little longer for annual publications. For the periods up to and including April, June and October 2020, CBS could publish three months after the end of the reporting period.

Through its active involvement in the advisory arm of the World Health Organisation (WHO) classification team, the Mortality Reference Group advised CBS on the drafting of the WHO guidelines for coding COVID-19 for causes of death statistic. These guidelines are enforced worldwide and apply to all WHO member countries.

In 2020, CBS linked mortality figures to information from the Long-Term Care Act (Wlz) so that weekly insight could be provided into mortality among Wlz users.

The demand for quick indicators on goods transport has risen sharply due to the coronavirus crisis. Together with a number of partners (Rijkswaterstaat, National Road Traffic Data Portal, Port of Rotterdam, Amsterdam, Groningen Seaports and North Seaports, Schiphol Airport and research bureau Panteia), CBS has compiled a dashboard of quick indicators on goods transport. The data is updated each week.

As part of the extra information provision on COVID-19, CBS will publish weekly statistics on the gas consumption of large-scale consumers from May 2020 onwards. This will provide insight into industrial activities so that the effects of the coronavirus crisis on the economy can be monitored.

So that coronavirus infections can be identified in specific regions at an early stage, the quantity of virus particles in sewage water is published on the national coronavirus virus dashboard. Since 3 November 2020, the RIVM no longer publishes this per milliliter of sewage water, but per 100,000 inhabitants. Together with the water boards, CBS has identified the number of connected residents per sewage treatment plant, allowing the RIVM to calculate the number of virus particles per 100,000 inhabitants. The coverage area of a sewage treatment plant does not have to coincide with municipal boundaries. Consequently, the municipality to which the locations belong has been determined on the basis of coordinates in some cases. CBS is still working with the RIVM on improving the link between the location of the specific coverage area and the municipalities.

At the request of the Ministry of Social Affairs and Employment, in 2020 CBS has published tables on the Temporary Bridging Measure for Self-employed Professionals (Tozo). This scheme provides self-employed persons with a supplementary living allowance and a loan for working capital to overcome liquidity problems due to the coronavirus crisis. Since the reporting month of March 2020, CBS has received, processed, and published on a monthly basis data on this scheme via the municipalities.

### **2.5.2 Monitor of Well-being**

The third edition of the Monitor of Well-being was published in 2020. This monitor is financed by the Ministry of Economic Affairs and Climate Policy, the Ministry of Foreign Affairs and the Ministry of Infrastructure and Water Management and contains figures on the progress and European position of the Netherlands with regard to the 17 United Nations Sustainable Development Goals (SDGs). The monitor was discussed during the Accountability Debate in the House of Representatives.

Furthermore, in cooperation with PBL, CBS measured well-being at regional level for the first time. This was funded by the Ministry of Agriculture, Nature and Food Quality. The monitor uses more than forty indicators to provide an overview of well-being “here and now” and “later” for municipalities, provinces and COROP regions<sup>6</sup>. Together, these indicators provide a broader picture of the state and development of regional society than economic indicators alone. The monitor was launched in late 2020.

### **2.5.3 Socioeconomic and spatial statistics study**

In the area of socio-economic and spatial statistics, CBS carried out a research plan in which the research is clustered thematically. In 2020, research results on relationships, urbanisation and regional shrinkage, and job and benefit dynamics were published, such as on children in complex family relationships, an analysis of relocation patterns of people

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<sup>6</sup> COROP: Regional Research Programme Coordination Committee. The Netherlands is divided into 40 COROP regions that consist of several adjoining municipalities. The COROP classification is a regional level in between provinces and municipalities.

aged 60 and over, on the influence of coronavirus on our life expectancy, and on developments in perceived job insecurity by type of contract and age.

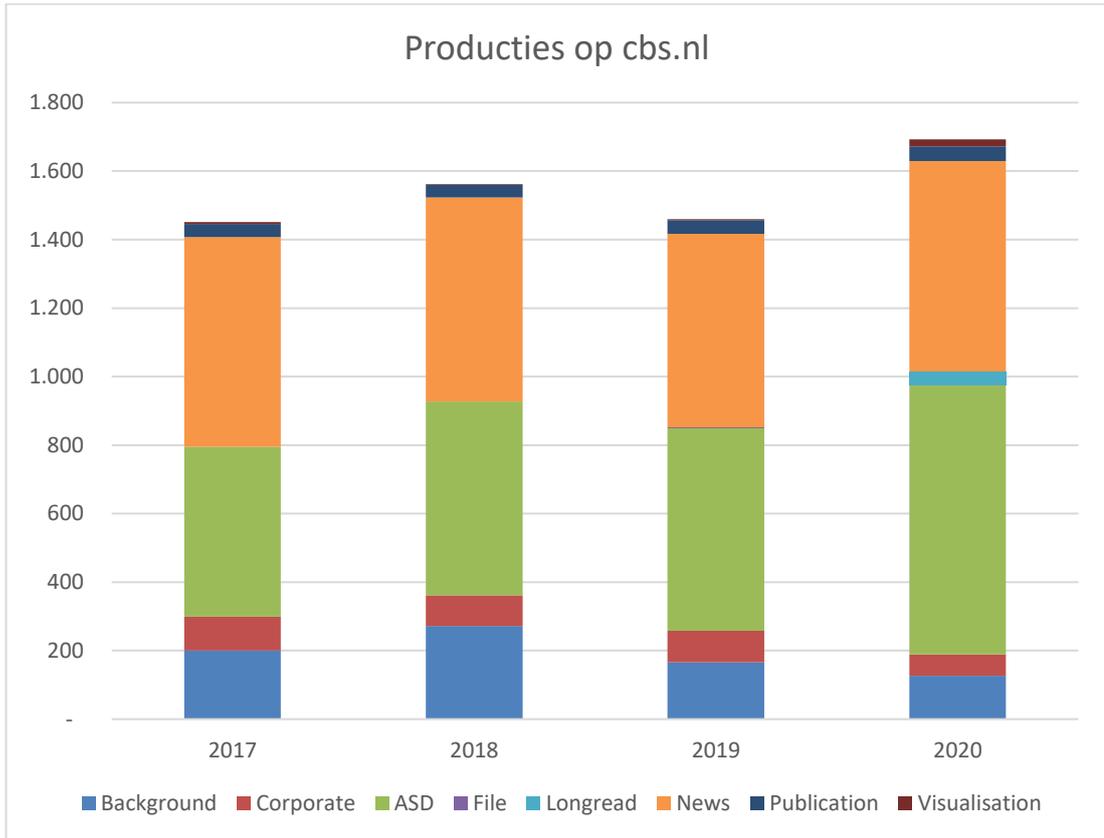
#### **2.5.4 Caribbean Netherlands**

Each year, CBS produces a number of statistics about the islands of Bonaire, St Eustatius and Saba (Caribbean Netherlands) in a supplementary statistical package, with funding from the Ministry of Economic Affairs and Climate Policy and the Ministry of Social Affairs and Employment. This supplementary package contains the following components: gross domestic product, income, purchasing power, household income compared to the benchmark for the social minimum, and jobs and wages in the Caribbean Netherlands. CBS also carries out an annual update of the population forecast financed by the Ministry of Education, Culture and Science. Furthermore, a student survey was carried out in late 2020. This was part of the Youth Monitor and funded by the Ministry of Health, Welfare and Sport. Finally, CBS supports the Public Entity of Bonaire with specific local statistics, which are financed by the Public Entity of Bonaire.

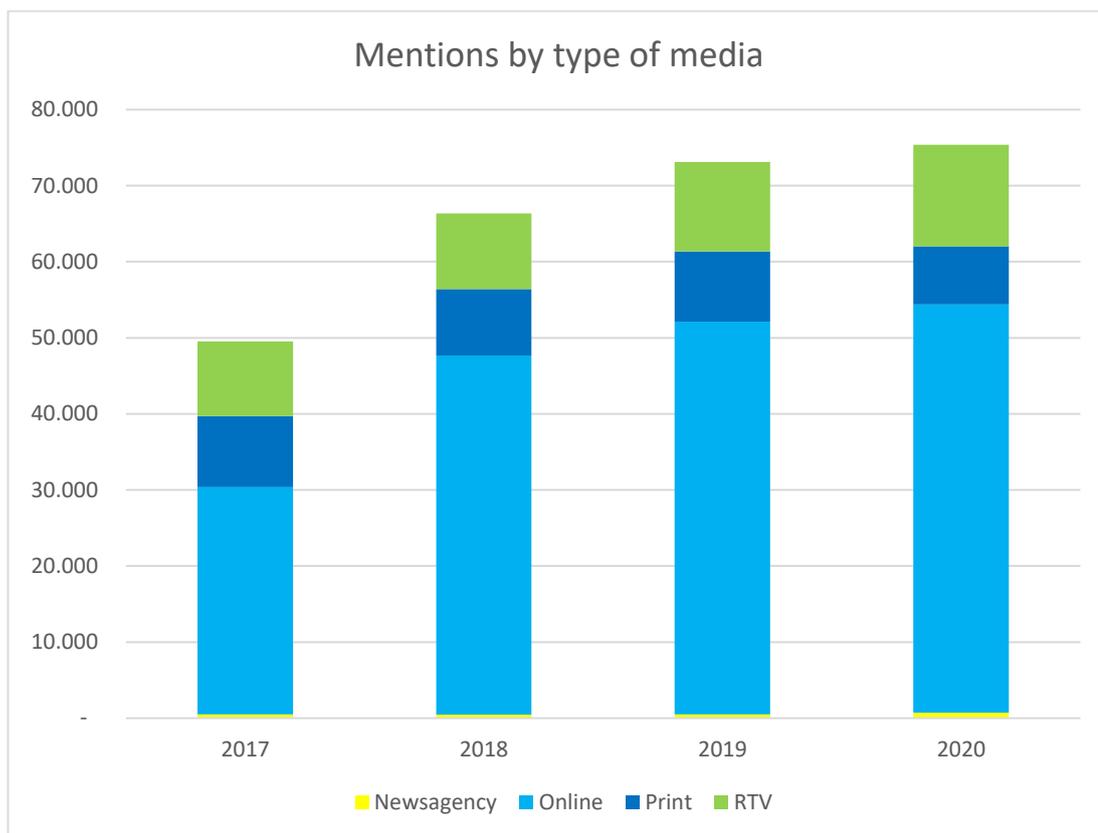
## **2.6 Statistical dissemination**

### **Publications**

Due to the high demand for data on the coronavirus crisis, the number of publications and their use increased in 2020. For example, the use of StatLine, the web interface to CBS open data, increased sharply, with thirty percent more visitors in 2020. Direct consultation of CBS open data via the open data portal (API) doubled. The number of productions rose by 14 percent relative to 2019. This includes all forms such as background articles, additional statistical services, dossiers, and visualisations and news productions based on CBS data. This was in part due to more demand and higher frequency of certain regular statistics.



The news productions category, which forms the basis of distribution via Dutch news media such as TV, newspapers and online news sites, rose by nine percent. The use of CBS statistics in Dutch media grew by three percent to 75,000 articles, reports, radio and TV items, blogs and web items in media where CBS statistics were referred to. The number of visitors on the website rose by forty-four percent, and visits to the corporate website with background articles about CBS itself grew by eighteen percent.



On social media, the total number of followers increased by seven percent to nearly 160,000. Striking was the rebound of followers and engagement on Twitter, which had been declining in recent years, but which, in 2020 for example, recorded a rise in the number of views of CBS messages of 11 percent to almost 20 million.

The lockdown largely choked off the possibility of producing high-quality videos in CBS' own studio, which led to a sharp decline in the supply of videos in 2020. The viewing of CBS videos was therefore the only means of communication to show a negative development that was entirely attributable to the coronavirus crisis.

### Access to microdata

CBS makes microdata available that allows external researchers to do statistical research themselves under strict conditions. Microdata are linkable pseudonymised data at personal, company and address level. The use of microdata is rising dramatically due in part to the growing technological possibilities and the revolution in data collection and data analysis. At the same time, requirements in the area of privacy and information security have become more stringent. In 2020, external experts carried out a risk analysis at the request of CBS. Based on the results, CBS will adjust the policy for access to microdata in 2021.

## 2.7 New European obligations

Statistics based on European obligations support the formulation of national policy but also the development, monitoring and evaluation of EU policy with reliable, objective, comparable and coherent information.

### **Co-ordinating regulation for business statistics**

The FRIBS (Framework Regulation Integrating Business Statistics) Regulation, which came into force on 1 January 2021, aims to produce comparable European business statistics and includes extensions in the areas of globalisation and services, including healthcare, culture and education. In 2020, CBS prepared the implementation of the FRIBS regulation and the fulfilment of the obligations arising from it. For instance, existing statistics were adapted to comply with the new directives and new statistics were developed. Additional time was allocated for the development of new monthly and quarterly statistics in the services sector with the aim of minimising any increased administrative burden on enterprises and internal production costs through new methods.

### **Energy**

New European obligations on energy statistics apply as of 2020. The Energy Statistics Regulation was expanded to cover electricity production per month, detailed industry energy consumption and ambient energy. CBS developed these expanded statistics in 2020. The new information is being published in 2021.

### **Asylum and migration statistics**

Owing to new European obligations, the information on asylum was expanded to include information on permits of companies and on employee mobility broken down by economic sector. The processing of this data has been adapted and automated by CBS in conjunction with the Immigration and Naturalisation Service. The results were published on StatLine in 2020. In addition, in 2020 CBS began developing new methods to be able to comply, as of 2021, with the extension of the obligations for statistics on international protection, prevention of illegal entry and stay, residence permits and stay of third-country nationals and return.

### **Population and housing census**

Another virtual census will be conducted in 2021. CBS started preparations for this in 2019 and these continued in 2020. This census is mandated by a 2008 regulation. The required data are entirely from registers and from the Labour Force Survey. This census is conducted using several innovative methods, such as for estimating missing data on education level. The costs of the census in the Netherlands are therefore much lower than in countries that conduct a traditional door-to-door census. Furthermore, this type of census spares citizens of additional pressure to complete surveys. The composition of the population in the Netherlands as at 1 January 2021 has been mapped out.

### **Agriculture statistics**

Under the new regulation for integrated agricultural statistics, an initial call for structural data was made. These data provide insight into employment, income and cost structure, as well as into labour force, animal housing, manure management, irrigation and soil management of agricultural holdings at farm level. The structural data were published in

2020. The publications of the three-yearly and once-only topics have been spread over 2020, 2021 and 2022.

### **Inland navigation**

In 2020, CBS participated in a European pilot project to chart passenger transport and accidents in inland navigation. The aim of the pilot project, which started in 2019, was to find out how this information could be collected. The pilot was completed successfully. Based on the results, Eurostat will, in cooperation with the member states, examine whether there will be a regular European obligation for statistics on these topics.

## 3. Innovation

### 3.1 General

The availability of data from a wide variety of sources is increasing dramatically and the response rate to questionnaires is declining further. Users want greater timeliness and flexibility, while CBS also wants to observe standardisation and maximum use of sources. In the context of data-driven work, CBS strives to increase the value of statistics for society. This has also been evident during the COVID-19 pandemic. CBS is working on better solutions for data issues using new methods and techniques.

Innovation in the context of these developments remains key for CBS. It is essential to supply high-quality statistical information now and in the future within budget, while also reducing the administrative burden.

### 3.2 Innovation in data collection

Interviewing, both in person and by telephone, remains essential for target groups that are difficult to reach and for themes about which limited data is available in existing data sources (including big data sources) or registers. New data sources, pressure on the availability of telephone numbers and trends in the willingness of the public to participate in CBS surveys call for an innovative and flexible approach. To keep the data supply up to standard, CBS continues to respond to the changing demand and changed supply of data with new data collection techniques and the flexible use of different modes. This is accomplished by continuously working on better, methodologically sound approach strategies.

#### Consequences of COVID-19

CBS interviews individuals and households in different ways: in person ("in the field", computer-assisted personal interviewing, CAPI), by telephone (computer-assisted telephone interviewing, CATI) and through the internet (computer-assisted web interviewing, CAWI). The COVID-19 era in which Dutch society now finds itself is also having a serious impact on the implementation of the data collection process. For CBS employees, working from home became the norm, with the interview work having to be delegated to applications that can be used from the CBS employees' home environment.

COVID-19 brought, in particular, great uncertainty as to whether personal interviews could be conducted. CBS ceased fieldwork during the first lockdown. In consultation with users, CBS adapted the designs of the surveys in question and the approach strategies by making greater use of other survey methods. CBS also halted and pushed back surveys, sometimes until 2021. On 1 September 2020, CBS restarted fieldwork with a modified working method based on experiments carried out in the summer months. The starting point of this method was maximum protection and safety of both the interviewer and interviewee. Nevertheless, COVID-19 continued to hang as a dark cloud above data collection activities from individuals and households. Government decisions were followed closely and local lockdowns were taken into account. Within 24 hours and in cooperation with users, CBS translated the additional measures announced by the government into protocols and conditions for conducting CAPI interviews. Starting on 15 December 2020, the second

COVID-19 lockdown ushered in a new period without fieldwork and with adapted approach strategies.

All in all, data collection from individuals and households held up well despite working from home. Necessary adjustments due to COVID-19 did, however, put a strain on the intended innovations. For example, there was less room for knowledge development and CBS could not carry out a number of experiments in the field of personal interviewing.

### **Research into and deployment of new methods and techniques**

CBS obtains the basic data for its statistics as much as possible from existing registers. New data sources (including big data sources) and data science techniques are incorporated where possible in the processes for compiling statistics. In 2020, CBS further expanded the use of data sources/big data sources, web scraping<sup>7</sup> and text mining<sup>8</sup> techniques.

Data on products sold in supermarkets (scanner data) are being used more extensively to replace surveys. As a result, manual price observation in shops had become a thing of the past as of 1 January 2020. CBS is the first statistical agency in the Eurozone to reach this milestone.

Company background characteristics were collected via internet in order to form new classifications that were not covered by the standard business classification (SBI). For example, companies that are active in cyber security were identified automatically via texts on company websites. This allowed statistical information on the cyber security sector to be compiled in 2020.

To compile the CPI, CBS made extensive use of price information from websites of online retailers. Further to CPI calculations, CBS also used this source to research, for example, the extent to which consumers purchased sustainable products, or the changes in food consumption patterns, such as the protein or energy content of daily food.

For the social cohesion survey, CBS has developed an estimation method based on time series models that allows figures to be published at the municipal level. The figures generated by this method are used for regionalising the Monitor of Well-being. For the OViN mobility survey, CBS developed a method which estimates stable developments in the travel behaviour of the Dutch population, for a detailed breakdown into categories based on the complete cross-section of age, sex, mode of transport and travel motive. The methodology also corrects for leaps in the time series data caused by three redesigns of the data collection process that took place in the past.

CBS is working with Maastricht University on more fundamental research into this kind of model-based estimation methods (also see section 4.7).

The Coronavirus Dashboard and Well-being in times of corona are examples of new statistics that have resulted from applying new techniques. Furthermore, the COVID-19 pandemic also demands an expedited use of alternative methods in data collection, relying on new methods and techniques. For example, a time series model is used to estimate monthly figures for the labour force survey. CBS has further developed this method to compensate in the estimates for the absence of face-to-face surveying during the

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<sup>7</sup> Web scraping is the process of searching for information on the internet using software.

<sup>8</sup> Text mining is a process of extracting valuable information from large quantities of text material using ICT techniques.

lockdown. In addition, the model has been extended with a methodology that ensures that the sudden sharp rise in the unemployment rate and decline in the active labour force as a result of the coronavirus crisis is accurately incorporated in the monthly figures on the labour force. The same methodology has been developed for consumer confidence statistics. To better identify the effects of the coronavirus pandemic on the results of the health survey, CBS has developed an estimation method that makes it possible to publish figures on a quarterly instead of an annual basis. This is done using a time series model that also compensates for the loss of face-to-face surveys due to the lockdown. This methodology means the impact of the coronavirus crisis on the results can be more clearly identified. Furthermore, the timeliness and relevance of these figures have risen sharply since quarterly figures are also now being published in addition to annual figures. A similar method has been developed for the study of social cohesion, so that quarterly figures can be published in addition to annual ones and to compensate for the absence of face-to-face surveys.

The use of incentives to motivate survey participation had a positive effect on response rates and was further expanded. Given that CBS aims to reduce the costs of personal and telephone surveys, the associated costs are also closely monitored.

### **Promoting the use of digital data from companies' financial accounts**

Receiving data digitally extracted directly from companies' financial records is an important part of the long-term strategy for reducing the administrative burden. This is in line with the national public-private process started in 2014 to develop and implement the Reference Classification System of Financial Information (RCSFI, in Dutch RGS) in the Netherlands. The RGS ensures standardisation and makes it possible to link financial records to CBS questionnaires. In this way, entrepreneurs and intermediaries have less work completing CBS questionnaires and the administrative burden is reduced. CBS successfully implemented the RGS in association with other public authorities and market organisations in 2020. In cooperation with the Ministry of the Interior and Kingdom Relations, in 2020 CBS delivered the tooling to import financial data directly from the accounting package of SMEs into an RGS-based CBS questionnaire. In this regard, CBS mainly focused on companies and intermediaries that have already implemented the RGS in their administration systems. In 2021, this option will be offered to companies in the hospitality, retail and accountancy sectors, after which it will be extended to other sectors. A tailor-made project is underway for large enterprises with funding from the Ministry of the Interior and Kingdom Relations. Following a successful pilot in 2019, DSM implemented the new working method in 2020. The roll-out of this working method to other large enterprises has been delayed owing to COVID-19: only one other large enterprise switched to the new working method in 2020.

### **Access to new data sources**

With all recent social developments, including the advent of the internet economy, digital data flows and the need for data-driven working, primary observations<sup>9</sup> and traditional data sources are becoming increasingly inadequate. Data from sources are neither always

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<sup>9</sup> Primary observation is the collection of data via surveying.

complete nor up to date. In order to guarantee the quality of statistics in this changing landscape, CBS has continued to tap into more data sources (including big data sources). Moreover, this is necessary in order to meet new European statistical obligations. Big data and other secondary sources allow for a more complete and up-to-date picture of social developments. For example, since 2020, CBS has been receiving aggregated data on payment transactions on a weekly basis to better measure the impact of the coronavirus crisis on the economy.

Access to and combinations of all usable and available data in Dutch society offer more insight into the various aspects of social issues. Many sources are in the hands of private parties. Where these parties are not legally obligated to provide this data to CBS, the data is provided voluntarily. The use of data sources only concerns those data that are necessary for producing statistics, the so-called purpose limitation. CBS observes strict security measures in conformity with the provisions on the use of data in the Statistics Netherlands Act. Besides using data exclusively for statistical purposes, CBS never provides individual data to other organisations, government or otherwise. The data are published in such a way that the information cannot be traced back to individual persons or institutions.

The automation of data streams is essential for a data-driven institution like CBS. CBS has to operate with concepts such as direct communication between systems, storage and processing in the cloud, and Big Data. And this list is only getting longer. Furthermore, compliance with privacy and information security issues plays a considerable role in this regard. To replace outdated systems for data exchange, in 2020 CBS switched over to a new future-proof platform, Apache NiFi.

Access to more secondary sources requires more facilities for data sharing and reuse. An example of this is a central source catalogue, a CBS-wide, up-to-date and complete overview of all current and desired external source data. In 2020, this source catalogue had grown to include some 250 registers, including new data sources from the Employee Insurance Agency (UWV) on the Temporary Emergency Bridging Measure for Sustained Employment (NOW), from Buckaroo on digital payments, various water data such as drinking water data and readings from Waternet and Hollands Noorderkwartier Water Board, from PATSTAT on patents, and the AGB register with information about healthcare providers. This facilitates maximum reuse of data and is an ideal way of sharing data. The general resource catalogue is also intended to render account under the GDPR, as it enables everyone to see clearly on the CBS website which data sources CBS uses.

### **Efficiency and innovation in data collection**

The large-scale Phoenix+ data collection process adjustment programme replaces many risky and outdated applications in the data collection process. The Phoenix+ programme has almost been completed. In late 2020, 109 surveys (approximately 60 percent) had been transferred to the new application landscape. All surveys are expected to have been transferred before the end of 2021.

The new processes guarantee the continuity of data collection, improve flexibility and user-friendliness for survey respondents, and increase the speed and efficiency of the process. In addition, the data collection organisation has been streamlined. The technical and organisational changes are an important basis for innovation and for continuing to respond adequately to external developments.

Data collection is no longer solely about primary observation. In fact, data-driven work requirements are increasingly met by intelligently combining secondary data sources/big data sources and data science techniques, and where necessary, supplementing data from primary observations. With more secondary data, the number of surveys and the ensuing administrative burden on society are further reduced, within the legal framework of privacy etc.

### **Advanced Data Collection**

The Advanced Data Collection development programme, guided by a clear strategy, works on innovations that will enable it to respond quickly in the future to questions that can be answered with data. The programme specifically shapes new smart forms of data collection by combining big data, secondary and primary observation. The programme continues the strategy of more international cooperation on innovation. However, partly as a result of the COVID-19 pandemic, in 2020 it focused on setting up a central data desk to work more effectively with data source owners on easier and faster access to secondary sources.

### **Data collection via an app**

Currently, citizens are asked to fill in paper (day) booklets for the Time Use survey and the Budget survey. In 2020, CBS continued to develop app data collection for these surveys. The experiments were delayed due to the coronavirus crisis. CBS had intended to explain the use of the app to interviewees, but this was not possible due to the lockdown. The apps can make filling in the requested data a more pleasant and easier experience for respondents.

## **3.3 Innovation in statistics production**

### **Developments in register processing**

In 2019, CBS launched a multi-year renewal process aimed at more efficient processing of registers and making information from registers available more quickly for compiling statistical output. CBS took the initial steps in this direction in 2020. The design choices were formulated and the standard process was described. In addition, an inventory of registers was conducted and their characteristics collected. This is necessary to continue the process. Finally, CBS carried out some preliminary studies on basic registrations such as the Personal Records Database (BRP) and the Basic Registration of Addresses and Buildings (BAG).

### **Big data for vacancy statistics**

In 2017, CBS launched a study on the possibilities of breaking down CBS figures on vacancies into more background characteristics on the basis of big data. In 2020, a new experimental table on vacancies by occupational level was published on the innovation page on CBS' website and further research was conducted into the options for publishing other background variables, such as region and skills.

## **Container transport in transport chain**

In 2020, CBS, in cooperation with Rijkswaterstaat, a dozen major terminals and carriers, and various other logistics-related external parties, conducted a pilot project to analyse the container goods transport chain: from origin via various transport modalities to final destination. This also involved collecting additional data from companies. These companies voluntarily participated in the container research pilot since they endorsed the importance of this research. The pilot demonstrated that it is possible to largely compile the chains by linking the data of the various parties. Both Rijkswaterstaat and the companies involved were satisfied with the result and the cooperation. The pilot led to the decision to upscale in 2021 in order to arrive at representative container transport statistics for the whole of the Netherlands. CBS has calculated that data from approximately 300 terminals and carriers are needed to obtain representative results. The upscaling involved close cooperation with software suppliers and current initiatives in the field of digitisation, which will limit the administrative burden for the companies themselves.

## **Implementation of Automatic Identification System**

CBS has successfully completed the Workpackage E Tracking Ships component of the European ESSnet Big Data II project. This project investigated big data on maritime traffic from the Automatic Identification System (AIS<sup>10</sup>) of vessels. It also examined the extent to which this information can be used in the regular statistics generation for maritime and inland waterway transport and for the compilation of environmental statistics. CBS will implement the project in inland navigation statistics in 2021.

## **Public transport information**

In collaboration with the Ministry of Infrastructure and Water Management, CBS has investigated the need for data on public transport use for policy purposes. As an extension of this, an initial version of a joint national public transport monitor has been produced together with Translink, enabling CBS to make more public transport data available to Dutch society. CBS has also taken steps to obtain more public transport data from the transport companies. The coronavirus pandemic has delayed the process, however. The planned talks with the carriers will be continued in 2021 in close cooperation with the Ministry of Infrastructure and Water Management.

## **Environment Act Escalations Monitor Baseline measurement**

In 2020, CBS began a baseline measurement based on the digitised texts of court rulings in environment law made available by the Council for the Judiciary and the Council of State in the period 2007-2019. Text mining and machine learning techniques were used to examine the data. CBS published the results of the baseline measurement in 2020.

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<sup>10</sup> AIS is a system based on transponder technology that aims to increase the safety of maritime and inland shipping by means of interaction between vessels and with onshore authorities.

### **Identifying cybercrime in police reports**

The current police registration system only allows officers to state the type of offence, without the option of indicating whether there is a cybercrime aspect to the offence reported. To discover whether there is a cybercrime aspect to other types of crime, the body of the text in each police report has to be searched. CBS has therefore come up with an automated method for examining police reports. To identify the registered crimes in which cybercrime plays a role, CBS worked closely with the police and used text analysis to examine the reports from 2016. It is an approach that enables a more accurate and considerably quicker estimate of the scope of registered cybercrime compared to the manual method.

### **Intercountry adoption**

The Committee Investigating Intercountry Adoption, established by the Minister of Legal Protection, requested CBS to investigate the well-being and search behaviour of intercountry adoptees in the Netherlands. To this end, a study was conducted in 2020 among a sample of children adopted from abroad and born between 1970 and 1998 and among a control group of non-adoptees. The findings of this survey were published in February 2021.

### **Debt Restructuring (Natural Persons) Act**

CBS publishes annually on judgments by virtue of the Natural Persons Debt Rescheduling Act (WSNP). The WSNP is used in many phenomenon-oriented publications, such as the CBS research series "Households in the red" and in education statistics. As a result of a new source, in 2020 CBS was able to combine data from several years. These can be fully used from 2021. As an extension of this, work has been done on the development of a new StatLine table that focuses on persons in WSNP instead of debt restructuring, with a number of social and demographic data.

### **Economic statistics**

CBS has investigated whether the process of producing economic statistics can be further standardised and automated to allow more time for product innovation. In this way, it will be possible to respond more effectively to developments in the outside world in terms of economics, process and methodology. The first results have shown that it is possible to process data at micro level and make it consistent in a more automated way than is currently the case. This involved the development of functions to assess the quality of data. It has also been possible to use new technology to bring together data from different sources in a virtual manner. The great advantage of this is that data do not have to be transferred or copied.

### **Adequate Measuring of the Economy Programme**

Increasing globalisation and digitisation mean that measuring the economy on a continuous basis cannot be taken for granted. Consequently, CBS launched the Adequate Measuring of the Economy Programme in 2017, in which CBS conducts research on how to describe new economic phenomena. The themes worked on within this programme in 2020 included

branch blurring and classification of new businesses, internet sales, and production by households. Several experimental studies were also completed with a research report: research into online platforms and into the value of data. The research reports and accompanying articles were published on the CBS website. The expert group, in which CBS seeks to work with external parties, focused last year on creating a framework for new economic phenomena. This is further explained in two articles on the CBS website.

#### **The government's productivity calculation**

Measuring productivity can yield information on how effectively taxpayers' money is spent. Currently, in the national accounts, the volume growth of government production is largely equated with the volume development of all cost items. This assumes that the year-on-year productivity development is equal to zero and that there is no innovation within the government sector. In 2020, CBS, together with a number of knowledge institutions, examined whether information and techniques were available to map out the productivity development of (part of) the government. The results will be published in 2021 in an article.

### **3.4 Innovation in statistical dissemination**

#### **New open data channel**

CBS has been working on the further development of a new open data channel which makes it possible to add datasets that do not comply with the current StatLine format, in addition to the standard tables. As a result, it is possible to offer classifications and to make more detailed datasets available, such as more detailed regional data, while protecting privacy.

#### **Online publishing**

In 2020, accessibility of the CBS website was dramatically improved so that information on this platform can now be consulted by a much broader group of users. This development also included the transition from the print-based PDF format to the more accessible HTML. This means that the information is more visible in the search engines with which the majority of users access CBS. Dozens of so-called html web publications are already available alongside or instead of PDF publications. In the years ahead, web publications and so-called online dashboards with infographics will play an important role in making CBS statistics transparent to users.

#### **Information dialogue**

CBS is developing new methods and systems under the heading of Information Dialogue to better adapt statistics and their explanations to the demands of users in society, under the generic objective of 'getting the right answer faster'. The previously developed speech interface became available as a pilot in January 2020. Using this interface, users can ask questions on their mobile device on a limited number of topics for which CBS generates statistics and receive an initial response in fluent automated dialogue, and if necessary, a referral to more information on the CBS website or on StatLine. By mid-2020, the further development of this speech interface was postponed and work to provide users with faster answers to their questions was made a structural component of the improvement strategy

for all platforms where users pose their questions or conduct their search for statistical information. Based on user input, initial improvements of the search interface and underlying algorithms have been implemented and tested with users to provide more relevant and better structured answers.

By describing CBS content more clearly, search engines can determine more effectively whether the content matches a user's query. In addition, the specific characteristics of the content are used in the presentation within the search results, making it easier for the user to find an answer. Examples are news items, videos, FAQs, datasets and vacancies. These answers with CBS information also appear more often at the very top of search engines' result lists as the best answers to the search query.

### **3.5 Research**

In 2020, CBS continued research within several themes.

For example, research to deploy Big Data more effectively for official statistics was expanded to include data mining techniques and artificial intelligence (AI), both part of machine learning techniques. Data mining involves computer algorithms used to extract relevant information from unstructured data. For example, to automatically extract industry or profit information from job advertisements or annual reports, or to automatically categorise the type of land use from aerial photographs. AI includes algorithms to find patterns or relationships between variables in large data files with a great many variables, or to quickly look up known patterns. These techniques are deployed to modernise and improve the quality of business, energy and environmental statistics. In 2020, this occurred for inland waterways transport statistics, research into the platform economy and for estimating the number of solar panels and consumption. With the focus on startups, innovative companies were identified by searching texts on websites. For healthcare statistics, the imputation technique for estimating missing values in statistics production has been improved. There is a promising new method for detecting errors in the classification of economic activities in registers using machine learning and additional sources, such as additional surveys or electronic documents from the internet.

Within the theme of data security, new knowledge has been published on the regional visualisation of statistical information on maps. This involves statistical data in the Netherlands being published at regional level, with colours showing how something is distributed across the country. Zooming in deeply on a map could reveal sensitive business information about a single company in a commercial area. To prevent this, CBS has developed techniques to safeguard privacy.

Within the theme of complexity, the social network of the entire Netherlands is used to examine phenomena such as informal care for the elderly from the perspective of networks. CBS investigated the extent to which possibly vulnerable elderly people have a circle of potential informal carers and whether these informal carers live close enough to be able to provide this informal care.

Networks of companies are important for value chains in the economy. Which other companies are affected if a company suddenly ceases to exist or can no longer provide certain goods or services? When a particular company implements an important innovation, how quickly will other companies benefit or even face stronger competition? How will the energy transition and the SDGs affect the entire economy when certain companies take the lead? With the data currently available, a large part of that network is

unknown and additional estimates are therefore needed. This information is used by the Ministry of Economic Affairs and Climate Policy and the Netherlands Bureau for Economic Policy Analysis (CPB), for example. Work has also been done to improve the security of network data, so that these data can be provided for scientific purposes within a secure remote access environment.

Finally, in 2020, CBS shared knowledge on environmental aspects of health and on improving diffusion models for epidemiology in cooperation with external parties at national and international conferences.

### 3.6 IT developments

A new computer centre was commissioned in 2020. The hardware and system software are now completely up to date. The benefits of this new computer centre became immediately clear to CBS when, as a result of the COVID-19 pandemic, virtually all employees suddenly had to start working from home. Thanks to the choices made in the design of the computer centre and agreements made with suppliers, all employees who had not used homeworking facilities before were able to work from home fully operationally within two weeks, allowing CBS' production to continue without interruption.

A new workplace concept was introduced, as a result of which application and system software always have the latest security updates. This has become even more important now that remote working is increasingly becoming the norm.

CBS has chosen a new platform for IT software development and its implementation has begun. The platform will be completed in 2021. This platform fits seamlessly with the agile working method that is the norm in software development within CBS. Thanks to this platform, software also automatically meets the security requirements necessitated by the new workplace.

In 2020, CBS also expanded its IT facilities for producing statistics based on big data. Consequently, it is now possible to process large [data streams](#) in parallel and perform complex [processing](#) such as for artificial intelligence, machine learning and deep learning<sup>11</sup>. It is no exception that the turnaround time is many times faster with the use of these new IT services.

A statutory task of CBS is to carry out high-quality statistical research for the government sector and academia. CBS is constantly looking for new ways to use and share data using techniques that guarantee the privacy of all parties. One of these techniques is to leave data stored securely with the data source owners. A pilot, in cooperation with Maastricht University, has been successfully completed using privacy preserving techniques. Another technically more advanced pilot, in cooperation with Brightlands Smart Services Campus and the Netherlands Organisation for Applied Scientific Research (TNO), has also been successfully completed using synthetic data<sup>[1]</sup>. This last pilot demonstrated that data from the various parties do not need to be copied to one location to carry out analyses and that encrypted data can be used for calculations without having to decrypt it first. Testing these

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<sup>11</sup> Deep learning is a subset of machine learning, in which networks learn from large amounts of data.

<sup>[1]</sup> Synthetic data are fictitious data that relate to non-existent entities but are representative of reality in terms of form and values.

pilots to ensure compliance with the GDPR was an important part of the process because of the new innovative techniques involved. Both pilots were approved.

### **3.7 Reduction of administrative burden**

Reduction of the administrative burden remains an important goal for CBS. CBS takes measures to reduce both the real and the perceived administrative burden. The existing registers CBS uses to extract the basic data for its statistics are not always sufficient. Consequently, additional requests from individuals or companies remain necessary. This is conducted in such a way as to keep the administrative burden for enterprises and institutions to a minimum. In 2020, CBS focused on reducing the administrative burden at companies with a relatively high CBS-related administrative burden. This has led to opting for a pragmatic approach for the short term for companies with a maximum of 10 employees, which prevents these companies from being approached disproportionately often. In addition, CBS has further investigated how it can structurally solve the relatively high CBS-related administrative burden in the longer term. This is possible with, among other things, the aid of RGS (see 3.2) and by further improving communication with companies, such as a target group-oriented approach. The intended implementation of new compliance policies will also contribute to the reduction of the administrative burden. An emphasis on compliance leads to a higher response rate and will eventually have the effect of reducing the number of companies asked to fill in a survey. The implementation of this new policy was postponed due to the coronavirus crisis.

Much attention was also paid to more efficient questioning and an overall lower (actual and experienced) administrative burden for the business community. This encompasses a wider scope than CBS surveys alone. In this endeavour, CBS cooperated with representatives of businesses and the national government. For example, the new initiatives were discussed in the CBS Business Respondents' Users' Council and in the Strategic Committee on a Lower Administrative Burden for Business (Strategische Commissie Betere Regeldruk Bedrijven). The responses were positive.

Another initiative to reduce the administrative burden concerned the adjustments in communications with respondents in connection with the coronavirus pandemic. Efforts were made to empathise with the companies in this difficult period: to accommodate them on the one hand, while on the other to make it clear that CBS very much needs their data, especially now. The latter was done by adapting the introductory letters, sending more letters electronically, and enclosing information cards to the same effect with the letters. CBS accommodated the companies halfway by not enforcing its rules from mid-March 2020 to 1 September 2020.

## **4. Strategic cooperation**

### **4.1 General**

Cooperation between governments, science and business, each with its own role and expertise, is crucial for tackling the complex social challenges of our time. In 2020, CBS cooperated with various institutions and within various themes. We refer to several examples in this chapter.

### **4.2 Knowledge institutes**

#### **Cooperation with SCP, CPB, PBL, TNO and RIVM**

In 2020 CBS intensified cooperation with the Netherlands Institute for Social Research (SCP), the Netherlands Bureau for Economic Policy Analysis (CPB), the Netherlands Organisation for Applied Scientific Research (TNO) and the National Institute for Public Health and the Environment (RIVM). The cooperation with these parties took form in publications, sampling and fieldwork and resulted in several new and repeated surveys in 2020. This partnership ensured an efficient use of public funds. The research areas of CBS, SCP, CPB, RIVM and TNO somewhat overlap. Furthermore, there are gaps in information provision that cooperation can prevent. Cooperation can also have the further benefit of unambiguous figures. The cooperation with SCP focused on the social and cultural field; with CPB we mainly worked together on income-related subjects; with TNO there was intense cooperation on labour market and other subjects and in the field of privacy preserving analytics. With RIVM, we examined health and lifestyle research and COVID-19-related research, among other things.

In 2020, CBS and PBL cooperated in various fields. For example, CBS and PBL elaborated a proposal, funded by the Ministry of Agriculture, Nature and Food Quality, for several nature indicators in the annual Nature Progress Report of the provinces and BIJ12. Until now, this report has focused on the provinces only. In addition, CBS and PBL participated in the VIVET project (see 2.3.5) and the Work Programme on Monitoring and Evaluation Circular Economy 2019–2023 (see 2.4.3). CBS also contributed to the Climate and Energy Outlook published under the auspices of PBL.

### **4.3 Land Registry Office**

CBS and the Land Registry Office (Kadaster) have shaped their cooperation into an alliance. In 2020, for instance, this cooperation led to the publication of Tension on the housing market. Cooperation between CBS and the Land Registry Office in the VIVET programme (see 2.3.5) resulted in 2020 in various publications on, for example, renewable energy installations in homes. In the area of innovation, cooperation in 2020 resulted in an algorithm to identify self-built homes among new-build homes based on building deeds.

### **4.4 De Nederlandsche Bank (the Dutch central bank)**

In recent years, CBS has formed close ties with De Nederlandsche Bank (DNB), whereby CBS and DNB jointly produce the figures of the Sector Accounts and the Balance of Payments.

As a result, the macro-economic statistics on relations between the Netherlands and other countries from the 2015 reporting period are now fully reconciled. In this context, a joint enquiry has been conducted for the largest non-financial institutions in the Netherlands since 2019. Cooperation with DNB was further extended in 2020. For example, activities have been reallocated and work has been undertaken on the introduction of new data collection by DNB for statistics relating to securities and the financial institutions. Furthermore, in 2020 a joint business register was set up to approach companies and match populations. In the years ahead, the quality of this register will be further improved by classifying companies more clearly and jointly.

## **4.5 Police**

### **Information analysis team (IAT)**

Since 2019, CBS has been participating in the Information Analysis Team (IAT) of the Police and the Directorate-General for Police and Security Regions of the Ministry of Justice and Security. CBS contributes to the Generic Monitor (Generieke Monitor) set up by IAT, the implementation of validations and the performance of theme analyses. For example, CBS published a theme analysis on juvenile suspects in 2020. Innovation and knowledge sharing are also areas of cooperation.

## **4.6 Statistical agencies of the Kingdom of the Netherlands**

In 2020, as part of Dutch Caribbean Statistical System (DCSS) cooperation, CBS conducted research for the House of Representatives committee into the possibilities for the Sustainable Development Goals (SDGs) for both the Caribbean Netherlands (Bonaire, St Eustatius, Saba) and the Caribbean countries of the Kingdom (Aruba, Curaçao, Sint Maarten).

## **4.7 Academic cooperation**

### **Education**

Together with Utrecht University and Leiden University, CBS offers a European Master in Official Statistics (EMOS), where CBS experts give part of the lectures. In addition, a number of EMOS students worked at CBS in 2020 on an internship assignment and/or a Master's thesis.

For the fourth time CBS provided a module on data entrepreneurship as part of the Data Science management course offered by Leiden University to the Ministry of Infrastructure and Water Management. CBS employees have also given guest lectures at various higher education institutions, including in the field of open data and causes of death.

### **Special endowed chairs and lectureship**

In 2020, CBS counted ten special chairs and one lectureship at Dutch higher education institutions.

Together with students, several studies were conducted as part of internships or dual tracks. As part of the *Labour market flexibility chair: the employer's perspective* held by

Prof. Wendy Smit of Maastricht University, in-depth articles were written on the careers, wages, and incomes of flex workers in cooperation with Vrije Universiteit Amsterdam.

Cooperation with the University of Amsterdam was continued in 2020, including in the context of the CBS chair "Registry Analysis of Life-Course Dynamics" held by Prof. Ruben van Gaalen. The focus of this cooperation is on developing new data sources, for example by linking historical register information to CBS registers at micro level, financed by ODISSEI. The focus of this lies on longitudinal research into families, generations and the demographic life course. This has led to a publication in the journal *Demography* in 2020. This chair has been extended for a period of five years.

Cooperation with the University of Maastricht was continued in 2020, including in the context of the CBS chair in social statistics, in particular the empirical approach to social cohesion of Prof. Hans Schmeets. This cooperation includes research into social capital, integration, migration, naturalisation, elections and assessment of elections, trust, well-being, sustainability and social cohesion. Several articles have been published in the context of the chair. Seven PhD research projects were also supervised in 2020.

With the Leiden-Delft-Erasmus Centre for BOLD Cities and Erasmus University (Erasmus School of Social and Behavioural Sciences), a partnership has been ongoing since 2017 under the CBS chair in Urban Statistics held by Prof. Marjolijn Das. The work for this professorship and the CBS studies continued in 2020. Research was conducted and published on, among other things, family networks of the elderly, social networks, and relocation patterns of couples.

In cooperation with Tilburg University in the context of the chair in Methodology for Official Statistics, in particular with regard to the integration of data sources, held by Prof. Ton de Waal, a PhD student started research in September 2020 into correcting for selectivity in data files. The main objective of this research is to improve the accessibility of administrative data, and big data in particular. In 2020, we also worked on implementing the results of previous PhD research at Tilburg University regarding correcting for measurement errors in data files in the CBS' production processes. This will further improve the quality of CBS data.

Together with Vrije Universiteit Amsterdam, within the framework of the chair Methodology of register data for social scientific research of Prof. Bart Bakker, research was conducted into the explanation of the different outcomes in the measurement of flexible labour in the Labour Force Survey and the Policy Administration. These can partly be explained by the inaccuracies in the measurement of both sources. In this field, cooperation has also been started to check whether the careers of flexible employees depend on the characteristics of the labour market in different countries. In addition, a project has been started that makes it possible to apply classifications of occupational status to Dutch data, for example socio-economic occupational status or occupational status based on the social interaction between professionals. These classifications are often used in sociological research. The research aims to provide these researchers with derivations of the International Standard Classification of Occupations 2008 (ISCO).

In the context of the chair Methods and Techniques, in particular mixed mode survey designs held by Prof. Barry Schouten, there was renewed intensive cooperation with Utrecht University (UU) on target group approaches and on smart surveys in 2020. These are surveys that use the possibilities of smart devices, such as mobile device sensors,

wearable sensors and data <sup>12</sup>donation. With respect to the approach to target groups, an internship with Utrecht University as part of the European Master in Official Statistics and a PhD project worked on time series models for response and optimal choice of target groups. Within the joint Observational Innovation Network (WIN), UU has collaborated on the design and analysis of surveys that use apps and/or sensors. This involves time use, travel, physical activity and living conditions. Several articles have been written about respondents' willingness to take sensor readings and about the case studies on travel and living conditions. CentERdata has also been closely involved with case studies on living conditions. A joint PhD project is underway on travel and time use. As for the extent and nature of physical activity, the cooperation with UU has been broadened to include VUmc in a joint PhD research project. Finally, CBS and UU jointly organised the BigSurv20 Big Data Challenge, in which teams worked on hybrid forms of data collection for assignments submitted by CBS, Eurostat and Studiekeuzes123.

In cooperation with Maastricht University, two PhD students and a Postdoc are supervised in the context of the chair Survey Methodology held by Prof. Jan van den Brakel. This chair has been extended for a period of five years. The first PhD project focuses on the development of multivariate time series models with the aim of combining time series observed through repeated sample surveys with related auxiliary series from big data sources and registers. In this way, related information from resources can be used to produce faster and more detailed estimates. A time series methodology has been developed to nowcast<sup>13</sup> the unemployed labour force using Google trends. The relevant paper was published in the Journal of the Royal Statistical Society. In addition, a methodology was developed to model and estimate time-dependent correlations between time series. This avoids the need to assume that the correlation between target and auxiliary series is constant over long periods of time. This research is done in cooperation with Vrije Universiteit Amsterdam and has resulted in a working paper.

A PhD project with Maastricht University is working on a method to approximate the probability distribution of a data source, i.e. the probability that a certain value is observed, using Artificial Intelligence techniques. This makes it unnecessary to assume in advance that data follow, for example, a normal distribution. The findings were reported in a working paper, which was presented at the BigSurv20 conference of Utrecht University, where it won the student paper award.

Several results were achieved in 2020 within the framework of postdoc research with Maastricht University. A methodology was developed to estimate stable trends in indicators of travel behaviour in the Netherlands. A time series model was developed to estimate stable and consistent trends for a breakdown into more than 600 categories, while at the same time correcting for trend breaks resulting from research redesigns made in the past. This has resulted in a discussion paper. A preliminary study was carried out to

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<sup>12</sup> Data donation is also called data altruism and is a mix of primary and secondary observation where respondents link already existing data themselves or give CBS permission and linking information to do so. Another form concerns data collected from some companies but of which the citizen remains the owner. Citizens can request data from the company and then share them or give them to an agency such as CBS as input for making policy-relevant information.

<sup>13</sup> Now casting techniques are used to fill gaps in current data.

develop small-domain<sup>14</sup> estimators for sickness absence statistics, broken down by business classes and region.

A plan of action has been developed for the transition process of the redesign of the EBB which is due to be introduced in 2021. Changes in the survey process lead to systematic differences in the results of the EBB. Simulations have shown with what accuracy these differences can be determined if the old and new designs are compared in an experiment and in a time series model.

Finally, the Horizon 2020 project Maxwell was completed in 2020. This is a collaboration between CBS, the statistical agencies of Italy (Istat) and Germany (DeStatis), and three universities (Southampton, Trier and Pisa). The collaboration involved work on methodologies to estimate SDG indicators and indicators related to poverty and well-being at the low regional level using survey data and big data sources.

Work has been carried out on the project 'Well-being in the Eindhoven Metropolitan Area' within the framework of the chair of Quantification of Sustainability held by Professor Jan-Pieter Smits at Eindhoven University of Technology. In this project, Eindhoven University of Technology and CBS are working closely together on a historical analysis of well-being in several policy areas. The aim of this analysis is to see how decisions taken in the past affect the action perspectives of contemporary actors. The project concludes with a consideration of how the indicators for well-being can help in arriving at appropriate policy interventions. Finally, a number of lectures were given to Master's students, focusing on how monitoring instruments such as well-being and SDGs can help policymakers in making choices and formulating new policy.

As part of the Big Data in Official Statistics chair held by Prof. Piet Daas at Eindhoven University of Technology, CBS published the text-based classification method for detecting innovative companies and the results obtained. The paper on concept drift in such methods, i.e. influencing the model by changes in the data over time, has been nominated as one of the best papers for an online methods conference. Furthermore, in 2020 a generic method was developed to correct for bias in algorithms used to classify data.

An article was published in the *Journal of Official Statistics* on the implementation of target group approaches in the Health Survey as part of the Statistics and Data Science for Fact Based Finance and Control lectureship of Dr Kees van Berkel at Zuyd University of Applied Sciences. In *Survey Research Methods*, an article was published on the prediction of response to internet surveys with time-dependent factors. Both articles have been presented at international conferences. Zuyd University of Applied Sciences, the Open Universities and CBS have together further developed and provided the online course Big Data and Statistics.

### **Other academic cooperation**

Together with the University of Groningen (RUG), CBS is investigating how data virtualisation can help combine data from physically separate environments while maintaining privacy. Applying data virtualisation technology means it is unnecessary to

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<sup>14</sup>In a sample, small domains exist when subsets of the population have a sample size too small to make reliable direct estimates. Model-based estimation methods use information from other domains to improve the estimate for each small domain.

copy complete datasets, which can be queried and combined in real time instead. In 2019, RUG and CBS carried out a proof of concept in which test data stored at RUG were combined with test data stored at CBS through data virtualisation. In this process, directly identifying data such as name and BSN were immediately converted to a meaningless record number. In 2020, CBS and RUG carried out the next phase of the proof of concept, in which RUG researchers investigated which student register characteristics influence the career paths of graduates. Cooperation with the RUG's In the LEAD expertise centre was also continued in 2020 in research into the relationship between management quality and business performance. This resulted in the publication of a research report and an accompanying article in *Economisch-Statistische Berichten*. A RUG PhD student is working as a guest researcher at CBS.

In 2020, a multi-year research project was launched with the University of Amsterdam and Leiden University to develop an analysis environment for 'population scale network data'. In this environment, the network files recently developed by CBS (see also section 3.5) should be made accessible in a secure and user-friendly way for statistical and scientific research. The project is financed by the Platform Digital Infrastructure Social Sciences and Humanities (PDISSH).

In collaboration with ODISSEI (Open Data Infrastructure for Social Science and Economic Innovations, a sustainable scientific infrastructure for the social sciences in the Netherlands) and SURFsara (a service provider in the field of supercomputing, networking, data storage and high-performance visualisation), CBS launched the ODISSEI Secure Supercomputer (OSSC) environment in 2018. The OSSC consists of a CBS enclave within SURFsara's domain. In this virtual IT environment, researchers can analyse linked data in a high-performance computing environment that meets the legal, technical and security requirements of CBS. Confidential information can thus be safely brought into that environment for analysis using Cartesius, SURFsara's national supercomputer. After successful completion of the OSSC pilot, the ODISSEI Secure Supercomputer was further scaled up and opened to the wider research community in 2020.

## 4.8 Collaboration within themes

### Regional statistics

In recent years, CBS has responded to the growing need of local governments for high-quality, reliable statistical data and for CBS data expertise by opening fourteen Urban and Provincial Data Centres (UDCs and PDCs). For example, CBS published new figures on mobility in 2020 in cooperation with the Limburg provincial data centre.

In addition to the data centres, CBS cooperates with local governments in other ways. For example, CBS cooperates with municipalities within data alliances without a permanent presence in the municipality, such as with the municipality of Amsterdam. In cooperation with the Ministry of the Interior and Kingdom Relations and the Association of Netherlands Municipalities (VNG), various statistics developed previously for specific municipalities were converted into standard products in 2020. This already applies to statistics about relocations, relocation opportunities, the poverty monitor and vacancy rates.

There is also increasing cooperation with umbrella organisations such as VNG and VSO. For instance, CBS cooperates with VNG on government-wide data policy and the added value of statistics for municipalities, such as a coronavirus dashboard in VNG's 'Waar staat je gemeente'.

## **Collaboration in a data ecosystem**

In 2019, CBS initiated a so-called data ecosystem to optimise the provision of data-driven services for local governments in particular. In a data ecosystem, various parties from government, business and science come together to create the synergy needed. Following several successful meetings with a growing number of parties, one of the conclusions was that the data ecosystem is highly desirable as a platform for coordination, but that embedding it in the CBS organisation is not self-evident. At the same time, a clear organisation around such an ecosystem is necessary for further success.

For this reason, the databoard, formed by several participants in the data ecosystem, asked ABDTOPConsult to investigate a desirable and promising organisational form. In the last quarter of 2020, ABDTOPConsult delivered a report that was discussed with representatives of the Government-wide Policy Consultation on Digital Government (OBDO)<sup>15</sup> and the ecosystem data board. The main conclusion is that an embedding that closely follows the OBDO's governance and the ongoing initiatives within it, such as the Government Data Agenda and the inter-administrative data strategy, is the most promising. The original objectives of the data ecosystem are congruent with these initiatives. In 2021, the first concrete steps will be taken toward this set-up. This means that CBS will no longer bear organisational responsibility but will take on the role of statistical data partner in the data ecosystem to be established by the OBDO.

## **Cooperation involving Artificial Intelligence**

Artificial intelligence (AI) is being experimented with and used in the public sector. To ensure this is done in a fair and responsible manner and does not lead to distorted results, the AI technology used must be transparent and verifiable. Good insight into the characteristics of the underlying data is essential. TNO and CBS joined forces in 2019 to stimulate transparent, fair and verifiable use of AI in the public sector through a Partnership for Trusted AI, paying attention to ethical, legal and organisational preconditions based on concrete use cases. Together with TNO, CBS is also a member of the European TAILOR consortium within the framework of the Horizon 2020 research programme. Some eighty partners, mainly large enterprises and renowned research institutions, take part in the consortium.

The major national partnership in the field of AI is the Netherlands AI Coalition (NL AIC). Since 2020, CBS has been a member of the NL AIC strategy team, representing the public service sector. In addition, CBS is strongly involved in various working groups and other activities within the framework of NL AIC around themes such as public service, data sharing and social acceptance. As a concrete activity within NL AIC, CBS has, commissioned by the Ministry of the Interior and Kingdom Relations and in partnership with the municipalities of Amsterdam and Heerlen, been running a project since August 2020 to estimate the risk of poverty using AI techniques on the basis of CBS microdata. Results will become available in mid-2021. Together with the University of Amsterdam, CBS will focus specific attention on explicability of the results.

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<sup>15</sup> OBDO: Government-wide Policy Consultation on Digital Government, a body for inter-administrative coordination with participants such as the Ministry of the Interior and Kingdom Relations, VNG and IPO.

In July 2020, the project AI with impact was completed. This is a collaboration with the municipality of Amsterdam, supported by the Ministry of the Interior and Kingdom Relations, which also involved fifteen other local governments, VNG, the University of Amsterdam and Code4NL. CBS led the subproject on transparent and fair algorithms that received a lot of national and international attention. One of the concrete results of this subproject is the development of an AI starter kit. As this is not a core task of CBS, management and further development was transferred to the Utrecht Data School.

CBS is also a member of the core team of the Location Pact, a triple-helix alliance of parties in the geo-domain surrounding AI, Digital Twins and ethics. As a member of this team, CBS is involved in a pilot study together with Vrije Universiteit Amsterdam, Geodan and the EU Joint Research Council to simulate the behaviour of people under COVID rules with AI methods in a Digital Twin of the city centre of Zwolle.

### **Cohort study of asylum seekers and status holders**

Since 2016, CBS has been conducting a cohort study among asylum seekers and status holders funded by the Ministry of Social Affairs and Employment, the Ministry of Justice and Security, the Ministry of Health, Welfare and Sport and the Ministry of Education, Culture and Science. The study shows how status holders move around in the Netherlands. The web publication *Asylum and integration 2020* appeared in April 2020.

## **4.9 International**

CBS also cooperated internationally in various fields in 2020. Due to COVID-19-related restrictions, international meetings were held online from March onwards. All international statistical bodies experienced a great need for peer-to-peer consultation on how to deal with the problems of data collection and the need for quick and good statistical information to measure the effects of the crisis. Access to new data sources and innovation was crucial.

CBS actively participates in expert groups and task forces of the European Statistical System (ESS), which consists of Eurostat, the EU member states and the EFTA countries. Together with Eurostat, CBS chaired the executive committee of the ESS Vision 2020. This ESS Vision was drafted in 2013, partly at the initiative of CBS, as a joint strategic response by the ESS to the challenges facing official statistics. The final report was published in 2020. The modernisation portfolio included, for example, development projects in the areas of Big Data, communication, secure exchange of international trade data between countries and a harmonised European Business Register. The results of the ESS Vision 2020 contribute to better quality and a lower administrative burden. In the year ahead further investments will be made in implementing the project results across the ESS. At the same time, a new development portfolio will be created for the next seven years. Modernisation and innovation will thus remain firmly anchored in the ESS.

Together with Eurostat and other ESS partners, CBS is actively involved in the digital transition, which the European Commission has declared a top priority for the coming years. Efforts are particularly focused on obtaining a solid legal basis for access to private data sources at European level, a stronger role for official statistics in European decision-making processes, and better access to statistical information.

Outside Europe, CBS was active through, for example, its participation in various multilateral frameworks, such as the Organisation for Economic Co-operation and

Development (OECD), the United Nations (UN), and its regional and functional commissions. CBS chairs the UN group that focuses on developing a System of Environmental Economic Accounts (SEEA). One result is the completion of the manual "SEEA Ecosystem Accounting", which aims to provide a UN standard for the systematic monitoring of the size and condition of ecosystems, and the ecosystem services they provide, thereby contributing to the economy and society.

As in previous years, CBS used its knowledge and experience to contribute to specific knowledge exchanges. On the one hand CBS invests in bilateral and multilateral alliances, such as its cooperation with Korea in the area of innovation and big data, and with the Scandinavian countries which can be compared with the Netherlands in terms of access to registers and level of development. Cooperation also takes place with other countries under the flag of the United Nations, such as in the High Level Group on Modernisation of Official Statistics. On the other hand, CBS also actively contributes to the organisation of international education and training courses in the European Statistical Training Programme (ESTP), which further rolls out CBS' methodology in a European context. Due to the COVID-19 pandemic, training courses were either cancelled or took place online in the form of a webinar, such as the Big Data course. CBS provides technical assistance to a limited number of countries. In 2020, support was mainly provided to Croatia, Azerbaijan and the (potential) EU candidate member states.

In September the European Master of Official Statistics (EMOS) started for the fourth year in a row (also see 4.7). CBS runs this programme together with the Universities of Utrecht and Leiden. The course is aimed at preparing for positions at official statistical institutes and government departments.

## 5. Operations

### 5.1 Human resources

#### The workforce in figures: staffing

At the end of 2020, CBS had 1,941 employees. The average operational workforce in 2020 was 1,780 FTEs (compared to 1,784 FTEs in 2019). Staffing per directorate is shown in Table 5.1.

EBN Economic and business statistics and National accounts	508
SER Socioeconomic and Spatial Statistics	478
DRI Data Services, Research and Innovation	455
BIM Operations, IT and Methodology	371
CCN CBS Communication and News	79
Other	49

Table 5.1 Staffing in 2020 per Division

#### Average age:

The average age of CBS employees at the end of 2020 was 49.3 years, a slight decrease compared to 2019. At the end of 2020 53 percent of employees were aged 50 or over (see Figure 5.1). In the 2019 reporting year, this share was 55 percent.

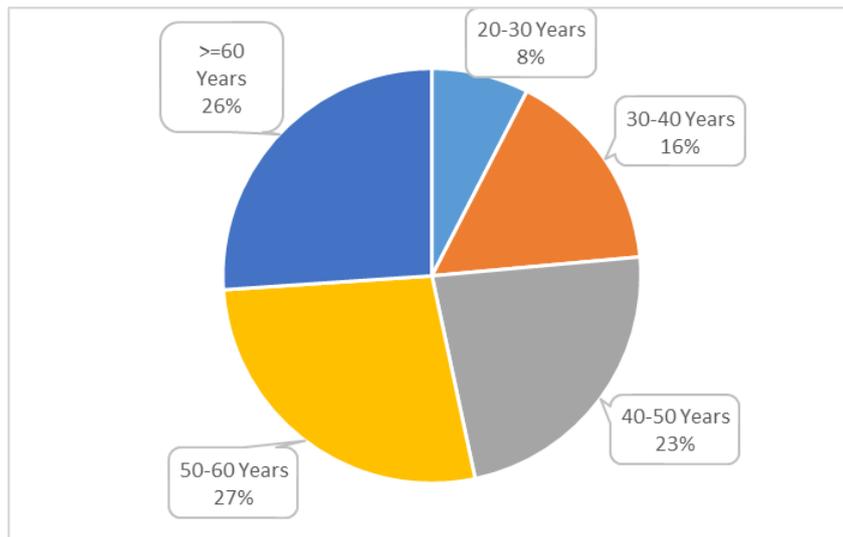


Figure 5.1 CBS workforce 2020 by age category (percentages)

Age structure (FTEs)			Age category (year)				
Year	Section	Workforce	20 - 29	30 - 39	40 - 49	50 - 59	≥60
Total	CBS	1,773	142	298	415	471	448
			8%	17%	23%	27%	25%

Table 5.2 Workforce: core personnel permanent and fixed-term contract (31-12-2020)

### State pension (AOW) entitlement age

At the end of 2020, the forecast was that 393.7 FTEs will leave CBS in the years 2021-2026 because they will reach the state pensionable age (see Figure 5.2). This includes 34 FTEs who have already attained this age.

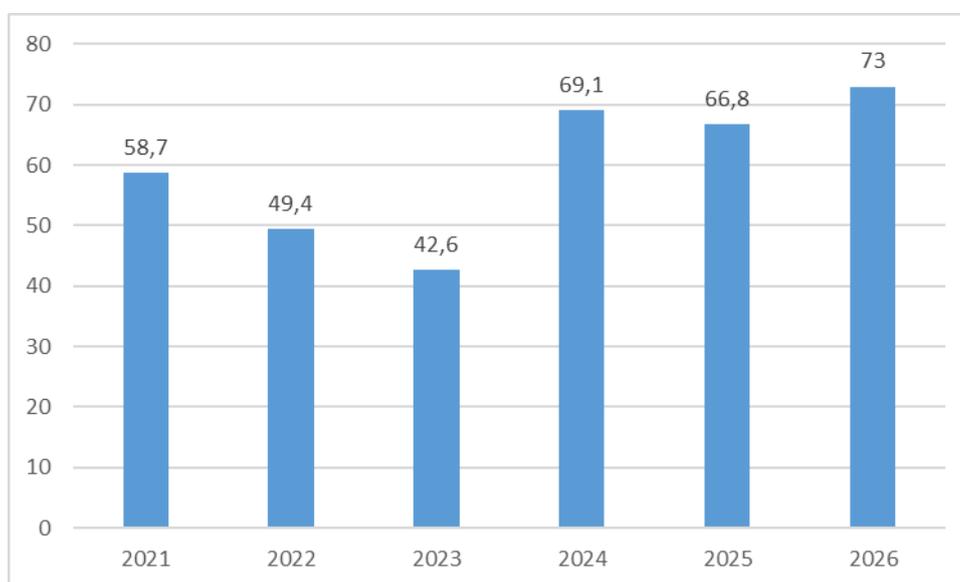


Figure 5.2 Expected outflow of CBS employees due to retirement (2021-2026)

In fact, this number is higher, since 34 FTEs are currently continuing to work. The year in which these employees will retire is not yet known. It is estimated that these 34 FTEs will leave in 2021 or 2022.

### Labour market

A large part of the outflow is to be replaced. CBS is responding to this by being present in the labour market in a timely and recognisable fashion. In 2020 we again succeeded in filling vacancies through our good contacts with universities of applied sciences and research universities, but also through continuously focusing on attracting trainees, graduate students and PhD candidates. In 2020 additional investments were made in a new CBS-wide recruitment campaign, which was presented in Q1 2021.

## **Working conditions**

CBS attaches great importance to good working conditions for its staff. It aims to have energetic and healthy employees who can be deployed sustainably now and in the future. In 2020, a new occupational health and safety service provider was contracted, and in the middle of the year, two new officers whose focus is sustainable employability were appointed.

A plan of action "Prevention and Absence" was written based on an organisation scan of the new occupational health and safety service. This action plan will serve as the working conditions guideline for the coming years. In 2020, much attention, time and money went into reducing absenteeism. In the future, CBS will focus more on the prevention of absenteeism.

In 2020, the theme of working conditions was overshadowed by the coronavirus crisis. CBS has taken a range of measures relating to both the physical and mental aspects of working conditions.

Absenteeism due to illness decreased in 2020, amounting to 3.9 percent at the end of that year. This is considerably lower than at the end of 2019, when the absenteeism rate was 5.1 per cent. It is difficult to give a clear-cut explanation for this decrease. How has mass working from home had an impact? Less travel, more freedom on the part of employees to arrange things, and a better – or even a worse – work-life balance? And what are the effects of CBS' new approach to absenteeism? At the time of writing, the analysis of absenteeism by the occupational health and safety service is not yet available.

## **New working environment**

In 2019, CBS started a project to adapt the physical working environment. This project has been delayed, however, due to the COVID-19 pandemic. CBS decided to implement the new working environment in 2021 on one floor in both offices and evaluate its use. The design of this new working environment fits in with a more hybrid form of working, which combines working from home with working at the office.

## **Workforce development**

The rise in the share of more highly educated personnel continues as a result of the increased complexity and automation of the statistical processes. At the end of 2020, 84 percent of employees were on scale 9 or above (at least higher vocational education). In 1995, this figure was 50 percent (see Figure 5.3).

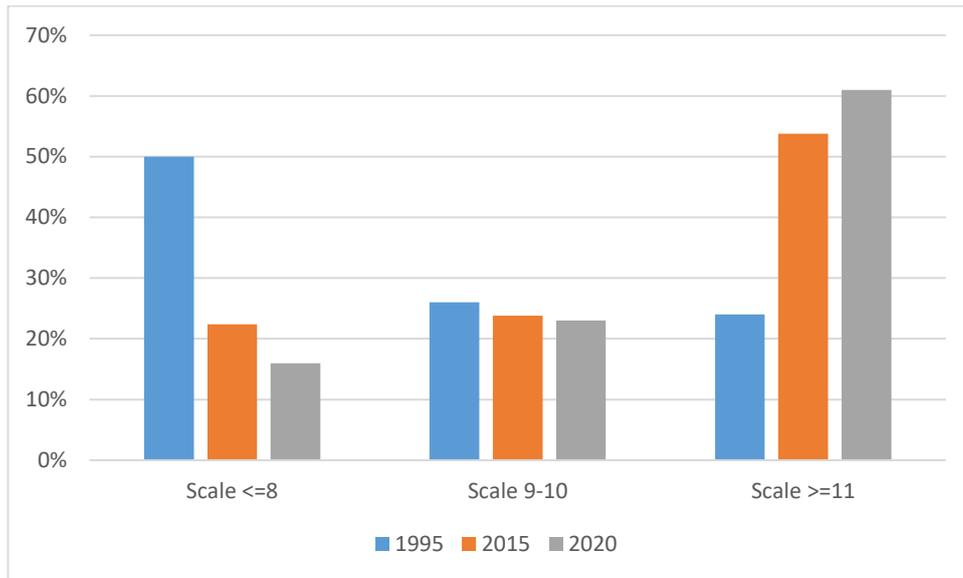


Figure 5.3 CBS employees (%) by job grade in 1995, 2015 and 2020

### Public Servants (Standardisation of Legal Status) Act (WNRA)

The Public Servants (Standardisation of Legal Status) Act (WNRA) took effect on 1 January 2020 and, as of that date, also applies to CBS employees. With the advent of the WNRA, the government made a fundamental choice to abolish the exceptional legal status enjoyed by most civil servants. Private employment law now also applies to civil servants.

### CBS Academy

The CBS Academy is the centre for training and education at CBS. Work was undertaken to further expand the curriculum offered in 2020. From the perspective of continuous learning, the Academy is an important pillar in CBS' HR strategy for the coming years. The CBS Academy offers four areas of training: professional development, personal development, management development, and organisational development. The Academy's entire offering was made available online in 2020. Not solely a technical operation, this also meant a change for the teachers.

### HR Strategy 2020-2025

The four priorities on the strategic agenda on human resources (increasing leadership skills among the management, improving the quality and performance of employees, positioning CBS as an attractive employer, and stimulating further career development and growth to keep employees highly employable also in the future) were reassessed in the spring of 2020. This reassessment resulted in an HR strategy for the years 2020-2025 that contributes to the organisation's growth and innovation.

The strategic plan focuses on a number of themes that will receive priority attention and lead to innovations in the years ahead. The chosen strategic themes are:

- **Progressive recruitment:** CBS wants to attract top candidates to remain a preeminent organisation. This requires effective positioning of CBS in the labour market, attractive

recruitment with a challenging selection process and a good induction. In 2020 the operational recruitment process was improved and characterised by more automation and greater efficiency, with sufficient room for personal contact. Despite COVID-19, the recruitment team succeeded in achieving the desired influx of new employees.

- **Continuous learning as standard:** continuous development of employees is important for the development and flexibility of CBS. Formal and informal learning must be a matter of course in a broad sense. In addition to knowledge, there must be attention for developing soft skills. This can be encouraged by setting a standard for the number of hours employees are to spend annually on development. In 2020, a toolkit was developed as an aid for both employees and managers to engage in discussions with one another on (career) development. This toolkit also includes training in the skills needed to conduct a proper development interview. Furthermore, a methodology has been devised for development lines per expertise area that give direction to personal development, both for horizontal and vertical growth.

Because of COVID-19, a lot of time was spent this year in converting classroom training to online training and internal teachers from the CBS Academy were trained in digital skills. The induction programme for new staff has been switched entirely to the online exploration of the various organisational units and the organisation's culture. An online work environment was also launched for doing homework assignments for specialist professional training courses. The internal training curriculum has been expanded to include, among others, R and Python programming languages.

- **CBS-wide management development and succession:** well-functioning and well-trained management is crucial for CBS to function effectively. Management development (MD) enables CBS, for instance, to arrange for a pleasant and challenging working environment – also in a new hybrid situation, where staff work (together) at home as well as at the office. Due to COVID-19, remote management was a focus in 2020. This was characterised by moments of reflection and exchanging experiences about what this demands from managers and how to deal with it. This was followed up in 2021. Meetings were held at management level at least once a month in the so-called MD council so as to foster harmony across CBS in terms of development, appointments to the (potential) management group, and succession planning.
- **Fit for the future through mobility:** attracting good employees is important; retaining good people and having them enjoy their work is even more important. CBS will elaborate on this theme in a later phase of the 2020-2025 planning period.
- **The energetic employee:** the average age of a CBS employee is about fifty years. The physical and mental health of employees determines absenteeism levels. In the years ahead, CBS intends to focus more structurally on the working conditions of its employees – certainly now that a more hybrid way of working from home and at the office seems to be emerging. In 2020, two officials were appointed to work with the health & safety coordinator, company social workers and the health & safety service to further support managers and employees in the area of everyone's sustainable employability.
- **Outflow as an opportunity:** in the coming years, CBS wants to innovate and expertise will be lost due to outflow. CBS will elaborate this theme in a later phase of the planning period 2020-2025.

## Employee participation

The Director General attaches great importance to constructive consultations with the Works Council. In 2020 various matters were discussed during formal and informal collective bargaining talks with the Works Council and the trade unions. Of course, 2020 was a unusual year in which all members of staff worked from home from mid-March onwards. The COVID-19 measures, home working and home working allowances were therefore frequently subjects of discussion. Furthermore, lengthy discussions were held on the reorganisation to form the new Directorate of Data Services, Research and Innovation (DRI) and on the reorganisation of the Project and Programme Management sector. The Works Council also approved the Fieldwork Internal Regulations in 2020. Those regulations set down in writing the existing arrangements for personal fieldwork. Another important subject which both the Works Council and management consider important is conscious remuneration. This subject was discussed several times.

## 5.2 Socially responsible operations

In 2020, CBS developed several initiatives in the area of Corporate Social Responsibility (CSR). One example is the development, together with WSP Parkstad and the Employee Insurance Agency (UWV), of the jobs agreement approach which aims to create more jobs for people with a disability. CBS has included Social Return On Investment (SROI)<sup>16</sup> in its tenders. In 2019, CBS installed a bee hive at each of its locations to stimulate (awareness of) biodiversity in the environment and the conservation of bees. The first harvest of CBS honey bees was in 2020.

When it comes to energy, CBS is increasingly focusing on sustainable operations. Buildings are heated and cooled using sustainable energy. The building in The Hague is heated entirely by means of thermal storage, while the one in Heerlen is around 50 percent heated and cooled sustainably using water from disused mines. As in previous years, CO<sub>2</sub> emissions from natural gas consumption will be offset by international Gold Standard certificates and the supply of green electricity. The temperature in the computer rooms has been lowered, resulting in the need for less additional cool air.

Several energy audits have been carried out as part of EED<sup>17</sup>. The aim of the audit is to collect information on CBS' current energy consumption in a systematic manner. In addition, the audit strives to gain insight into and raise awareness of ways to bring about cost-effective energy savings. The recommendations will be implemented over the coming years.

To better structure the various CSR initiatives, CBS took steps in 2020 to arrive at a coherent, more planned CSR policy.

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<sup>16</sup> SROI stands for Social Return On Investment and is a catch-all term to summarise the various agreements that the client and contractor enter into regarding the deployment of people distanced from the labour market.

<sup>17</sup> The EED Energy Audit is mandatory, systematic and performed every four years.

## **5.3 Information security and privacy protection, quality assurance and codes of conduct**

### **5.3.1 Information security and privacy protection**

#### **Provisions**

CBS holds substantial amounts of confidential data, and the security of these data is vital. People, enterprises and institutions that entrust their data to CBS must be able to rely on this information remaining confidential. The Statistics Netherlands Act states that data collected by CBS may only be used for statistical purposes.

CBS has excellent technical and organisational facilities in place to secure these data. Also in 2020, internal monitoring of the protection of personal and business data was performed initially by line management. CBS also has a data protection officer (DPO) and a chief information security officer (CISO). The CISO is responsible for drawing up, amending, renewing and revising the information security policy, including monitoring the operation of this policy and ensuring compliance.

The DPO's supervisory tasks derive in part from the European regulation on data protection (General Data Protection Regulation, GDPR) and the Statistics Netherlands Act. The DPO monitors compliance with the GDPR. CBS employees are required to notify the DPO in advance of any use of personal data. The latter will carry out the necessary checks and place notifications in CBS' notification register.

#### **Certification**

CBS has two objectives in the area of privacy protection and information security. By demonstrably complying with ISO 27001 at all times, CBS shows that it has information security under control. CBS was again ISO 27001 certified by an external party in 2020. Furthermore, CBS complies with the European Statistical System, (ESS) IT security framework. CBS also wants to demonstrate that it is entirely privacy-proof at all times, thereby ensures that it continues to meet the highest standards for protecting privacy. Again in 2020, an external party positively assessed the standards in this area in the annual privacy audits. As such, CBS also complies with the Baseline Information Security in Government (BIO). The points for improvement revealed by the external audit mainly concerned the management of documentation and better safeguarding process ownership. CBS is taking measures to improve these points.

#### **Physical security**

The general areas on the ground floor of the The Hague location have been adapted by the lessor, as a result of which all tenants of the building now have improved access to these rooms. This also entailed modifying CBS' physical second security layer.

### **5.3.2 Quality assurance**

The CBS management system is aimed at continuous improvement based on risk analysis and what is known as the plan-do-check-act cycle. The aim is to learn constantly from successes and avoid repeating mistakes. User experiences are an important indicator in the

check phase of the cycle, which is not confined to CBS' own processes, since CBS' process chain is usually part of a longer chain that extends to external parties. CBS will therefore continue to devote attention to integration and coordination with external chain partners, suppliers and users.

In order to maintain the quality of the statistics, CBS uses international best practices in terms of methodology and new technological possibilities. The aim here is to reduce errors, measurement errors, adjustments and revisions. To minimise the risk of errors, CBS is automating manual operations in data processing wherever possible. CBS combines attention to quality and efficiency by applying the management principles of Lean Six Sigma and Lean Operational Management.

In 2020, CBS has been ISO 9001 certified by an external party to guarantee the quality of all processes. As part of the *plan-do-check-act* cycle for ISO certification, processes are also subject to internal audits.

### **Internal auditing service**

Quality assurance was improved in 2020 by, among other things, placing the internal audit department directly under the DG as of 1 January 2020. In addition to internal audits related to ISO 9001 and ISO 27001, so-called methodological audits were introduced in 2020, whereby a short audit was used to examine whether the methodology used is optimal.

### **External validation**

Eurostat requests various quality reports on mandatory European statistics each year. These reports contain information for a large number of variables relating to completeness (relevance), accuracy, reliability, timeliness, accessibility, transparency, coherence and comparability. They also include information on the revision policy, metadata, disclosure of methods and sources, and the length and composition of the time series. CBS strives to provide insight into the accuracy of all statistics.

Some statistical processes are validated by external experts, for example the determination of the government deficit as a percentage of gross domestic product. Every two years a so-called dialogue visit takes place, in which the European Commission assesses methods, process, revision policy etc. This dialogue visit is part of the agreements made within the EU in relation to the Stability and Growth Pact to safeguard the stability of the European Monetary Union. The most recent visit to the Netherlands took place on 30 November and 1 December 2020. The European Commission will publish the results on its website in 2021. In addition, the European Commission checks the composition of gross national income (GNI) in the EU member states through an extensive verification procedure. This figure is the basis for the GNI contribution to the EU. For this verification, EU member states write and publish a comprehensive methodological and source justification, which is assessed by the Commission and includes verification missions to member states. This verification can lead to two types of formal reservations: country-specific reservations, when the Commission has questions about the correctness of the calculation of a specific component in a country and/or makes recommendations on this, and cross-sectional reservations, which apply to all member states and are made based on a comparison of the verification results of all member states. The Netherlands did not receive any country-specific reservations during the last verification. In the end, this round resulted in five cross-

sectional reservations for all member states. As part of the regular submission of GNI figures to the EU, member states must submit an annual quality report to the EU that includes recent developments and any new insights. This is used as the basis for a brief verification by the GNI expert group.

### 5.3.3 Codes of conduct

CBS complies with the 15 principles of the European Statistics Code of Practice. The Code of Practice is intended to guarantee public trust in the statistical authorities and European statistics. The code describes how European statistics must be developed, produced and disseminated in accordance with the principles of professional independence, impartiality, objectivity, reliability, statistical confidentiality, cost effectiveness and the statistical practice. In 2020, Eurostat made extensive preparations in cooperation with the statistical agencies of the member states for the launch of a new round of so-called peer reviews in 2021. Eurostat and all national statistical authorities of the EU and EFTA will first carry out a comprehensive self-assessment, after which an external and internationally composed team of four peer reviewers will visit the statistical agencies for one week and assess the results of the self-assessment through in-depth interviews. The visit to CBS is scheduled for July 2022.

The CBS Code of Conduct sets out how the principles of impartiality, reliability, relevance, efficiency, statistical confidentiality and transparency are important for society as a whole, for users of statistics, for parties which provide CBS with information that form the basis for statistics, and for CBS employees themselves.

In accordance with the CBS Board Regulations, CBS has an Integrity Code setting out its policy on integrity. CBS ensures that employees are able to report suspected irregularities or breaches of codes of conduct or legislation and regulations without jeopardising their legal position. CBS also has external and internal complaints procedures. These were used in 2020 as follows:

- CBS received 47 external complaints in 2020. These complaints were all resolved – usually informally – to the satisfaction of the complainant and none led to a follow-up complaint to the National Ombudsman. 2021, CBS settled one complaint that had been received by the National Ombudsman in 2020.
- CBS received two internal complaints in 2020. An external complaints commission is still dealing with one of these complaints. The other complaint from late 2020 was settled in 2021.
- The bulk of the objections received by CBS related to the exercise by CBS of its statutory enforcement powers. In 2020, 21 new objections from 2019 were dealt with and nine new objections were lodged. Fifteen objections were declared unfounded and 10 objections were withdrawn. No objections were declared founded. No appeal was lodged in response to the decisions taken on objections in 2020. Five objections were dealt with in 2021. The number of new objections lodged in 2020 is exceptionally low because CBS refrained from using its enforcement powers for a large part of the year owing to COVID-19.
- In 2020, CBS dealt with two objections from staff members. One of these resulted in appeal proceedings at the administrative court. This appeal procedure continued into 2021 and has been joined with the other pending appeal procedure from 2019.

- No objections were lodged in 2020 against the rejection of a request under the Government Information (Public Access) Act or against an access request under the GDPR.
- To supplement its publication policy, in 2017 CBS drew up a complaints procedure for submitting complaints regarding this policy. No use was made of this complaints procedure in 2020.
- In 2020, CBS introduced a complaints procedure that allows market parties to object if they believe that the actions of CBS are not in line with the Policy Rule and Ministerial Regulation. No use was made of this complaints procedure in 2020.

## 5.4 Performance indicators

CBS' performance indicators serve as an external accountability instrument and an internal management tool. Together, all the indicators provide a good picture of the performance of CBS, both in terms of its core tasks and business operations. In 2017, CBS launched a project to revise the external performance indicators. The reason for this was twofold. First of all, the existing set had been in use for many years. Second, the five-yearly review of CBS noted that the performance indicators no longer provided a complete picture of CBS' performance and that the targets could be more ambitious. With the entry into force of the new 2019-2023 Multi-Annual Programme, the new set of performance indicators, with ambitious targets, was adopted in 2019.

**Appendix A** of this annual plan sets out the updated set of performance indicators for external accountability. Details on the achievement of the targets are explained below.

- **Satisfaction with microdata services among researchers** (performance indicator 1.2)

The target of the average of scores that researchers give on microdata services (remote access) is greater than or equal to 7.8. In 2020 the average was 7.7, the same figure as in the previous year.

External researchers who use microdata services are questioned on various aspects of their satisfaction, of which giving a score is one. Aspects that have a negative influence on the score concern the ICT facilities and high work pressure in – especially – those parts of the organisation that have direct contact with microdata users. The latter is mainly due to an increased demand combined with unchanging staffing levels. Additional funding is available for 2021 to improve ICT facilities. In addition, access was offered to the computing power of SURF's network for scientific research via ODISSEI (see 4.7). This relieved CBS' own IT capacity. Currently, the policy for access to microdata is being revised following an external risk analysis. Proposed measures so far point to restricted access and tighter security. This is expected to be at the expense of user-friendliness and usability. Parallel to this, we are explicitly looking at how the changes in security measures can be seized upon to increase efficiency at the same time.

- **Use of Open Data** (performance indicator 2.1) and **Use of StatLine** (performance indicator 2.2)

The target for the use of Open Data was 1.6 million unique users. In 2020 there were 7.48 million unique users.

The target for the use of StatLine was 3 million unique visitors. In 2020 there were 2.4 million unique visitors.

For these performance indicators, the number of StatLine users is expected to decline over time in favour of the number of Open Data users. Although StatLine use has increased compared to 2019, the target value has not been met and is increasing at a slower pace than the use of Open Data through the data portal and API, which has been booming.

- **Use of website** (performance indicator 2.3)

The target number of unique visitors to the CBS website of 4.8 million was amply exceeded in 2020. In 2020 there were 7.45 million unique website visitors, probably because of the coronavirus crisis.

- **Punctuality of mandatory deliveries to Eurostat** (performance indicator 3.2)

The percentage of deliveries of EU obligations to Eurostat made on or before the prescribed or agreed deadline amounts to 98.5%, which is lower than the norm of 99%. Some deliveries were made somewhat later than originally planned. The reasons for the late deliveries vary: administrative reasons, late delivery of source material by the data source owner, personal circumstances of the staff involved and delays in the processing of the statistics concerned. In all cases, consultation with Eurostat took place and action was taken to prevent any recurrence.

- **Accuracy of messages** (performance indicator 5.1)

The target was for fewer than 0.5% of messages to be replaced by a corrected message. In 2020 the percentage was 0.8%.

The number of incorrect messages is low, but there were more incidents in 2020 (e.g. an incorrect wording in the text, which was corrected with an erratum) that led to the target being exceeded.

- **Accuracy of figures** (performance indicator 5.2)

The target was for less than 1.5% of the number of StatLine deliveries to be corrected. In 2020 the percentage was 1.9, compared to 3.98% in 2019. This target is ambitious and there is continuous attention to limit the number of corrections. This improvement effort bore fruit in 2020, with the percentage falling towards the target value.

- **Innovative products** (performance indicator 10.1)

The target was 18 or more innovative big data products on the CBS website's innovation portal by 2020. Seventeen innovative products were realised in 2020, three more than in 2019.

Despite the limitations due to the coronavirus crisis, 17 innovative products were realised, though the target was narrowly missed.

## 5.5 Crisis organisation as a result of COVID-19

On 27 February 2020, the Netherlands' first official coronavirus contamination was established on the basis of a test result. On that day, CBS set up a crisis management team (CMT). At the time, the emphasis was on implementing the protocol for virus outbreaks, taking additional hygiene measures and communicating with staff and managers. The CMT assessed whether there were any obstacles to working from home on a larger scale and prepared to scale up facilities for this quickly. Subsequently, agreements about working from home were made with employees living in the border region of Germany and Noord-

Brabant. In addition, CBS ceased personal surveying in parts of Noord-Brabant and among students in Groningen. Meetings with larger groups were cancelled.

### **Crisis management plan in operation**

After it became clear that serious risks to the continuity of the organisation could arise, the crisis management plan was formally activated on 12 March 2020 and the CMT was scaled up. In view of the Director General's imminent departure, the deputy DG, shortly afterwards acting DG, assumed leadership. Measures were taken to safeguard critical business functions by creating interchangeable teams as much as possible. Face-to-face interviews "in the field" were completely discontinued and replaced by telephone or internet surveys wherever possible. Preparations were also made for a complete closure of the office buildings. Since 16 March 2020, almost all employees have been working permanently from home.

### **Operational crisis team**

Effective 23 March 2020, the CMT was replaced by an Operational Crisis Team (OCT). The OCT focused on practical issues, such as monitoring absenteeism, hygiene and safety, communication and accessibility, technical facilities for working from home and social cohesion. At the same time, teams were set up that focused on the continuity and quality of existing statistical production and services. The focus was also on the development of new statistical information, in particular to support government policy during the coronavirus crisis (see section 2.5.1). Staff were kept informed of everything that was going on via intranet and via e-mails, initially on a daily basis and later twice a week.

### **Working from home and return to the office**

First, most of the practicalities of working from home were arranged, such as the provision of sufficient IT facilities, office chairs and health and safety aids. Then the OCT focused on preparing a gradual return to the office, while maintaining the necessary one-and-a-half-metre distance. A task force was set up to prepare for the return to the office of 20, 35 and 50 percent of the staff respectively and to make meeting rooms available for team meetings. As of 1 July 2020, the buildings have been suitable for this purpose and the roadmaps are ready. There has been no return to the office due to the extension of the coronavirus measures. In late August and early September, however, limited use was made of the opportunities for team meetings. CBS ended this following the stricter measures imposed on 28 September.

### **Home working perception survey**

A homeworking perception survey was conducted among employees in July and August 2020. In September, a task force was established to work out concrete measures to support working from home, based in part on the results of that survey. These measures are aimed primarily at supporting employees in maintaining a good work-life balance, supporting managers in handling this situation, and strengthening social cohesion.

## 6. Governance

### 6.1 Tasks of the Advisory Council

The CBS Advisory Council was established by law with effect from 1 January 2017. The CBS Board Regulations include arrangements with regard to the Advisory Council.

One of the tasks of the Advisory Council is to provide the Director General with solicited and unsolicited advice on the performance of their tasks and the exercise of his powers. Subjects on which the Advisory Council will advise the Director General in any case include:

- CBS' Multi-Annual Programme and work programme;
- Measures that can be taken to improve the accuracy and completeness of the statistics to be published on behalf of the government so that they meet the needs of professionals, policymakers and academics;
- CBS' operations and efficient use of resources.

When the position of the Director General becomes vacant, the Advisory Council will draw up a profile, select candidates on the basis of a procedure that is transparent and based exclusively on professional criteria and make a recommendation to the Minister.

The Advisory Council can appoint committees from among its members, but also including persons other than members of the Advisory Council, to prepare advisory reports. Advisory reports will be adopted by the Advisory Council. The advisory committees will be chaired by a member of the Advisory Council. The Advisory Council has appointed the following advisory committees:

- an Audit Committee, which will prepare the advisory reports for the Director General concerning operations, including the financial reporting and risk management policy;
- an ICT committee, which will prepare the advisory reports for the Director General concerning CBS' strategy and policy in relation to information protection and IT, and their implementation;
- a programme committee, which will prepare the advisory reports for the Director General concerning the Multi-Annual Programme, the work programme and measures to promote the accuracy and completeness of the statistical programme.

### 6.2 Composition of the Advisory Council

In accordance with the Statistics Netherlands Act, Advisory Council members are appointed by the Minister. Members of subcommittees are appointed by the Director General. In accordance with the CBS Board Regulations, the Director General sets financial compensation of the Council members.

The CBS website<sup>18</sup> details the other positions of the members of the Advisory Council and its subcommittees. It also shows the members' terms of office<sup>19</sup>.

The members of the Advisory Council at the end of 2020 were:

- Dr G. (Gerrit) Zalm (chair of the Advisory Council)

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<sup>18</sup> <https://www.cbs.nl/nl-nl/over-ons/organisatie/raad-van-advies/functies-leden-raad-van-advies-en-subcommissies>

<sup>19</sup> <https://www.cbs.nl/nl-nl/over-ons/organisatie/raad-van-advies>

- J. (Johan) van Hall (deputy chair of the Advisory Council, chair of the ICT Committee)
- Prof. Dr. mr. F. (Frans) van der Wel (chair of the Audit Committee)
- A.M.A.E. (Anne-Marie) Rakhorst
- Prof. Dr. E.A. (Liesbet) van Zoonen
- Dr. F.J.H. (Henk) Don.

In 2020, the Programme Committee met together with the Advisory Council because of the large overlap in topics. Member of the Programme Committee from the end of 2020

- Prof. S. (Steven) Brakman

At the end of 2020, the Audit Committee comprised

- Prof. Dr. mr. F. (Frans) van der Wel (chair)
- Drs. P.J.C.M. (Peter) van den Berg
- mr. C.M. (Charlotte) Insinger MBA

Members of the ICT committee at the end of 2020

- J. (Johan) van Hall RA RE (chair)
- Dr E. (Emanuele) Baldacci
- Prof. dr. B. (Bibi) van den Berg
- Dr M. (Martijn) Dekker
- Prof. dr. D. (Diego) Kuonen
- Ir. F.K. (Karel) van Lambalgen
- Prof. dr. B. (Barbara) Ubaldi

On 1 January 2021, the statutory term of office of Frans van der Wel and Steven Brakman ended. The Minister of Economic Affairs and Climate Policy appointed Charlotte Insinger as a member of the Advisory Board on 1 January 2021. She has also been the chair of the Audit Committee since that date. As of 1 January 2021, E. (Ellen) van Schoten RA was appointed as a member of the Audit Committee.

### 6.3 Advisory Council in 2020

In 2020, the Advisory Council made a recommendation to the Minister of Economic Affairs and Climate Policy for the appointment of a new member with knowledge in the area of competition issues. The Minister followed this recommendation and appointed Henk Don as a member with effect from 1 June 2020.

Owing to the departure of Mr T.B.P.M. (Tjark) Tjin-A-Tsoi, Director General of CBS since 1 April 2014, the position of Director General became vacant in 2020. The Advisory Council has initiated the recruitment and selection of a new Director General and asked the General Administration Office (ABD) to oversee this procedure. The Advisory Council has drawn up a profile in accordance with Article 11 of the CBS Board of Management Regulations. The CBS Works Council and board of directors collaborated on this profile. The vacancy was publicised via the ABD website and through an advertisement in NRC and Volkskrant. The ABD also approached several potential candidates. Based on the response and the results of the search, the ABD drew up a longlist of candidates. The longlist was presented to a delegation of the Advisory Board, consisting of the chair of the Advisory Board, the chair of the Audit Committee and the chair of the ICT Committee. The Advisory Council then drew up a shortlist of four candidates who were invited for interviews with the selection committee, consisting of the chair of the Advisory Council, the chair of the Audit Committee, the chair of the ICT Committee, the secretary-general of the Ministry of

Education, Culture and Science and an advisor from the ABD. Following the interviews with the selection committee, the intended final candidate met with the executive board of the Works Council and with the CBS board of directors, the so-called support interviews. In accordance with Section 2a (3) of the Statistics Netherlands Act, the Advisory Board then made a recommendation to the Minister of Economic Affairs and Climate Policy to fill this position. The Minister followed this recommendation and Ms. A. (Angelique) Berg was appointed Director General as of 1 September 2020.

In 2020, the Advisory Council met four times, each time with the programme committee. The Audit Committee met five times and the ICT Committee three times. In connection with the coronavirus measures, the meetings took place via Zoom, with the exception of a meeting of the ICT Committee in February and of the Audit Committee in early March 2020.

The agenda for the meetings of the Advisory Council and the Programme Committee included CBS' annual report and financial statements and the legal and policy framework in relation to the technological and social developments. The consequences of the coronavirus crisis for the CBS organisation, its activities and statistics were also discussed. Other topics discussed included the risk analysis on providing access to microdata, a review of the breakdown of statistics by migration background and management development.

The Audit Committee discussed the details of the annual report and financial statements, also in the presence of the public auditor, as well as the financial position and the quarterly reports. Discussions also included risk management, three lines of defence, internal audits, the value of untaken leave days, and the control plan. The Audit Committee was involved in the tender for the selection of the public accountant.

In 2020, the ICT Committee was expanded with three new members: Martijn Dekker as of 1 July 2020, and Barbara Ubaldi and Diego Kuonen as of 1 October 2020. The ICT Committee discussed, among other things, the new IT workplace, the open source policy, the consequences of the COVID-19 pandemic for CBS, the Phoenix+ programme, the traceability of statistics, and the tooling for the data strategy.

In 2020, the Advisory Council issued a positive opinion on the 2019 annual report and financial statements and on the 2021 annual plan and budget. The Advisory Council's opinions were prepared by the Audit Committee, the Programme Committee and the ICT Committee.

#### **6.4 Opinion on the annual report and financial statements**

In accordance with its statutory duties, the Advisory Council issues an opinion on the annual report and financial statements.

##### **Statement of the CBS Advisory Council**

The Advisory Council has examined the CBS 2020 annual report and financial statements. Pursuant to its competence laid down in the Statistics Netherlands Act, the Advisory Council recommends the Director General of Statistics to adopt the Annual Report 2020 and Financial statements 2020.

The Hague, 31 March 2021

Gerrit Zalm, chair

## 7. Finances

### 7.1 Financial outlook

As a result of the spending cuts, equity had decreased to a figure of €4 million negative at the end of 2018. Thanks to modest positive results in 2019 and 2020, the negative equity at year-end 2020 was reduced to €2.7 million negative. A negative equity has also been taken into account in the multi-annual financial statement of the 2019-2023 Multi-Annual Programme. In order to absorb the spending cuts and also to continue investing in necessary adjustments to the ICT landscape, equity and solvency will remain negative in the years 2021 to 2023. Furthermore, ICT costs will rise in the coming years and there are increasing obligations to cover untaken leave hours, which will put pressure on the result and equity.

Also for those years, CBS has permission from the Ministry of Economic Affairs and Climate Policy to budget for slightly negative equity. On the basis of the current estimates, liquidity is expected to remain positive despite the expected negative equity. CBS also has an additional credit facility of €10 million. The coalition agreement under Prime Minister Rutte's third government has not imposed any targets on CBS. Any reduction of the budget during the 2019-2023 planning period can only be absorbed in part by making changes in the Multi-Annual Programme or by finding alternative financing for some of the statistics in the basic programme. In addition, less than full compensation for wage increases agreed in collective labour agreements, pension costs or price rises cannot be absorbed without consequences for the statistical programme. If this risk arises, CBS will consult with the Ministry of Economic Affairs and Climate Policy in order to arrive at appropriate solutions.

The expected developments in terms of equity, result and cash and cash equivalents are shown in figure 7.1.

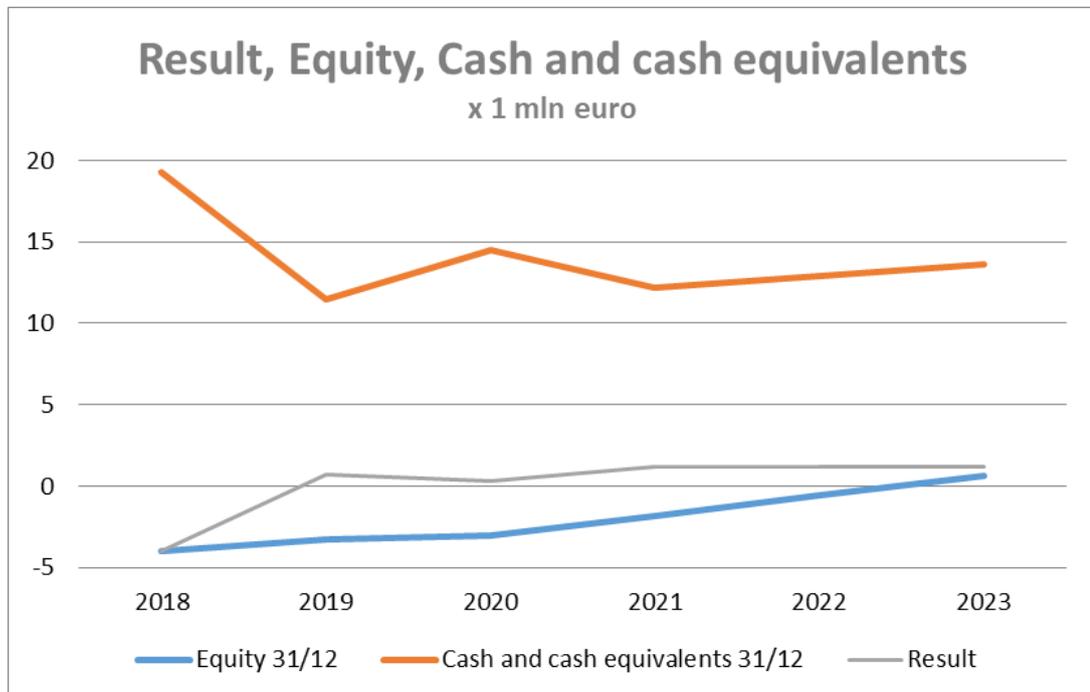


figure 7.1: Expected developments in CBS' result, equity, cash and cash equivalents (2018 through to 2023)

## 7.2 External accounting model (statistics costs)

The CBS accounting model allocates the total full cost for 2020 to CBS' statistical activities. These costs amount to a total of €199.1 million (excluding the €1.7 million allocation to the reorganisation provisions).

A summary of the full 2020 costs is provided in table 7.2. A distinction is drawn here between the cost of the basic programme (paid from the basic budget of the Ministry of Economic Affairs and Climate Policy) and the costs of additional statistical services. The costs of additional statistical services are based on the total full cost charged by CBS.

Table 7.2: Cost of the CBS basic programme and cost of additional statistical services

Cost per statistical group (in thousands of euros)	Basic programme 2020 paid from basic budget of Ministry of Economic Affairs and Climate Policy	Additional statistical services and other income 2020	Total costs 2020	Basic programme 2019 paid from basic budget of Ministry of Economic Affairs and Climate Policy	Additional statistical services and other income 2019	Total costs 2019
Labour, Income and Living conditions	9.6	3.8	13.4	10.3	3.1	13.4
Business statistics	32.6	3.2	35.8	30.1	3.2	33.3
Data collection	33.3	6.9	40.2	34.8	6.6	41.4
Demographic and socioeconomic statistics	7.5	4.8	12.3	7.7	4.2	11.3
Policy statistics and data services	0.0	8.8	8.8	0.0	8.0	8.0
Environmental	9.2	4.0	13.2	8.5	3.7	12.2
National accounts	13.7	2.3	16.0	14.5	1.6	16.1
Government finances and Consumer prices	13.5	0.9	14.4	13.9	0.7	14.6
Quaternary sector	6.4	5.3	11.7	6.7	4.8	11.5
Corporate register	8.1	0.1	8.2	7.1	0.1	7.8
Traffic and transport	4.6	0.5	5.1	4.1	0.4	4.5
Other statistical groups	4.7	3.7	8.4	3.3	5.6	8.9
Blaise	0	3.8	3.8	0	3.6	3.6
Presentation of CBS figures	7.8	0	7.8	8.0	0	8.0
<b>Totals</b>	<b>151.0</b>	<b>48.1</b>	<b>199.1</b>	<b>149.0</b>	<b>45.6</b>	<b>194.6</b>

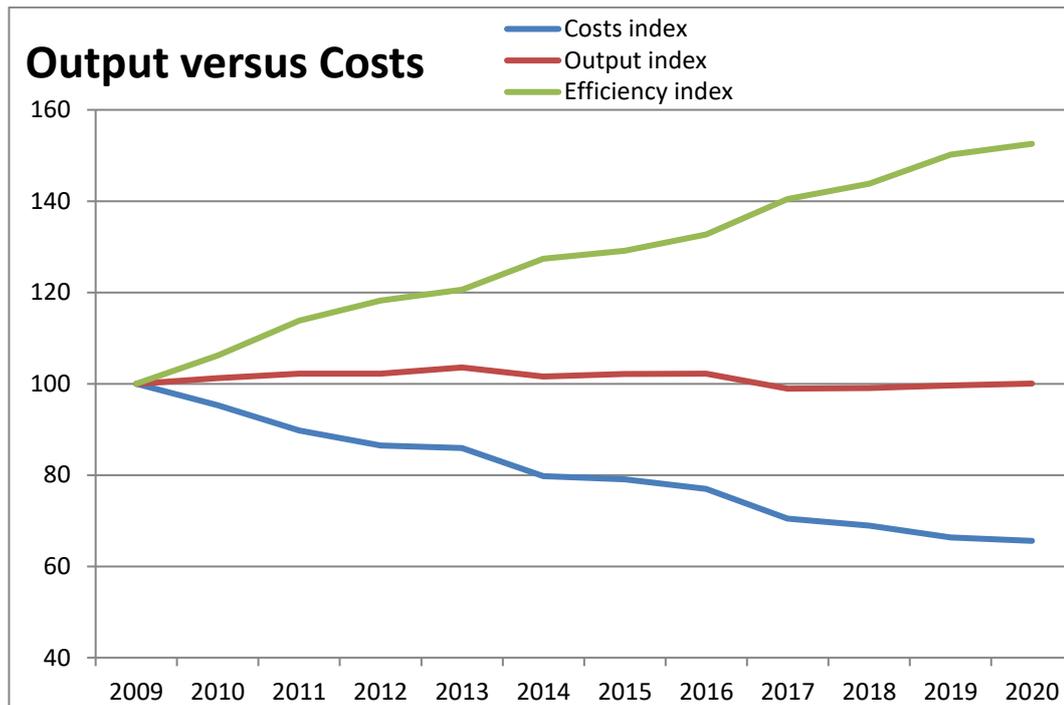
Table 7.2 shows that the costs for the basic programme (paid from the basic budget of the Ministry of Economic Affairs and Climate Policy) amounted to €151.0 million in 2020 (2019: €149.0 million). The increase is caused by wage increases agreed in collective labour agreements. The cost of additional statistical services and other income in 2020 amounted to €48.1 million (2019: €45.6 million)

Table 7.3 shows CBS' financial indicators in the period from 2009 through to 2020. Table 7.3 shows that the statistical annual programme remained constant between 2009 and 2013. From 2014, statistics amounting to €4 million were reduced, discontinued or financed by the user of the statistics as a result of the targets imposed. The budget of the Ministry of Economic Affairs and Climate Policy for regular non-mandatory statistics decreased further by €7 million in 2017. The majority of these statistics are funded by the ministries that use them. On the other hand, new EU obligations came into force.

Table 7.3: Financial indicators of CBS in the period from 2009 through to 2020

Year:	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<b>(amounts in millions of euros)</b>												
Wages and salaries	113.0	112.9	110.0	106.8	104.4	101.7	103.7	111.0	111.3	114.1	114.7	122.6
Pension charges and social security contributions	25.1	26.0	26.2	27.7	28.5	28.1	26.4	28.4	29.7	31.0	33.0	34.3
Hired personnel	16.0	15.6	11.8	11.0	11.7	8.5	12.1	9.6	7.9	7.8	9.3	8.3
Other operating expenses	41.0	39.0	39.3	39.1	39.4	36.9	39.2	36.7	35.5	34.1	35.0	30.7
Depreciation charges	9.4	12.5	9.1	9.3	9.3	7.4	6.4	5.9	5.8	4.7	2.6	3.2
<b>Total costs</b>	<b>204.5</b>	<b>206.0</b>	<b>196.4</b>	<b>193.9</b>	<b>193.3</b>	<b>182.6</b>	<b>187.8</b>	<b>191.6</b>	<b>190.2</b>	<b>191.7</b>	<b>194.6</b>	<b>199.1</b>
Additional statistical services and other income	-17.9	-21.4	-22.0	-25.0	-22.3	-22.9	-27.3	-29.5	-39.2	-41.4	-45.6	-48.1
<b>Costs of basic programme (paid from basic budget of the Ministry of Economic Affairs and Climate Policy)</b>	<b>186.6</b>	<b>184.6</b>	<b>174.4</b>	<b>168.9</b>	<b>171.0</b>	<b>159.7</b>	<b>160.5</b>	<b>162.1</b>	<b>151.0</b>	<b>150.3</b>	<b>149.0</b>	<b>151.0</b>
Cost of basic programme excluding changes 2009-2020	184.9	182.2	170.1	164.6	163.9	156.5	156.2	157.5	153.3	152.3	149.9	150.9
Additional EU obligations from 2009	1.7	2.4	4.3	4.3	7.1	7.2	8.3	8.6	8.7	9.0	10.1	11.1
Reduction in non-mandatory statistics	0.0	0.0	0.0	0.0	0.0	-4.0	-4.0	-4.0	-11.0	-11.0	-11.0	-11.0
Cost of basic programme including changes 2009-2020	<b>186.6</b>	<b>184.6</b>	<b>174.4</b>	<b>168.9</b>	<b>171.0</b>	<b>159.7</b>	<b>160.5</b>	<b>162.1</b>	<b>151.0</b>	<b>150.3</b>	<b>149.0</b>	<b>151.0</b>
Price rise compared to previous year		3.80%	0.30%	0.60%	2.00%	0.60%	1.60%	4.00%	2.00%	2.00%	3.50%	3.00%
<b>Cost of basic programme excluding 2009-2020 changes corrected for price rises</b>	<b>184.9</b>	<b>175.5</b>	<b>163.4</b>	<b>157.2</b>	<b>153.4</b>	<b>145.6</b>	<b>143.1</b>	<b>138.7</b>	<b>132.3</b>	<b>128.9</b>	<b>122.6</b>	<b>119.8</b>
Average number of FTEs	2,140	2,059	1,964	1,875	1,833	1,777	1,780	1,864	1,816	1,776	1,784	1,780
Labour costs per FTE in thousands of euros	64.5	67.5	69.3	71.7	72.5	73.0	73.1	74.8	77.6	81.7	82.8	88.1

The net total cost of the basic programme (paid from the basic budget of the Ministry of Economic Affairs and Climate Policy) in the period from 2009 to 2020 decreased from €184.9 million in 2009 to €150.9 million in 2020. Adjusted for wage and price rises (total approximately 25 percent over the 2009-2020 period), total costs decreased to €119.8 million in 2020. The ratio of output to costs is shown in figure 7.4. The cost index shows the cost development of the basic programme corrected for price increases compared to 2009. The output index shows the development of the balance of extensions and reductions in the basic programme. The efficiency ratio is the quotient of the output index and the cost index.



## 7.3 In control statement

### a. Introduction

The management system of CBS is a vital part of its operations. It assists the management in achieving the goals specified. The design and operation of the management system are reviewed periodically. In addition to the Good Governance Code for Public Service Providers, CBS also regards the Common Standards Framework for Financial Management, Accountability and Internal Supervision as significant criteria for CBS being in control. The most important elements in this regard are:

- Strategic planning process;
- Risk management;
- Internal controls and a proper planning and control system;
- Governance system;
- In control statement.

This section explains these topics and how they comply with the Common Standards Framework for Financial Management, accountability and internal control.

## **b. Strategic planning process**

The strategic planning process is an essential part of the management system. Strategy is developed in a Multi-Annual Programme (MAP) in accordance with Section 14 of the Statistics Netherlands Act. The activities to be carried out by CBS in the coming years are outlined in the Multi-Annual Programme. The MAP outlines the work that CBS will perform in the coming years and defines the medium and long-term targets, the main points of the related policy and the financial and organisational conditions that will be met. The Minister of Economic Affairs and Climate Policy approved the 2019-2023 Multi-Annual Programme in 2018.

CBS translates the Multi-Annual Programme into annual work programmes which detail the activities CBS will carry out in a particular year within the specified annual budget. The directorates' internal annual plans then describe how the various CBS directorates contribute to achieving the CBS work programme.

## **c. Risk management**

In order to achieve its targets, CBS wishes to have a view of the risks that may impede these achievements. Risk management is designed to manage or reduce risks that threaten CBS' targets. As part of the risk management process, risks are regularly reviewed and recalibrated. The risks as updated by the risk owners are scored in a risk matrix based on risk probability and risk impact and discussed in the board of directors of CBS, with particular attention devoted to their relationship with the Multi-Annual Programme.

CBS' risks fall into five categories:

- strategic risks;
- financial risks;
- compliance risks;
- operational risks;
- fraud risks.

Financial risks are set out in relation to impact on results. Strategic, compliance, operational and fraud risks are not linked to results or financial position because of the limited ability to quantify them.

Appropriate measures are taken in line with the risk analysis. CBS has also determined its risk appetite and specified when risks are no longer deemed acceptable.

The results of the risk scores by the risk owners are the basis for the "in control statement" issued by the DG in the annual report. The main remaining risks are set out below.

### ***Strategic risks***

#### ***Limited budget for IT***

The basic budget leaves little room for important changes to the IT landscape that are needed to avoid risks to continuity and quality. This will require a careful assessment of the costs and benefits of IT and process redesign projects. Various important investments in this area will therefore have to be deferred. For example, replacement projects will not start and the scope of other projects will be reduced or the projects will be delayed. The ultimate effect of this is that systems will become even more outdated. Many of them have been upgraded time and again over many years to meet the continually changing circumstances. This threatens the continuity of statistics production and creates risks in

terms of the costs of managing these systems. Those risks can be mitigated as far as possible by closely monitoring the performance of systems. CBS will carefully determine at central level which projects are to be prioritised for the continuity of the statistical processes and for managing risks or which make an important contribution to improving efficiency. In the past few years, priority has been given to modifications to the data collection process (Phoenix+). Scrum and Agile techniques are also used in IT innovation projects. These are flexible methods whereby – working with a multi-disciplinary team – the organisation can deliver operational products, in short sprints of a fixed length of one to four weeks. These techniques are starting to bear fruit within CBS in order to generate the highest possible return on the allocated capacity. In March 2020, the computer centre replacement project was completed. This was necessary in order to continue guaranteeing business continuity and to ensure that CBS is also prepared for the future in terms of IT infrastructure.

### **Financial risks**

#### *Shrinking budget*

In the period from 2012, the contribution CBS received from the Ministry of Economic Affairs and Climate Policy to carry out its basic programme fell sharply. Owing to targets, the basic budget was reduced by more than €50 million. CBS has achieved these targets with efficiency measures and the discontinuation of part of the statistics. CBS has obtained written consent from the Ministry of Economic Affairs and Climate Policy to budget for slightly negative equity in the next few years up to a maximum of approximately €5 million. In 2019 and 2020, CBS again achieved a slightly positive result which increased its equity to €2.7 million negative at the end of 2020. The result and equity will continue to be under pressure in the coming years due to rising ICT costs and increasing liabilities for untaken leave. On the basis of the current estimates, liquidity is expected to remain positive despite the expected negative equity. The coalition agreement under Prime Minister Rutte's third government has not imposed any targets on CBS. Any reduction of the budget during the 2019-2023 planning period can only be absorbed in part by making changes in the Multi-Annual Programme or by finding alternative financing for some of the statistics in the basic programme. In addition, less than full compensation for wage increases agreed in collective labour agreements, pension costs or price rises cannot be absorbed without consequences for the statistical programme. If this risk arises, CBS will consult with the Ministry of Economic Affairs and Climate Policy in order to arrive at appropriate solutions. It was also agreed in the working agreements between CBS and the Ministry of Economic Affairs and Climate Policy that, in the event of a substantial reduction in additional statistical services, the Ministry would be jointly responsible for absorbing the losses. In that case, however, there must be a substantial problem caused by exogenous circumstances and not by policy decisions initiated by CBS. Moreover, CBS cannot reasonably be expected to bear the consequences itself.

### **Compliance risks**

#### *Information security*

CBS has excellent technical and organisational facilities in place to secure these data. Also in 2020, internal monitoring of the protection of personal and business data was performed by line management. CBS also has a data protection officer (DPO) and a chief information security officer (CISO). The DPO monitors compliance with the GDPR. The CISO is responsible for drawing up, amending, renewing and revising the information security policy, including monitoring the operation of this policy and ensuring compliance.

CBS has two objectives in the area of privacy protection and information security. By demonstrably complying with ISO 27001 at all times, CBS shows that it has information security under control. CBS was again ISO 27001 certified by an external party in 2020. As such, CBS also complies with the Baseline Information Security in Government (BIO). Furthermore, CBS complies with the European Statistical System (ESS) IT security framework. CBS also wants to demonstrate that it is entirely privacy-proof at all times, thereby ensuring that it continues to meet the highest standards for protecting privacy. Again in 2020, an external party positively assessed the standards in this area in the annual privacy audits.

### ***Operational risks***

#### *Quality assurance*

CBS introduced quality management based on the ISO 9001 standard to improve its products, processes and services and to meet the needs and expectations of interested parties even more effectively. In 2020 CBS was again audited by an external party for ISO 9001 with a positive result. Quality assurance was improved in 2020 by, among other things, placing the internal audit department directly under the DG as of 1 January 2020 as a third line of defence. In addition to internal audits related to ISO 9001 and ISO 27001, so-called methodological audits were introduced in 2020, whereby a short audit was used to examine whether the methodology used is optimal.

Furthermore, with the entry into force on 1 July 2020 of the ministerial regulation and policy rule on activities for supplementary statistical services, the internal procedures have been tightened up so that each request to CBS for supplementary statistical services is carefully considered to ensure that CBS is the right party to do so. The competitive neutrality officer helps the organisation to make this consideration effectively, even for complex cases.

### ***Fraud risks***

The management of CBS is primarily responsible for the prevention of fraud and must take both preventive and repressive control measures to minimise the risk of fraud. The main elements that play a role in fraud are to be found in the so-called fraud triangle, in which three elements play the main role:

- 1) Pressure: examples include financial setbacks or pressure from stakeholders to perform well;
- 2) Opportunities: the chance or possibility to act fraudulently because of a lack of adequate internal controls, for example;
- 3) Justification: arguments devised by the fraudster to justify his action, such as the feeling that he is undervalued.

Possible fraud risks include risks within the business processes. Within these business processes, CBS distinguishes the risk of reporting fraud in the financial statements and the risk of improper withdrawals of funds and/or assets from CBS. These risk factors have been elaborated by CBS on the basis of the fraud triangle.

The risks of fraud are mitigated as much as possible by the separation of control functions within the processes. The business information system supports this by ensuring that function divisions are adequately arranged in the system in terms of its design. Internal assessments are regularly conducted to ensure this segregation of duties functions properly. CBS has also taken the following specific measures to prevent fraud:

- All operational processes are described in procedures;
- The control function is independent within CBS. The independent role of the group controller is laid down in the CBS Board Regulations and in a controller statute;
- Members of the board of directors declare each year that they have not entered into any transactions with affiliated parties;
- When entering into larger commitments, multiple quotations are always requested from different suppliers;
- Within CBS, a mandate scheme applies that regulates which officers are authorised to make payments;
- All purchase invoices are checked by the financial administration by means of three-way matching (the invoice must correspond with the order and the services provided);
- Payment orders via internet banking must always be approved by two different authorised officers;
- All assets are registered in a management administration. Loans are recorded by means of loan statements. Inventories take place regularly at which the controller is present;
- Employee claims are assessed by both the supervisor concerned and the financial administration as to whether they fit within the applicable claims scheme. Claims by members of the board of directors are reviewed by the group controller.

#### ***Risks in relation to the COVID-19 pandemic in 2020***

In response to the COVID-19 pandemic, CBS took measures from March 2020 aimed at safeguarding the continuity of the output of statistics. This is because the coronavirus crisis had adverse effects on a number of statistics in the basic programme and additional statistical services that are based partly on surveys of individual persons and households. CBS temporarily ended this form of surveying in March 2020, replacing it wherever possible with other data collection methods such as telephone interviews and internet questionnaires. Furthermore, CBS set up a crisis management team at the beginning of the outbreak. This team put the protocol for virus outbreaks into operation, took preparatory measures to be able working from home on a large scale and communicated this to employees and managers. CBS employees have been working from home since 16 March 2020. The transition went without a hitch. During the crisis, additional attention was paid to monitoring absenteeism, hygiene and safety, communication and accessibility, technical facilities for working from home and social cohesion, and measures were taken to minimise the residual risk. The COVID-19 outbreak has also had financial consequences, such as reduced revenue from additional statistical services based on personal data collection. Furthermore, due to the COVID-19 crisis, employees took fewer leave days, which increased the outstanding leave debt. Also, automation costs have increased to enable working from home as a result of this pandemic. On the other hand, this crisis has seen a reduction in the costs of commuting, travel and accommodation.

#### **d. Internal controls and a proper planning and control system**

The powers of the various management layers are set out in the CBS Mandate, Authorisation and Empowerment Decree. This includes the maximum amounts that the various directors can enter into an agreement and their authority in respect of staff matters.

The corporate information system supports CBS in meeting its legitimacy requirements. The reliability and continuity of automated data processing is important in this regard. In addition, segregation of duties and internal controls are built into the system, which is in

line with the organisation structure and authorities. Each year the Director General of CBS enters into individual management contracts with all heads of directorates. The management contract lists the head of the directorate's responsibilities, including the performance of duties within the agreed budget and reporting on bottlenecks, variances and the achievement of the agreed output. Quarterly reports, including performance indicators, are used to account for progress and risks, and retrospectively for actual performance and remaining risks. Closing procedures are embedded in the organisation for the quarterly reports. In addition to the quarterly reports, monthly financial reports are prepared at CBS, directorate and sector level. These internal monthly reports show the achievement of the budget and a forecast.

#### **e. Governance system (culture, adequate HRM and structure)**

The foundation of internal management and control as well as attention to culture and integrity are clear tasks and responsibilities. CBS attaches great value to good manners and integrity. Consequently, CBS has drawn up a CBS code of conduct on good manners and integrity. CBS explicitly wants to bring this principle to the attention of everyone working at CBS. This starts with the introduction programme for new employees. The CBS Code of Conduct sets out how the principles of impartiality, reliability, relevance, efficiency, statistical confidentiality and transparency are important for society as a whole, for users of statistics, for parties which provide CBS with information that form the basis for statistics, and for CBS employees themselves. In accordance with the CBS Board Regulations, CBS has an Integrity Code setting out its policy on integrity. CBS ensures that employees are able to report suspected irregularities or breaches of codes of conduct or legislation and regulations without jeopardising their legal position. CBS also has external and internal complaints procedures.

An organisation like CBS that is continuously evolving and becoming increasingly efficient makes high demands on its workforce. CBS endeavours to maintain a nimble organisation and offer facilities for the recruitment and retention of sufficient professional and motivated employees. The four priorities on the strategic agenda on human resources (increasing leadership skills among the management, improving the quality and performance of employees, positioning CBS as an attractive employer, and stimulating further career development and growth to keep employees highly employable also in the future) were reassessed in the spring of 2020. This reassessment resulted in an HR strategy for the years 2020-2025 that contributes to the organisation's growth and innovation.

The main structure at CBS consists of the Director General, the Deputy Director General, the heads of directorates for statistics, for operations, for data services, research and innovation and for communications, and the Director of Strategy and Management Advice. Notwithstanding his position in the CBS organisation, the group controller can report directly to the Director General. The Director General holds weekly meetings with the board of directors to perform statutory duties, exercise their authority and manage day-to-day operations. The board of directors discusses matters that cross individual directorates' boundaries. These include policy, policy development, strategy, communications, quality and the statistical programme.

The checks and balances on the actions of the Director General are based mainly on the Statistics Netherlands Act, the Autonomous Administrative Bodies Framework Act and CBS Board Regulations. Supervision by the Ministry of Economic Affairs and Climate Policy is based on a working arrangements protocol between the Ministry of Economic Affairs and

Climate Policy and CBS. These agreements were updated in 2017 as a result of the legislative amendment which led to the dissolution of the Central Commission for Statistics as an independent administrative body and the establishment of an Advisory Council. The Advisory Council advises the Director General in any event on the Multi-Annual Programme and CBS' work programme, the measures that can be taken to improve the accuracy and completeness of the statistics to be published on behalf of the government so that they meet the needs of practice, policy and science, and on CBS management and the efficient use of resources. As well as the statutory checks and balances, there are a number of additional control mechanisms in force, such as the annual audit (in which the public auditor relies in part on the internal risk management and control systems), supervision of data protection by the Dutch Data Protection Authority, international audits of the quality of statistics, and Eurostat's periodic peer review.

**f. In control statement**

The Director General of CBS is responsible for the internal risk management and control systems tailored to CBS. These systems are designed to manage significant risks and ensure that strategic, compliance, financial, operational and fraud risks are properly managed. The Director General of CBS is of the opinion that the risk management and control systems have been adequately implemented in accordance with the elements of the Common Standards Framework for Financial Management, accountability and internal supervision and provide a sufficient degree of assurance that the quality of the business operations is adequate and the financial reporting satisfies the relevant requirements.

## **Financial statements**

The financial statements of Statistics Netherlands for 2020 show that the result for 2020 came to €0.6 million positive.

The financial statements and the notes thereto are included further below in this annual report. The financial statements have been audited by Ernst & Young Accountants LLP., which has issued an independent auditor's report. The latter is included below the financial statements.

**Balance sheet as at 31 December 2020**  
(after result appropriation)

	<b>31-12-2020</b>		<b>31-12-2019</b>	
<i>Amounts in thousands of euros</i>				
<b>NON-CURRENT ASSETS</b>				
<b>1) Tangible fixed assets</b>				
New-build (modifications of building shell)	3.337		3.313	
IT resources	10.215		1.146	
Plant and equipment	1.852		1.637	
Other fixed operating assets	1.496		1.681	
Assets under construction	<u>0</u>		<u>5.722</u>	
	16.900		13.499	
<b>Total non-current assets</b>		<b>16.900</b>		<b>13.499</b>
<b>CURRENT ASSETS</b>				
<b>2) Receivables</b>				
Accounts receivables	3.216		3.462	
Prepayments and accrued income and other receivables	<u>14.313</u>		<u>11.758</u>	
	17.529		15.220	
<b>3) Cash and cash equivalents</b>				
Cash and cash equivalents	<u>14.509</u>		<u>11.502</u>	
<b>Total current assets</b>		<b><u>32.038</u></b>		<b><u>26.722</u></b>
<b>TOTAL ASSETS</b>		<b><u>48.938</u></b>		<b><u>40.221</u></b>
<b>EQUITY AND LIABILITIES</b>				
<b>4) Equity</b>				
Equalisation reserve		-2.712		-3.292
<b>6) Provisions</b>				
Unemployment benefits	6.455		6.647	
Restructuring in 2000	45		71	
Long-service awards	3.064		3.475	
Long-term sickness	<u>500</u>		<u>324</u>	
		10.064		10.517
<b>7) Current liabilities</b>				
Taxes and social insurance contributions	11.414		5.625	
Accounts payable	4.160		1.405	
Accruals and deferred income and other liabilities	<u>26.012</u>		<u>25.966</u>	
		41.586		32.996
<b>TOTAL EQUITY AND LIABILITIES</b>		<b><u>48.938</u></b>		<b><u>40.221</u></b>

## Statement of income and expenditure for 2020

	Realisation 2020	Budgeted 2020	Realisation 2019
<i>Amounts in thousands of euros</i>			
<b>INCOME</b>			
<b>8) INCOME</b>			
Ministry of Economic Affairs & Climate Policy	153.283	152.187	149.391
Additional statistical services	47.627	46.382	44.604
	<u>200.910</u>	<u>198.569</u>	<u>193.995</u>
Other income	460	750	987
	<u>201.370</u>	<u>199.319</u>	<u>194.982</u>
<b>9) EXPENSES</b>			
Wages and salaries	132.152	128.352	123.549
Pension and social charges	34.289	33.597	33.026
Depreciation of tangible fixed assets	3.147	3.049	2.590
Other operating expenses	31.202	33.671	35.080
	<u>200.790</u>	<u>198.669</u>	<u>194.245</u>
<b>Net income (loss)</b>	<b>580</b>	<b>650</b>	<b>737</b>
<b>10) Financial income and expenses</b>			
Interest income	0	0	0
Interest expenses	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>
<b>RESULT FOR THE YEAR</b>	<b><u>580</u></b>	<b><u>650</u></b>	<b><u>737</u></b>

### Appropriation of the profits

The 2020 result of €0.6 million positive has been added to the equalisation reserve.

## Cash flow statement for 2020

	2020	2019
Amounts in thousands of euros		
<b>Net income (loss)</b>	580	737
<b>Adjustments for:</b>		
Addition to less release of provisions	2.073	300
Depreciation	3.147	2.590
Change in financial fixed assets	0	361
Withdrawal of provisions	-2.526	-2.479
Book profit/(loss) on sale of fixed assets	196	164
Change in debtors	246	1.280
Change in other receivables	-2.555	827
Change in creditors	2.755	-3.126
Change in other payables/taxes and social contributions	<u>5.835</u>	<u>187</u>
Change in working capital, excluding cash and cash equivalents	<u>6.281</u>	<u>-832</u>
	9.171	104
Interest received	0	0
<b>Cash flow from operating activities</b>	9.751	841
Investments in property, plant and equipment	<u>-6.744</u>	<u>-8.660</u>
<b>Cash flow from investing activities</b>	-6.744	-8.660
<b>Cash flow from financing activities</b>	0	0
<b>Change in cash and cash equivalents</b>	3.007	-7.819
<b>Balance of cash and cash equivalents</b>		
Balance at 31 December	14.509	11.502
Balance at 1 January	<u>-11.502</u>	<u>-19.321</u>
	3.007	-7.819

## Notes to the financial statements for 2020

### **General**

Statistics Netherlands (CBS), with offices in The Hague, Heerlen and Bonaire, is an autonomous administrative body (Zelfstandig Bestuursorgaan (ZBO)). Statistics Netherlands has its registered office in The Hague and is registered in the Business Register under no. 51197073. Its duties, powers and working method are laid down in the Statistics Netherlands Act (CBS-wet).

CBS is tasked by the Dutch central government with conducting statistical research and publishing the resulting aggregated statistics for the purposes of practical, policy-related and scientific uses.

CBS has one administrative body, the Director General.

The financial statements of CBS are prepared in accordance with the Autonomous Administrative Bodies Framework Act, the Statistics Netherlands Act and the other agreements reached with the ministry of Economic Affairs and Climate Policy concerning the financial statements (as contained in the EZK-CBS work agreements protocol signed on 2 October 2017). The financial statements of Statistics Netherlands are drawn up in accordance with the aforementioned framework based on title 9, Book 2 of the Dutch Civil Code. In addition, CBS applies the stipulations of and pursuant to the Public and Semi-Public Sector Senior Officials (Standard Remuneration) Act (WNT).

The financial statements relate to the financial year 2020, which ended on 31 December 2020. The financial statements are presented in euros, which is the functional currency of CBS. All financial information in euros has been rounded to the nearest thousand.

As was the case last year, CBS has a negative equity. However, the financial statements have been prepared based on the going-concern assumption. As a result of the spending cuts of the Rutte I and Rutte II governments, equity decreased to a figure of €4 million negative at the end of 2018. In response to the spending cuts by the Rutte I and Rutte II administrations, CBS made agreements with the Ministry of Economic Affairs and Climate Policy on a future-proof budget for implementing the Multi-Annual Programme while safeguarding Statistics Netherlands's continuity as a going concern.

CBS has re-evaluated the going-concern assumption. The 2020 financial year closed with a positive result of €0.6 million. This result is in line with the budget. Mainly due to the coronavirus crisis, some items ended higher and others lower. Windfalls were lower travel costs and revenues from additional statistical services despite the limited opportunities for fieldwork. Setbacks were higher reserves for leave not taken and higher ICT costs due to staff working from home. The result is within the long-term agreements with the Ministry of Economic Affairs and Climate Policy. CBS' equity increased to €2.7 million negative by the end of 2020 and is expected to be positive again by the end of 2023. The result and equity will continue to be under pressure in the coming years due to a disproportionate rise in ICT costs and increasing liabilities for untaken leave as a result of more flexible leave saving opportunities.

CBS disposes of sufficient liquidity and has an additional credit facility of €10 million to be used, if necessary, to bridge a prolonged period of negative equity and a liquidity crunch.

All things considered, CBS therefore does not see any significant uncertainties that could give rise to reasonable doubts regarding the ability of the entity to maintain itself as a going concern.

### ***Accounting policies***

The principles for the valuation of assets and liabilities and determining the result are based on the historical cost convention. Unless stated otherwise, assets and liabilities are recorded at nominal value.

An asset is recognised on the balance sheet when it is probable that the associated future economic benefits will flow to the organisation and the value of this can be determined reliably. Assets that do not meet these criteria are not recognised on the balance sheet, but accounted for as off-balance sheet assets. A liability is recognised on the balance sheet when it is probable that its settlement will result in an outflow of resources embodying economic benefits and the amount at which the settlement will take place can be determined reliably. If a transaction relating to a recognised asset or liability does not lead to a significant change in the economic substance of the asset or liability, the relevant asset or liability is not derecognised. Liabilities that do not meet these criteria are not recognised on the balance sheet, but accounted for as off-balance sheet liabilities. An asset or a liability is no longer recognised on the balance sheet if a transaction results in all or almost all the rights to economic benefits and all or almost all the risks associated with the asset or the liability being transferred to a third party. An asset or liability is also derecognised when it no longer meets the requirements of probability of the future economic benefits and/or its value can no longer be determined reliably.

Income is recognised in the statement of income and expenditure when an increase in future economic benefits related to an increase in an asset or a decrease in a liability has arisen of which the size can be determined reliably. Expenses are recognised when a decrease in future economic benefits related to a decrease in an asset or an increase in a liability has arisen of which the size can be determined reliably. Income and expenses are attributed to the period to which they relate and losses are recognised as soon as they are foreseeable.

The preparation of the financial statements requires that management makes judgements, estimates and assumptions that influence the application of accounting policies and reported amounts of assets, liabilities, income and expenses. Actual outcomes may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions of estimates are recognised in the period in which the estimate is revised and in the future periods affected by the revision.

The accounting policies with respect to the useful life of the non-current assets and the provisions are in the opinion of management of the most critical importance to the presentation of the financial position and require making estimates and assumptions.

Transactions denominated in foreign currency are translated into euros at the exchange rate applying on the transaction date. Monetary assets and liabilities denominated in foreign currency are translated into euros at the balance sheet date at the exchange rate applying on that date. Exchange differences arising from the settlement of monetary items, or from the translation of monetary items denominated in foreign currency, are recognised in the statement of income and expenditure in the period in which they occur.

If CBS judges that an asset has become obsolete or generates significantly lower economic performances than expected, the asset has sustained a permanent impairment loss. This may be the case, for example, when changes in legislation lead to changes in the services provided by CBS, a result of which the asset will not support the changed services, or will support these to a lesser extent. The actual output may differ from these estimates. Impairment losses are recognised in the statement of income and expenditure. If, in a subsequent period, the recoverable amount of a previously impaired asset increases and this increase can be related objectively to an event occurring after the impairment loss was recognised, the impairment loss is reversed and the reversal (up to the amount of the original cost) is recognised in the statement of income and expenditure. Financial instruments are comprised of financial fixed assets, receivables, cash and cash equivalents and current liabilities. Financial assets and financial liabilities are recognised on the balance sheet when contractual rights or obligations are created related to the instrument. A financial instrument is no longer recognised on the balance sheet if a transaction results in the transfer to a third party of all or substantially all economic benefits and all or substantially all the risks associated with that asset or liability. Upon initial recognition, financial instruments are measured at fair value. For instruments not measured at fair value through the statement of income and expenditure, any directly attributable transaction costs are included in their initial measurement. The financial instruments are measured in accordance with the following principles for the valuation of assets and liabilities. CBS does not use derivative financial instruments (derivatives).

## ***Principles for the valuation of assets and liabilities***

### **Assets**

#### **Fixed assets**

##### ***Intangible fixed assets***

CBS continually works on software development, for which there is a fixed budget available annually. A number of years ago, CBS introduced Agile working in its IT and software development departments. This involves working in permanent teams, in which employees of the statistical departments cooperate closely with IT colleagues. These teams are responsible for both the management and development of tailored software.

Consequently, expenditure for development, further development and management is diffused. This means it is difficult to reliably estimate development costs and they are therefore not eligible to be recognised as assets (in accordance with the Dutch Accounting Standards Board (DASB) 210.224). The expenditure for IT development is funded as part of the central government contribution of the Ministry of Economic Affairs and Climate Policy, as part of a lump sum. Expenditure is consistently charged directly to the statement of income and expenditure.

##### ***Tangible fixed assets***

Tangible fixed assets are stated at cost less cumulative depreciation and any impairment losses. Cost comprises the cost of acquisition or manufacture and additional costs incurred in bringing the assets to their location and in the condition required for their intended use.

Depreciation is calculated as a percentage of the cost of acquisition according to the straight-line method on the basis of the asset's useful life. Land and tangible fixed assets in

progress are not depreciated, nor are prepayments on tangible fixed assets amortised. The recognition of depreciation charges starts when an asset is available for its intended use and ends upon its decommissioning or disposal. The table below shows the depreciation period for each category.

<i>Fixed assets</i>	<i>Depreciation period</i>
New buildings (alterations to shell)	5-10 years
IT hardware	3-5 years
Machines and installations	5-10 years
Other fixed operating assets	5 years

CBS determines the amount to be depreciated, taking any residual value into account.

#### ***Disposal of non-current assets***

Assets available for sale are stated at carrying amount or lower realisable value, less selling costs.

#### ***Financial fixed assets***

Financial fixed assets are stated at the lower of their amortised cost and market value. Write-downs to lower fair value are recognised in the statement of income and expenditure. Financial assets stated at amortised cost are tested at each reporting date to determine whether there are objective indications of impairment. The accounting policies for the financial fixed assets are described in the 'Financial instruments' section.

#### ***Accounts receivable***

After initial recognition, receivables are stated at amortised cost using the effective interest method, less any impairment losses. The accounting policies for receivables are described in the 'Financial instruments' section. The item 'yet to be billed' included under the receivables concerns the unbilled portion of additional statistical services based on the work progress as at year-end. The pre-billed portion of projects for additional statistical services is included under the item 'pre-billed income' under other debts.

#### ***Cash and cash equivalents***

Cash and cash equivalents are stated at nominal value. Unless stated otherwise, these are at the free disposal of Statistics Netherlands.

#### ***Financial instruments***

After initial recognition, receivables are stated at amortised cost using the effective interest method, less any impairment losses. After initial recognition, non-current and current

liabilities and other financial commitments are stated at amortised cost using the effective interest method. Indications of impairment of financial assets is considered both at the level of individual assets and on a collective basis. All individually significant financial assets are specifically tested for impairment. Impairment losses and reversals of impairment losses are recognised in the statement of income and expenditure. A financial asset and a financial liability are netted if the entity has a sound legal instrument to settle the financial asset and financial obligation on a net basis and the entity has the firm intention to settle the balance as such on a net basis or simultaneously.

### ***Equity***

Under Section 33 of the Autonomous Administrative Bodies Framework Act, an autonomous administrative body must create an equalisation reserve. The difference between the actual income and actual expenditure is credited or debited, as applicable, to the equalisation reserve.

### ***Provisions***

Provisions are recognised in the balance sheet in the event that:

- the organisation has a present legal or constructive obligation as a result of a past event; and
- a reliable estimate can be made of the amount of the obligation; and
- it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation.

The provisions are valued based on the best possible estimate of the expenditure required to settle the obligations and losses. The staff provisions are included at present value.

The unemployment provision was formed to cover redundancy payments to former Statistics Netherlands employees. Since CBS carries the risk, it has made a provision for these costs.

The provision for long-service awards represents the estimated present value of the future long service awards. The calculation is based on the commitments made, the likelihood of the staff concerned remaining, and their age.

The provision for long-term sickness concerns future obligations to employees on sick leave whose full or partial incapacity for work is expected to be permanent and who are therefore entitled to up to two years of continued salary payment.

### ***Current liabilities***

The accounting policies for current liabilities are included under the header "Financial instruments".

## ***Principles for result determination***

### ***Revenue recognition***

Amounts received by Statistics Netherlands for its own account are recognised as revenue. Amounts received by Statistics Netherlands on behalf of third parties are not recognised as revenue. Amounts received in advance (both current and non-current) are accounted for as deferred liabilities.

The contribution from the Ministry of Economic Affairs and Climate Policy is recognised in the statement of income and expenditure in the financial year in which the corresponding (statutory) tasks were performed.

Revenue from additional statistical services is recognised in the statement of income and expenditure when the amount of the revenues can be reliably determined, the collection of the receivable revenue is likely, the degree to which the work completed as at balance sheet date can be reliably determined and the costs already incurred and the costs that (may) still have to be incurred to complete the work can be reliably determined.

If the result of particular activities for services cannot be reliably estimated, revenues are only recognised up to the amount of the costs incurred to provide the services that will be recovered through revenues.

Revenues from additional statistical services are recognised in the statement of income and expenditure in proportion to the stage of completion of the work as at balance sheet date. The stage of completion is determined based on the costs incurred at that moment in relation to the costs of the total work to be done, without taking indexations into account. Revenue from sales of licences is recognised in the statement of income and expenditure in proportion to the term of the licence.

Losses expected on work in progress are recognised immediately in the statement of income and expenditure. The amount of the loss is determined irrespective of whether the project has already been started, the progress of the project, or the amount in profit that is expected on other, unrelated projects. Other income is recognised in the statement of income and expenditure after completion of the performed work.

Interest income is recognised in the period to which it relates, based on the effective interest rate for the relevant asset item. Any gains or losses are recognised under financial income or expenses.

### ***Employee benefits***

Employee benefits are recognised as an expense in the statement of income and expenditure in the period in which the service is rendered or, if the relevant employee benefits have not yet been paid out, as a liability on the balance sheet. If the amounts paid out exceed the employee benefits payable, the surplus is recognised under prepayments and accrued income to the extent that the amounts will be repaid by the relevant employees or settled against future payments by the entity.

The liability in respect of benefits payable during the period of service is stated at the nominal value of the expenditures expected to be required to settle the obligation.

If employee benefits are paid that do not result in the accrual of benefits (such as continuing wage payments during sickness or work incapacity), the expected expenses are accounted for in the period in which these benefits are payable. A provision for long-term

sickness benefits is recognised for any obligation at the balance sheet date to continue paying employee benefits to employees who are expected to be unable to perform part or all of their work due to sickness or work incapacity. The provision is stated at the best estimate of the amounts expected to be required to settle the relevant obligation at the balance sheet date. This best estimate is based on the contractual agreements with the employees (collective agreement (CAO) and individual employment contracts). Additions to and releases of provisions are debited and credited, respectively, to the statement of income and expenditure.

### ***Pensions***

The basic principle is that the pension charge to be recognised for the reporting period is equal to the pension contributions payable to the pension fund for that period. Insofar as payable contributions have not yet been paid as at balance sheet date, a liability is recognised. If at balance sheet date the actual contributions paid exceed the payable contributions, a deferred asset is recognised if any repayment by the fund or settlement against contributions payable in future.

The pension scheme is administered by ABP, the pension fund for employees in the public sector. This is an industry-wide pension fund, and Statistics Netherlands is not obliged to make additional payments in the event of a deficit at the fund, other than paying higher future contributions when necessary.

### ***Termination benefits***

Termination benefits are benefits awarded to employees in return for the termination of their employment contract. A termination benefit is recognised as an expense when the entity has demonstrably committed itself unconditionally to paying the termination benefit. If terminations are part of a restructuring, the costs of the relevant termination benefits are accounted for by creating a restructuring provision. For further information, see the 'Provisions' section.

Termination benefits are measured in accordance with the nature of the benefit. If a termination benefit is an enhancement of post-employment benefits, it is measured using the same accounting policies as applied to pension schemes. Otherwise, termination benefits are measured at the best estimate of the amounts expected to be required to settle the obligation.

### ***Cost recognition***

Costs are recognised in accordance with the aforementioned accounting policies and allocated to the financial year to which they relate. (Foreseeable) liabilities and potential losses arising from events that occurred before year-end are accounted for if they became apparent before the preparation of the financial statements and meet the conditions for the recognition of provisions.

### ***Taxes***

CBS was not liable for VAT in 2020, except for income from secondments for a period longer than 1 year. In addition, CBS is not liable for corporation tax.

### **Cash flow statement**

The cash flow statement has been prepared according to the indirect method. Cash flows in foreign currency are translated into euros using the average weighted exchange rates for the relevant periods. Accordingly, in presenting the cash flows, adjustments are made to the reported result for the financial year to account for changes in balance sheet items that do not relate to income and expenses during the financial year and for changes in financing, provisions and working capital.

### **Related parties**

Transactions with related parties apply when there is a relationship between Statistics Netherlands and a natural person or entity that is related to Statistics Netherlands. This includes relationships between Statistics Netherlands and its management officials and key management personnel. Transactions include any transfer of resources, services or obligations, irrespective of whether an amount was billed. There were no transactions with related parties that were not at arm's length.

## Notes to the balance sheet as at 31 December 2020

### 1) Tangible fixed assets

<i>Amounts in thousands of euros</i>	New-build (modifications of building shell)	IT- resources	Plant and equipment	Other fixed assets	Assets under construction	Total
<b>Balance at 31/12/2019</b>						
Cost of acquisition	29.287	12.438	5.143	14.214	5.722	66.804
Cumulative depreciation	25.974-	11.292-	3.506-	12.533-	0	53.305-
<b>Carrying amount at 31/12/2019</b>	<b>3.313</b>	<b>1.146</b>	<b>1.637</b>	<b>1.681</b>	<b>5.722</b>	<b>13.499</b>
<b>Change in carrying amount</b>						
Investments	537	5.406	470	331	0	6.744
Disposals	-2	3.870-	211-	225-	0	4.308-
Activation of assets under construction	0	5.722	-	-	-5.722	0
Depreciation for the year	512-	1.966-	253-	416-	0	3.147-
Cumulative depreciation on disposals	1	3.777	209	125	0	4.112
<b>Change in carrying amount</b>	<b>24</b>	<b>9.069</b>	<b>215</b>	<b>185-</b>	<b>-5.722</b>	<b>3.401</b>
<b>Balance at 31/12/2020</b>						
Cost of acquisition	29.822	19.696	5.402	14.320	-	69.240
Cumulative depreciation	26.485-	9.481-	3.550-	12.824-	0	52.340-
<b>Carrying amount at 31/12/2020</b>	<b>3.337</b>	<b>10.215</b>	<b>1.852</b>	<b>1.496</b>	<b>0</b>	<b>16.900</b>

The assets under construction largely concerned the investments in the new computer centre that came into operation in early 2020.

### Current assets

#### 2) Accounts receivable

##### *Receivables*

<i>Amounts in thousands of euros</i>	<b>31-12-2020</b>	<b>31-12-2019</b>
Accounts receivables	3.422	3.835
Bad debt provision	-206	-373
<b>Total</b>	<b>3.216</b>	<b>3.462</b>

The bad debt provision largely relates to receivables from companies that failed to meet obligations to respond and on which a judicial and/or administrative penalty has been imposed.

### **Accrued income and other receivables**

<i>Amounts in thousands of euros</i>	<b>31-12-2020</b>	<b>31-12-2019</b>
Prepaid expenses	5.209	4.494
Contracts yet to be billed	9.023	7.264
Other receivables	81	0
<b>Total</b>	<b>14.313</b>	<b>11.758</b>

The 'prepaid expenses' item mostly consists of prepaid maintenance contracts and prepaid rent.

The item 'yet to be billed' included under the receivables concerns the unbilled portion of additional statistical services based on the work progress as at year-end.

The other liabilities mostly have maturities of less than one year.

### **3) Cash and cash equivalents**

<i>Amounts in thousands of euros</i>	<b>31-12-2020</b>	<b>31-12-2019</b>
Bank balance	14.509	11.502
<b>Total</b>	<b>14.509</b>	<b>11.502</b>

The cash flow statement shows the changes in liquidities. The bank balance is at the free disposal of Statistics Netherlands. No securities have been provided. The interest-rate percentage is nil.

Statistics Netherlands has a debit limit on the current account with the Ministry of Finance of €10 million.

#### 4) Equity

<i>Amounts in thousands of euros</i>	<b>Equalisati on reserve</b>
<b>Balance at 01/01/2019</b>	-4.029
Result for 2019	737
<b>Balance at 01/01/2020</b>	-3.292
Result for 2020	580
<b>Balance at 31/12/2020</b>	-2.712

The appropriation of the result (added to the equalisation reserve) is in accordance with the agreement made with the Ministry of Economic Affairs and Climate Policy.

#### 5) Provisions

<i>Amounts in thousands of euros</i>	<b>Unemployment benefits</b>	<b>Restructuring in 2000</b>	<b>Long-service awards</b>	<b>Long-term sickness</b>	<b>Total*</b>
<b>Balance at 31/12/2019</b>	6.647	71	3.475	324	10.517
Addition in 2020	1.478	0	95	500	2.073
Withdrawal in 2020	-1.670	-26	-506	-324	-2.526
Release	0	0	0	0	0
<b>Balance at 31/12/2020</b>	<b>6.455</b>	<b>45</b>	<b>3.064</b>	<b>500</b>	<b>10.064</b>

\* The addition to/release of the provisions is recognised as expenditure ("addition to/release of provisions") under the wages and salaries.

#### **Unemployment provision**

The unemployment provision was formed to cover redundancy payments to former Statistics Netherlands employees. Even if a termination is not part of a restructuring, it can nonetheless qualify as involuntary. This mainly relates to terminations, honorable discharge and the expiry of temporary contacts. This can result in statutory and non-statutory unemployment benefits. Since CBS carries the risk, it has formed a provision for the expected benefits to be paid. The provision is rising because a number of employees are claiming unemployment benefit and due to indexation of the redundancy payments.

The table below shows the expected term of the unemployment obligations:

<i>Amounts in thousands of euros</i>				
	2021	2022 - 2024	2025 and beyond	Total
Unemployment benefits	1.445	3.194	1.816	6.455
<b>Total</b>	1.445	3.194	1.816	6.455

### **Reorganization in 2000**

The provision was made to cover the redundancy costs of re-employment candidates of the reorganization of 2000, but whose employment was not terminated prior to 3 January 2004. The Ministry of Economic Affairs and Climate Policy has committed an amount of some €10.8 million to cover the redundancy costs, which comprise the total personnel-related costs during the 18-month re-employment period and the redundancy and other payments made by Statistics Netherlands.

The table below shows the expected term of the obligations associated with the reorganization in 2000:

<i>Amounts in thousands of euros</i>				
	2021	2022 - 2025	2026 and beyond	Total
Restructuring in 2000	23	22	0	45
<b>Total</b>	23	22	0	45

### **Long-service awards**

This provision concerns future obligations for 12.5, 25, 40 and 50-year service awards. The calculation is based on the commitments made, the likelihood of the staff concerned remaining, the likelihood of the staff concerned surviving and their age and is valued at net present value. The provision fell in 2020 due to a decrease in the number of employees that are eligible for a 40-year long-service award.

The term of the provision is mostly longer than five years.

***Long-term sickness***

This provision concerns future obligations to employees on sick leave whose full or partial incapacity for work is expected to be permanent and who are therefore entitled to up to two years of continued salary payment (Statistics Netherlands carries the risk for these costs). The provision has a term shorter than one year.

## 6) Current liabilities

### *Taxes and social insurance contributions*

<i>Amounts in thousands of euros</i>	<b>31-12-2020</b>	<b>31-12-2019</b>
Wage tax and social charges	9.231	3.547
Pensions	2.183	2.078
<b>Total</b>	<b>11.414</b>	<b>5.625</b>

The payroll tax liability at year-end 2020 increased compared to that at year-end 2019 because in December 2020 the remaining balance of the Individual Choices Budget (IKB) was paid out to employees. The payroll tax due was paid in January 2021.

### *Creditors*

<i>Amounts in thousands of euros</i>	<b>31-12-2020</b>	<b>31-12-2019</b>
Accounts payable	4.160	1.405
<b>Total</b>	<b>4.160</b>	<b>1.405</b>

The payables mainly concern the outstanding purchase invoices as at year-end.

### *Accruals and deferred income and other debts*

<i>Amounts in thousands of euros</i>	<b>31-12-2020</b>	<b>31-12-2019</b>
Amounts received in advance from Ministry of EZK	12.201	11.245
Outstanding expenses	1.742	1.396
Outstanding holiday allowance	0	4.653
Outstanding leave	10.975	6.264
Redundancy costs	696	1.242
Year-end bonuses	0	696
Other liabilities	398	470
<b>Total</b>	<b>26.012</b>	<b>25.966</b>

The income billed in advance concerns the portion of the additional statistical services yet to be billed based on the progress of work at year-end.

The expenses payable are mostly periodic costs for which the invoices had yet to be received at year-end.

The liability in respect of the outstanding holiday pay at year-end 2019 concerned the reserve for the months of June through to December 2019, which was paid out in May 2020. With the introduction of the Individual Choices Budget (IKB) in 2020, the holiday allowance has been abolished.

The liability for holidays still to be paid was formed for outstanding holidays and concerns an estimate of the amount that would be necessary to pay the liability as at the balance sheet date. The estimate is the multiplication of the number of open leave hours by the hourly rate. When determining the hourly rate, the gross salary, social security contributions and the Individual Choices Budget were taken into account. The debt has increased due to an increase in the number of outstanding leave days as a result of the COVID-19 crisis, which led to a reduction in the number of holidays taken by employees, and an increase in the social security surcharge.

The item for redundancy costs concerns the payable salary costs for employees with whom termination has been agreed.

The year-end bonus concerned the reserve for the month of December 2019, which was paid out in May 2020. With the introduction of the Individual Choices Budget (IKB) in 2020, the year-end bonus has been abolished.

Most of the other payables have a term of less than one year.

### **Financial instruments**

As part of its ordinary activities, Statistics Netherlands uses various financial instruments that expose it to market, credit and/or liquidity risks. These financial instruments are stated on the balance sheet.

Statistics Netherlands does not trade in these financial instruments and has procedures and guidelines to limit the size of the risks. If a counterparty defaults on payments to Statistics Netherlands, any resulting losses are limited to the fair market value of the relevant instruments. Statistics Netherlands does not use derivative financial instruments.

### **Treasury policy**

Under the service income and expenditure scheme, Statistics Netherlands has a duty to participate in treasury banking with the Central Accounts Department (Rijkshoofdboekhouding) of the Ministry of Finance. This department is responsible for the accounts of the Dutch treasury.

Treasury banking means that cash items may only be deposited in a current account with the Central Accounts Department and that loans may only be concluded with this department. Statistics Netherlands concludes the contracts and agrees the conditions with the Central Accounts Department in respect of any deposit accounts or loans.

Treasury banking is a way of maintaining a central treasury for public funds. The principle of treasury banking is that public money leaves the treasury no sooner than necessary for the performance of the public duty concerned. Through treasury banking, Statistics Netherlands ensures that its cash flow management is as risk-free as possible.

Each day, the current account balance (maximum of €2 million) with the principal banker is reduced to nil.

**Credit risk**

Statistics Netherlands is exposed to credit risks on the receivables presented on the balance sheet. As the debtors mostly concern government institutions, the credit risk exposure is limited.

**Liquidity risk**

Statistics Netherlands monitors its liquidity position by means of its multi-annual budget. Statistics Netherlands ensures that there is also sufficient liquidity to meet its obligations. Statistics Netherlands has a debit limit on the current account with the Ministry of Finance of €10 million.

**Fair value**

The fair value of the financial instruments stated on the balance sheet, including financial fixed assets, receivables, cash and cash equivalents and current liabilities, approximates their carrying amount.

## Off-balance sheet assets and liabilities

### Non-current financial liabilities

<i>Obligations as per 31/12/2020 (amounts in thousands of euros)</i>	<b>2021</b>	<b>2022 - 2026</b>	<b>2027 and beyond</b>
Rent for offices in The Hague and Heerlen	7.000	38.500	63.900
<b>Total</b>	<b>7.000</b>	<b>38.500</b>	<b>63.900</b>

### *Leased premises*

The lease for the building in The Hague is valid until the end of 2033. The lease for the building in Heerlen is valid until the end of 2034.

### Financial terms

In response to the spending cuts by Rutte I and Rutte II, Statistics Netherlands made agreements with the Ministry of Economic Affairs and Climate Policy on a future-proof budget for implementing the Multi-Annual Programme. In order to increase its equity, Statistics Netherlands received an additional contribution of €12 million in 2017. This amount relates to the remainder of the Rutte II tasking, consisting of €4 million in 2016, €2 million in 2017, €4 million in 2018 and €2 million in 2019. Thereafter, the contribution Statistics Netherlands receives from the Ministry of Economic Affairs and Climate Policy will be temporarily reduced by €2 million for a period of six years, from 2021 through to 2026.

## Notes to the statement of income and expenditure for 2020

### 7) Income

The income is the sum of:

- contribution from the Ministry of Economic Affairs and Climate Policy
- additional statistical services
- other income.

#### **Contribution Ministry of Economic Affairs and Climate Policy**

<i>Amounts in thousands of euros</i>	<b>Actual 2020</b>	<b>Budgeted 2020</b>	<b>Actual 2019</b>
Budgetary contribution	148.387	148.387	143.498
Wage and price adjustment	4.494	3.800	3.893
Add. Contribution wage from Autumn Memorandum	402	0	0
Contribution from Ministry of EZK for remainder of Rutte II	0	0	2.000
<b>Total</b>	<b>153.283</b>	<b>152.187</b>	<b>149.391</b>

The contribution from the Ministry of Economic Affairs and Climate Policy is a budgetary contribution. Statistics Netherlands receives this contribution based on the Multi-Annual Programme for 2019-2023.

The wage and price adjustment concerns the compensation received for the increase in wages and pension charges.

In the Autumn Memorandum, CBS received an additional contribution for extra work.

#### **Additional statistical services**

The following table shows the turnover from additional statistical services per region.

<i>Amounts in thousands of euros</i>	<b>Actual 2020</b>	<b>Budgeted 2020</b>	<b>Actual 2019</b>
The Netherlands	40.438	38.960	37.576
International contract abroad revenue	7.189	7.422	728
<b>Total</b>	<b>47.627</b>	<b>46.382</b>	<b>44.604</b>

The item 'additional statistical services' concerns the realized revenue from performed activities. This includes activities to which the government makes a specific financial contribution, revenues from making data available and the license fees for Blaise (a software system developed by CBS for computer-based research methods).

The table below shows revenues from additional statistical services by type of customer:

<i>Amounts in thousands of euros</i>	<b>Actual 2020</b>	<b>Budgeted 2020</b>	<b>Actual 2019</b>
Government and government-related	36.497	35.714	34.766
Foreign statistical agencies	1.969	1.840	1.515
Education, research and science	5.248	5.148	4.436
European Commission and Eurostat	2.917	2.760	2.829
Private parties	996	920	1.058
<b>Total</b>	<b>47.627</b>	<b>46.382</b>	<b>44.604</b>

### **Other income**

Other income consists of penalty payments and/or administrative fines imposed on companies that did not comply with response obligations. Owing to the COVID-19 crisis, these penalties and fines were not imposed from mid-March to September.

## **8) Expenses**

### **Wages and salaries**

<i>Amounts in thousands of euros</i>	<b>Actual 2020</b>	<b>Budgeted 2020</b>	<b>Actual 2019</b>
Wages and salaries of own staff	117.835	118.554	112.458
Addition to reserve for holidays outstanding	3.917	500	1.498
Addition to less release of provisions	2.073	1.500	300
Insourced staff	8.327	7.798	9.293
<b>Totaal</b>	<b>132.152</b>	<b>128.352</b>	<b>123.549</b>

The wages and salaries of CBS' own staff were higher than in 2019. This is mainly due to the collective labour agreement that agreed on a wage increase and a home working allowance due to the COVID-19 crisis and the increase of additional statistical services.

The increase in the debt for holidays that have not yet been taken is accounted for under the reserve for holidays still to be paid.

Under the addition to/release of provisions, the addition (total €2 million) minus the release (total: nil) is recognised under personnel provisions.

Statistics Netherlands employed an average of 1,780 FTEs in 2020 (2019: 1,784 FTEs), of which three employees worked outside of the Netherlands.

The breakdown by directorate is:

<i>Average number of FTE's per chief directorate.</i>	<b>2020</b>	<b>2019</b>
Economy, business and national accounts	479	477
Socioeconomic and spatial statistics	434	426
Operations, IT and methodology	358	348
Data services, research and innovation	389	405
Other	120	128
<b>Total</b>	<b>1.780</b>	<b>1.784</b>

### **Remuneration of Director General**

Compulsory disclosures of income under the Public and Semi-public Sector Senior Officials (Standard Remuneration) Act (WNT).

*Managerial senior officials in 2020*

<b>Amounts x EUR 1</b>	<b>Dr. T.B.P.M. Tjin-A-Tsoi</b>	<b>Drs. A. Berg</b>	<b>Dr. A.H. Kroese</b>
<b>Position(s)</b>	Director-General	Director-General	Acting Director-General *
Term of employment in 2020	1/1 – 31/3	1/9 – 31/12	1/1 – 31/12
Size of employment in FTEs	1	1	1
Employment contract	yes	yes	yes
<b>Remuneration</b>			
Remuneration plus taxes expense remuneration	52.062	58.272	168.211
Long-term and post-employment long-term benefits	5.454	7.255	20.921
<i>Sub-total remuneration</i>	<i>57.516</i>	<i>65.527</i>	<i>189.132</i>
Individually applicable maximum remuneration	49.975	67.000	201.000
-/- Undue paid and not yet refunded amount	N/A	N/A	N/A
<b>Remuneration</b>	<b>57.516</b>	<b>65.527</b>	<b>189.132</b>

Excess of maximum and reason why the excess would be allowed	The amount of the optical surplus is EUR 7,541 and consists of the legitimate allocation to 2019 of the holiday allowance and end-of-year bonus accrued in 2019. There is no undue amount.	N/A	N/A
Explanation of the claim for undue payment	N/A	N/A	N/A

\* from 1 April to 1 September Deputy Director-General

*Managerial senior officials in 2019*

Amounts x EUR 1	Dr. T.B.P.M. Tjin-A-Tsoi	Dr. A.H. Kroese
Position(s)	Director-General	Acting Director-General
Term of employment in 2019	1/1 – 31/12	1/1 – 31/12
Size of employment in FTEs	1	1
Employment contract	yes	yes
<b>Remuneration</b>		
Remuneration plus taxable expense remuneration	170.155	148.337
Long-term and post-employment long-term benefits	20.938	20.135
<b>Sub-total remuneration</b>	191.093	168.472
Individually applicable maximum remuneration	194.000	194.000
Excess of maximum and reason why the excess would be allowed	N/A	N/A

**Remuneration of Advisory Council**

One of the tasks of the Advisory Council is to provide the Director General with solicited and unsolicited advice on the performance of their tasks and the exercise of their powers. Subjects on which the Advisory Council will advise the Director General in any case include:

- CBS' Multi-Annual Programme and work programme;
- Measures that can be taken to improve the accuracy and completeness of the statistics to be published on behalf of the government so that they meet the needs of professionals, policymakers and academics;
- CBS' operations and efficient use of resources.

At year-end 2020, the Advisory Council comprised six members; the total compensation for the Advisory Council for 2020 was €45,417. The expenses of the commission's members are charged to Statistics Netherlands' budget.

*Advisory Council officials in 2020*

Advisory Council members	Position	Remuneration in 2020	Period of appointment	Remuneration in 2019
dr. G. Zalm	Chair of the Advisory Council	12.500	from 1-1-2018 until 1-1-2022*	12.500
J. van Hall RA RE	Member of Advisory Council	10.000	from 1-4-2014 until 1-1-2022	10.000
prof. dr. mr. F. van der Wel RA	Member of Advisory Council	10.000	from 1-1-2013 until 1-1-2021	10.000
drs. C.C.M. Vendrik	Member of Advisory Council	N/A	from 1-9-2017 until 1-8-2019	5.833
A.M.A.E. Rakhorst	Member of Advisory Council	5.000	from 1-1-2019 until 1-1-2023*	5.000
prof. dr. E.A. van Zoonen	Member of Advisory Council	5.000	from 1-1-2019 until 1-1-2023*	5.000
dr. F.J.H. Don	Member of Advisory Council	2.917	from 1-6-2020 until 1-6-2024*	N/A

\* eligible for reappointment for a period of four years

The compensation of the members of the Advisory Council is in accordance with the regulations on the compensation of members of the Advisory Council (*Regeling vaststelling schadeloosstelling leden Raad van Advies*).

***Pension charges and social security contributions***

<i>Amounts in thousands of euros</i>	Actual 2020	Budgeted 2020	Actual 2019
Pension charges	19.480	19.070	18.434
Social charges	14.809	14.527	14.592
<b>Total</b>	<b>34.289</b>	<b>33.597</b>	<b>33.026</b>

The pension scheme is administered by ABP, the pension fund for employees in the public sector. This is an industry-wide pension fund, and Statistics Netherlands is not obliged to make additional payments in the event of a deficit at the fund, other than paying in higher future contributions when necessary. As at year-end 2020, ABP had a coverage ratio (market value of plan assets expressed as a percentage of the defined benefit obligation pursuant to the principles set by the Dutch central bank) of 93.2% (89.4% of the required coverage ratio of 104.3% set by the Dutch central bank). If a pension fund falls below the minimum coverage ratio, it must agree a recovery plan with the regulatory authority.

The properties of the pension plan in 2020 are as follows:

Pension system	Average earnings
Pension computation age	68 years
Pension base	Pensionable salary less deductible
Surviving dependents' pension	70% of the old-age pension upon death
Orphans' pension	14% of retirement pension
Deductible (2020)	€11,350
Accrual rate	1.875% of pension base

#### ***Depreciation of tangible fixed assets***

<i>Amounts in thousands of euros</i>	<b>Actual 2020</b>	<b>Budgeted 2020</b>	<b>Actual 2019</b>
Depreciation charges	3.147	3.049	2.590

The depreciation charges concern the depreciation of building-shell modifications and depreciation of IT resources. Depreciation has increased compared to 2019 due to the commissioning of the new computer centre in 2020.

#### ***Other operating expenses***

<i>Amounts in thousands of euros</i>	<b>Actual 2020</b>	<b>Budgeted 2020</b>	<b>Actual 2019</b>
Accommodation	10.054	10.249	10.434
Other personnel	1.560	2.383	2.712
Office	3.814	4.501	3.796
Official journeys	1.285	3.621	3.916
External advice	1.864	1.518	2.092
Automation	9.077	7.442	8.601
Other	3.548	3.957	3.529
<b>Total</b>	<b>31.202</b>	<b>33.671</b>	<b>35.080</b>

#### ***Accommodation***

Accommodation costs include rental as well as energy costs and building-related costs, such as cleaning, security and the operation of the company restaurant.

#### ***Other personnel***

Other personnel costs include, among other things, the costs of courses, employment market communications, occupational health services and catering. Other personnel costs decreased due to lower use of training and catering due to the COVID-19 crisis.

#### *Office costs*

Office costs consist of the costs of telecommunications, postage, outsourced printing for publications, and library costs.

#### *Official journeys*

The travel and accommodation costs consist of commuting costs and the costs of travel and accommodation in the Netherlands and abroad and have fallen compared to 2019. As a result of the COVID-19 crisis, travel and accommodation costs were greatly reduced. In addition, the monthly commuting allowance has been discontinued as of 1 July 2020.

#### *External advice*

Advisory costs include legal and tax advice, annual audit fee and IT consultancy.

#### *Automation*

This concerns the costs of outsourced administration services, as well as hardware maintenance and licenses. Additional costs were incurred in 2020 to make home working in times of coronavirus possible.

#### *Other*

The other expenses are project-related costs, cost of raw data for statistical analysis and incentives.

The following submitted claims were paid to the Director General, Deputy Director General and the heads of directorates in the financial year:

<i>Reimbursed expenses (amounts in euros)</i>	2020	2019
Director-General (as of 1/9/2020)	0	N/A
Director-General (until 1/4/2020)	1.510	3.310
Acting Director-General	1.561	4.253
Chief Director of Economy, business and national accounts	62	29
Chief Director of Social and Spatial Statistics	469	52
Chief Director of Data services, research and innovation (Acting, as of 1/9/2020)	738	nvt
Chief Director of Data services, research and innovation (until 1/9/2020)	0	1.552
Chief Director of Operations, IT and Methodology	112	935
Chief Director of Communications and News	2.036	3.707
	<u>6.488</u>	<u>13.838</u>

The following auditors' fees including VAT were charged to CBS:

<i>Amounts in thousands of euros</i>	Ernst & Young Accountants 2020	Other member firms of Ernst & Young network 2020	Total Ernst Young 2020
Audit of the financial statements	103	0	103
Other audit engagements	11	0	11
Tax advisory services	0	0	0
Other non-audit engagements	0	0	0
	<u>114</u>	<u>0</u>	<u>114</u>

<i>Amounts in thousands of euros</i>	KPMG Accountants NV 2019	Other entities in KPMG network	Total KPMG 2019
Audit of the financial statements	136	0	136
Other audit engagements	25	0	25
Tax advisory services	0	0	0
Other non-audit engagements	31	0	31
	<u>192</u>	<u>0</u>	<u>192</u>

The fees have been allocated to the financial year in which the work was carried out.

## 9) Financial income and expenses

### ***Interest income***

Interest includes interest income on the current account with the Ministry of Finance. As the interest rate was nil, the interest income was nil.

The Hague, 31 March 2021

Director General of Statistics Netherlands

Ms. A. Berg

## Other information

### **Provisions in the articles of association governing the result appropriation**

Under Section 33 of the Autonomous Administrative Bodies Framework Act, an autonomous administrative body must create an equalisation reserve. The difference between the actual income and actual expenditure of autonomous administrative body is credited or debited, as applicable, to the equalisation reserve. In accordance with these provisions, in anticipation of the approval of the Minister of Economic Affairs and Climate Policy on the basis of Article 34, paragraph 2 of the Autonomous Administrative Bodies Framework Act, the 2020 result has been incorporated into the financial statements.

# Independent auditor's report



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The following is an English translation of the independent auditor's report issued 31 March 2021.

## Independent auditor's report

To: the director general of Statistics Netherlands

### Report on the financial statements 2020 included in the annual report

#### Our opinion

We have audited the financial statements 2020 of Statistics Netherlands, based in The Hague (hereinafter: the financial statements).

#### In our opinion:

- The financial statements included in this annual report give a true and fair view of the financial position of CBS as at 31 December 2020, and of its result for the year 2020 in accordance with the "Wet op het CBS", "het Protocol van werkafspraken EZK-CBS" and the stipulations of and pursuant to the "Wet normering topinkomens (WNT)"
- The income and expenditures recognized in these financial statements, as well as the movements in the balance sheet in 2020, have been legitimately generated in all material respects in accordance with the provisions contained in the relevant laws and regulations, as included in Section 1.4 "Wettelijk kader" (frame of reference) of the "Accountantsprotocol voor het jaarverslag van het Centraal Bureau voor de Statistiek 2020" (Auditing Protocol for Auditors of the financial statements of Statistics Netherlands 2020)

#### The financial statements comprise:

- The balance sheet as at 31 December 2020
- The statement of income and expense for the year 2020
- The notes comprising of a summary of the accounting policies and other explanatory information

#### Basis for our opinion

We conducted our audit in accordance with Dutch law, including the Dutch Standards on Auditing, "Accountantsprotocol voor het jaarverslag van het Centraal Bureau voor de Statistiek 2020" and "Regeling Controleprotocol WNT 2020" (WNT Auditing Protocol 2020). Our responsibilities based on these are further described in the "Our responsibilities for the audit of the financial statements" section of our report.

We are independent of CBS in accordance with the "Wet toezicht accountantsorganisaties" (Wta, Law on supervision of audit firms), "Verordening inzake de onafhankelijkheid van accountants bij assurance-opdrachten" (ViO, Code of Ethics for Professional Accountants, a regulation with respect to independence) and other relevant independence regulations in the Netherlands. Furthermore we have complied with the "Verordening gedrags- en beroepsregels accountants" (VGBA, Dutch Code of Ethics).

We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Compliance with anti-cumulation provision of WNT is unaudited

In accordance with the "Controleprotocol WNT 2020" (WNT Auditing Protocol 2020), we did not audit the compliance with the anti-cumulation provision in Section 1.6a of the WNT and Section 5(1) (n and o) of the "Uitvoeringsregeling WNT" (WNT Implementation Regulation). Therefore, we did not audit whether or not a remuneration maximum was exceeded by a senior management official as a result of possible employment as senior management official at other institutions that are subject to the WNT, nor did we audit whether the required disclosure is accurate and complete in this respect.

## Report on other information included in the annual report

In addition to the financial statements and our auditor's report thereon, the annual report contains other information that consists of:

- ▶ The management board report
- ▶ Other information as required by Part 9 of Book 2 of the Dutch Civil Code
- ▶ The attachments to the financial statements 2020

Based on the following procedures performed, we conclude that the other information:

- ▶ Is consistent with the financial statements and does not contain material misstatements
- ▶ Contains the information as required by the "Wet op het CBS" and the "Protocol van werkafspraken EZK-CBS"

We have read the other information. Based on our knowledge and understanding obtained through our audit of the financial statements or otherwise, we have considered whether the other information contains material misstatements.

By performing these procedures, we comply with the requirements of Section 2.1 of the "Accountantsprotocol voor het jaarverslag van het Centraal Bureau voor de Statistiek 2020" and the Dutch Standard 720. The scope of the procedures performed is substantially less than the scope of those performed in our audit of the financial statements.

The management is responsible for the preparation of the other information, including the board report and the other information as required by Part 9 of Book 2 of the Dutch Civil Code in accordance with the "Wet op het CBS" and the "Protocol van werkafspraken EZK-CBS".

## Description of responsibilities for the financial statements

Responsibilities of the executive board and the supervisory board for the financial statements

The management is responsible for the preparation and fair presentation of the financial statements in accordance with the "Wet op het CBS", the "Protocol van werkafspraken EZK-CBS" and the stipulations of and pursuant to the "Wet Normering topinkomens (WNT)".

Furthermore, the management is responsible for legitimately generating the income and expenditures recognized in the financial statements and the movements in the balance sheet, in accordance with the relevant laws and regulations.

In this respect, the management is also responsible for such internal control as the management determines is necessary to enable the preparation of the financial statements and compliance with relevant laws and regulations, without material misstatements, whether due to fraud or error.

As part of the preparation of the financial statements, the management is responsible for assessing the ability of Statistics Netherlands to continue as a going concern. Based on the financial reporting framework mentioned, the executive board should prepare the financial statements using the going concern basis of accounting unless the management either intends to liquidate Statistics Netherlands or to cease operations, or has no realistic alternative but to do so. The management should disclose events and circumstances that may cast significant doubt on the ability of Statistics Netherlands to continue as a going concern in the financial statements.

*Our responsibilities for the audit of the financial statements*

Our responsibility is to plan and perform the audit engagement in a manner that allows us to obtain sufficient and appropriate audit evidence for our opinion.

Our audit has been performed with a high, but not absolute, level of assurance, which means we may not detect all material errors and fraud during our audit.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. The materiality affects the nature, timing and extent of our audit procedures and the evaluation of the effect of identified misstatements on our opinion.

We have maintained professional skepticism throughout the audit and have exercised professional judgment where relevant, in accordance with Dutch Standards on Auditing, the "Accountantsprotocol voor het jaarverslag van het Centraal Bureau voor de Statistiek 2020" and "Regeling Controleprotocol WNT 2020", ethical requirements and independence requirements.

Our audit included among others:

- ▶ Identifying and assessing the risks of material misstatement of the financial statements, whether due to fraud or error. Designing and performing audit procedures responsive to those risks, and obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control
- ▶ Obtaining an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control of Statistics Netherlands
- ▶ Evaluating the appropriateness of accounting policies used, the financial criteria applied for legitimacy and the reasonableness of accounting estimates and related disclosures made by the management
- ▶ Concluding on the appropriateness of the management's use of the going concern basis of accounting, and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the education institution's ability of to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause an institution to cease to continue as a going concern
- ▶ Evaluating the overall presentation, structure and content of the financial statements, including the disclosures

- Evaluating whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation and whether the income and expenditure recognized in the financial statements as well as movements in the balance sheet have in all material respects been legitimately generated

We communicate with the those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant findings in internal control that we identify during our audit.

Rotterdam, 31 March 2021

Ernst & Young Accountants LLP

signed by M. Verschoor

## 8. Appendices

## Appendix A. Performance indicators

PI no.	Point of attention	Definition	Target or reference value 2020	2020 outcome	Outcome year 2019
1.1	Satisfaction of the user/customer with the additional statistical research conducted by CBS	Average scores given by users/customers after the delivery of the additional statistical research	Greater than or equal to 8.0	8.3	8.1
1.2	Researchers' satisfaction with microdata services	Average scores given by researchers on microdata services (remote access)	Greater than or equal to 7.8	7.7	7.7
1.3	Satisfaction with info service	Average scores on satisfaction with info service	Greater than or equal to 7.5	8.6	8.4
2.1	Use of open data	Number of unique users of StatLine open data web services (for use via apps and for bulk use)	Greater than or equal to 1.6 million per year	7.48 million	4.4 million
2.2	Use of StatLine	Number of unique visitors of StatLine	Greater than or equal to 3 million per year	2.4 million	1.93 million
2.3	Use of website	Number of unique visitors of website	Greater than or equal to 4.8 million per year	7.45 million	5.15 million
2.4	Use in the media	Number of messages in the media in which CBS is mentioned	Greater than or equal to 72k per year	75.4k	73.1k
2.5	Use in the House of Representatives	Number of times CBS is mentioned in Parliamentary Papers	Not applicable	2,836	2,562
3.1	Punctuality of news messages	Percentage of messages published on the scheduled date	Greater than or equal to 99%	99.75%	99.75%
3.2	Punctuality of compulsory deliveries to Eurostat	Percentage of deliveries of EU obligations to Eurostat made on or before the prescribed or agreed deadline	Greater than or equal to 99%	98.5%	97.6%

PI no.	Point of attention	Definition	Target or reference value 2020	2020 outcome	Outcome year 2019
4.1	Discrepancies between provisional and definitive GDP figures	The number of times the final quarterly figures for the one-year GDP volume estimate deviate more than 0.75 percentage points from the flash estimates	The discrepancy for at least three quarters of a year must be less than 0.75 percentage points	4 quarters target met	4 quarters target met
5.1	Accuracy of the press releases	Percentages of press releases replaced by a corrected press release	Less than or equal to 0.5%	0.8%	0.6%
5.2	Accuracy of figures on StatLine	Number of corrections on StatLine	Maximum 1.5% of the number of StatLine deliveries	1.9%	3.98%
6.1	Level of administrative burden	Outcome of the annual gross administrative burden as measured by the government-wide measurement method	P.M.	Not yet known.	€22.6 million
7.1	Employee satisfaction	General satisfaction of CBS staff with their work situation	Greater than or equal to 7.3	7.6	7.4
7.2	Sickness absence	A proportional figure indicating what percentage of employees' contract hours was unproductive due to illness within the reported period	Maximum Verbaan standard minus 0.2% in the year under review	Rolling 12-month figure: 3.9% (standard: 4.3%).	Rolling 12-month figure 5.1%
7.3	Intake	Number of employees with a new appointment	Minimum of 5% of new employees per year	142 over all of 2020: Standard: 90 FTEs	142 over all of 2019 Standard: 90 FTEs
8.1	Accuracy of the financial statements	State of financial management	Financial management in order evidenced by an unqualified audit opinion	In order	In order
8.2	Effectiveness of CBS	Output index / cost index	Minimum of 1.5% more efficient than t-1	Higher than 1.5%	Higher than 1.5%
8.3	Financial key figures from CBS	The conformity of the financial key figures (operating result, cash and cash equivalents and equity) with the multi-annual budget	A value at the end of the financial year equal to the multi-annual budget or more positive	More positive than budgeted	More positive than budgeted

PI no.	Point of attention	Definition	Target or reference value 2020	2020 outcome	Outcome year 2019
9.1	Availability of IT infrastructure	100% minus 100% (downtime due to priority -1-infra disturbances in the period / total 7 x 24 hour timeframe minus scheduled service weekend time required per period)	Greater than or equal to 99.7%	99.9%	98.8%
9.2	Stability of IT production	Number of incidents with priority 1 or, therewithin, priority 0. Priority 1 (P1) concerns incidents with a high impact on daily operations involving (business-critical) systems, applications or large numbers of people. Within this priority, incidents are designated as priority 0 (P0) if it concerns failures in the process of data collection, externally delivered service(s) or critical process(es) /image-critical statistics in which at least one of the following conditions applies: resolution time is so long that critical timing is at stake (deadlines); there is (potential) image damage; or it concerns a continuity problem that is characterised by several short-term P1 failures within a short period of time.	Maximum of 50 P1 incidents per year, of which no more than 4 P0 incidents*	39 incidents, of which 4 PO incidents	48 incidents, of which 8 PO incidents
9.3	Effectiveness of IT department	Percentage of reports resolved within agreed time period	Greater than or equal to 90%	92.7%	95.3%
10.1	Innovative products	Number of innovative big data products on the Innovation Portal of the CBS website (beta site) in the reporting period	Greater than or equal to 18	17	14
11.1	Compliance with recognised assessment frameworks	Certified for the assessment frameworks: yes/no	Answer = yes	Yes	Yes

PI no.	Point of attention	Definition	Target or reference value 2020	2020 outcome	Outcome year 2019
11.2	Number of data leaks reported to the AP	Number of data leaks reported to the Dutch Data Protection Authority (AP)	0	0	3

## **Appendix B. Organisation as at 31 December 2020**

### **Director General**

A. (Angelique) Berg

### **Deputy Director General/CIO**

Professor A.H. (Bert) Kroese

### **CBS Communication and News directorate**

M.P.M. (Mike) Ackermans

T.J.M. (Thomas) Ruigrok (deputy)

### **Corporate Services, IT and Methodology directorate**

W. (Wim) van Nunspeet

M. (Marijke) Renaud (acting)

### **Data services, research and innovation directorate**

J.H. (Jeroen) van Velzen (acting, deputy)

### **Economy, business and national accounts directorate**

M.J.M. (Marleen) Verbruggen

H.J.C.M. (Hank) Hermans (deputy)

### **Socioeconomic and Spatial Statistics directorate**

J.C.M. (Hanneke) Imbens

S. (Sylvia) Kok-de Vries (deputy)

### **Directorate for Strategy and Executive Advice**

S.W.F.H. (Erik) Bruinsma

### **Chief Information Office**

M. (Matjaz) Jug

### **Blaise**

H.J.A. (Harry) Wijnhoven

## Appendix C. Users' Councils

Various councils have been set up to advise the heads of CBS directorates on specific themes and subjects. The chairs of these councils take part in meetings with the Director General.

Until 2019, the Social statistics and Statistics of the Living Environment users' councils met twice a year separately. Commencing in 2020, the meetings of these users' councils are held together. Combined meetings were chosen owing to the overlap of the agendas of the two councils in the past few years. This allows for multiple perspectives on the topics discussed in a single meeting.

### **At the end of 2020, the chairs of these councils were:**

J.J. (Jan) Meerman	Business Respondents' Users' Council
E.E. (Eduard) van de Lustgraaf	Users' Council business economics statistics
Dr P. (Piet) Bakker (ad interim)	Communication council
D. (Debby) Lanser	Users' Council macro-economic statistics
Prof. P.G.M. (Peter) van der Heijden	Methodology Advisory Board
Dr M.J. (Michiel) Bijlsma	Microdata Users' Council
Dr V.C.M. (Véronique) Timmerhuis	Users' Council social statistics and statistics of the living environment

## Appendix D. CBS Professors and lecturers

<b>name</b>	<b>chair / professorship</b>	<b>university / university of applied sciences</b>	<b>faculty/department</b>
<b>Prof. B.F.M. (Bart) Bakker</b>	Methodology of register data for social scientific research	Vrije Universiteit Amsterdam	Social Sciences / Sociology
<b>Dr C.A.M. (Kees) van Berkel</b>	Special Professorship of Statistics and Data Science for Fact Based Finance and Control	Zuyd University of Applied Sciences	Academy of Financial Management
<b>Prof. J.A. (Jan) van den Brakel</b>	Survey Methodology	Maastricht University	Dept. of Quantitative Economics
<b>Prof. P.J.H. (Piet) Daas</b>	Big data in Official Statistics	Eindhoven University of Technology	Faculty of Mathematics & Computer Science / Stochastics
<b>Prof. M. (Marjolijn) Das</b>	Urban Statistics	Erasmus University Rotterdam	Department of Public Administration and Sociology / Sociology
<b>Prof. I.A. (Ruben) van Gaalen</b>	Register analyses of life course dynamics	University of Amsterdam	Social and Behavioural Sciences
<b>Prof. J.J.G. (Hans) Schmeets</b>	Social Statistics, in particular the empirical study of social cohesion	Maastricht University	Cultural and Social Sciences / Political Science Capacity Group

<b>Prof. J.G. (Barry) Schouten</b>	Methods and Techniques, especially mixed survey designs	Utrecht University	Social Sciences / Methods and Statistics
<b>Prof. J.P. (Jan Pieter) Smits</b>	Quantification of Sustainability	Eindhoven University of Technology	Industrial Engineering & Innovation Sciences
<b>Prof. W. (Wendy) Smits</b>	Labour market flexibility: the employer's perspective	Maastricht University	Research Centre for Education and the Labour Market (ROA)
<b>Prof. A.G. (Ton) de Waal</b>	Methodology for official statistics, in particular with regard to the integration of data sources	Tilburg University	Department of Methodology and Statistics

## Appendix E. Guide

CBS collects data on individuals, companies and institutions and releases the results of its surveys free of charge for everyone using various methods at the earliest opportunity.

### Statistics Netherlands website ([www.cbs.nl](http://www.cbs.nl))

The website provides access to the output of CBS surveys, together with information and key figures about the Netherlands, organised by theme. All the publications issued are laid out clearly on the website and detailed figures are published in the free StatLine database. The website also has an up-to-date publication calendar and product catalogue.

CBS also offers websites for four target groups. See:

- [www.werkenbijhetCBS.nl](http://www.werkenbijhetCBS.nl);
- [www.cbsinuwbuurt.nl](http://www.cbsinuwbuurt.nl);
- [www.cbs.nl/vooruwbedrijf](http://www.cbs.nl/vooruwbedrijf);
- [www.cbs.nl/cbsindeklas](http://www.cbs.nl/cbsindeklas).

In addition to its website, CBS also distributes its output via

- YouTube (<http://www.youtube.com/statistiekpbs>);
- Twitter (<http://www.twitter.com/statistiekpbs>);
- Facebook (<https://www.facebook.com/statistiekpbs>);
- Instagram (<https://www.instagram.com/statistiekpbs>);
- LinkedIn (<https://www.linkedin.com/company/centraal-bureau-voor-de-statistiek/>).

### Open data

Since 2014, CBS has provided all tables in StatLine as open data in the form of data sets (<http://opendata.cbs.nl/dataportaal/portal.html>). There is also a web app that uses open data and can display all tables in StatLine as charts or maps (<https://www.cbs.nl/nl-nl/onze-diensten/open-data/StatLine-als-open-data>). This web app has been optimised for tablets.

### Corporate news

CBS Corporate News (<https://www.cbs.nl/nl-nl/over-ons/cbs-corporate-nieuws>) contains current background articles on, among other things, cooperation with external parties, users and relations of CBS, new products and services, events and international developments. It is the digital successor to CBS' paper customer magazine and aimed at its external contacts. The articles can be shared easily via Facebook, Twitter and LinkedIn.

### Innovation portal

CBS presents its services and products under development in the area of innovation on the innovation portal (<https://www.cbs.nl/nl-nl/over-ons/innovatie>).

### **Information service**

The central information desk for general questions about CBS and its products can be contacted by telephone on +31 88 570 70 70, or by e-mail at [infoservice@cbs.nl](mailto:infoservice@cbs.nl).

### **European Statistical Data Support**

Statistical information about Europe sourced from European statistical office Eurostat can be requested by telephone on +31 88 570 70 70 (option 5) or by e-mail at [infoservice@cbs.nl](mailto:infoservice@cbs.nl).

### **CBS Contact Center**

Companies, institutions and the public can contact this central information desk with any questions about CBS questionnaires or other survey material by telephone on +31 45 570 64 00, by e-mail at [contactcenter@cbs.nl](mailto:contactcenter@cbs.nl) or by using the contact form on the CBS website: [www.cbs.nl/vooruwbedrijf](http://www.cbs.nl/vooruwbedrijf).

### **Press office**

The central information desk for the media can be contacted by telephone on +31 70 337 44 44, or by e-mail at: [persdienst@cbs.nl](mailto:persdienst@cbs.nl).

There is more information on the CBS website: [www.cbs.nl/nl-nl/over-ons/contact/pers](http://www.cbs.nl/nl-nl/over-ons/contact/pers).

### **Centre for Policy-related Statistics**

The Centre for Policy-related Statistics provides a variety of services:

- Additional statistical research based on available source material.
- Advising users, such as ministries and public policy and research institutes, municipalities and other government agencies, on finding, organising and using information required for policy formulation and evaluation.
- Subject to authorisation by the Director General, providing researchers with access to microdata sets to perform their own analyses under strict security conditions. For more information, visit: <https://www.cbs.nl/microdata>

The Centre for Policy-related Statistics charges for its services. More information can be obtained by telephone on +31 88 570 70 70, at <https://www.cbs.nl/nl-nl/onze-diensten/maatwerk-en-microdata>, or via [maatwerk@cbs.nl](mailto:maatwerk@cbs.nl) or [microdata@cbs.nl](mailto:microdata@cbs.nl).