

Annual Report for 2009

26 March 2010



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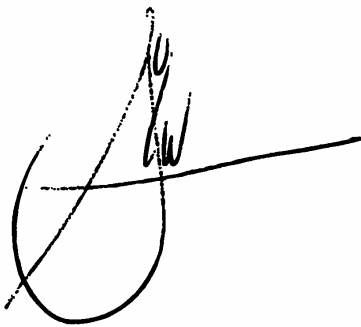
Preface

In this annual report, Statistics Netherlands accounts for its activities and results in 2009. The envisioned results – publications, articles and tables with statistical information – were laid down in the annual plan for 2009. The output promised in this plan was achieved.

The policy intentions of Statistics Netherlands are also laid down in general terms in the budget of the Ministry of Economic Affairs. Statistics Netherlands is also accountable through a series of performance indicators agreed with the Ministry. The general outlook is positive.

The financial situation is accounted for in the financial statements included in this annual report.

Statistics Netherlands is supervised by the Central Commission for Statistics (CCS). The CCS has adopted the financial statements and approved the annual report.



G. van der Veen
Director-General

The Hague and Heerlen, the Netherlands, 26 March 2010

Report of the Director-General of Statistics Netherlands

The Strategic Long-term Programme 2009-2013 came into effect in 2009. This programme focuses on the question of how Statistics Netherlands can better tailor its package of products and services to meet the wishes and needs of its users. This entails expanding its product range and improving the services it provides. As attention is focused on programme renewal, Statistics Netherlands continues to keep an eye on the continuity of the current statistical programme. Other ambitions in the long-term programme include improving efficiency, boosting the position and profiling of Statistics Netherlands, serving different target groups and improving the accessibility of its information.

In order to be able to achieve these ambitions by 2013, various new projects were launched in 2009 alongside the continuation of activities initiated in recent years. Most of the projects in the long-term programme are now under way and the initial results are coming through.

Statistical programme

The rationale underlying the development of the programme is responding to society's current need for statistical information. Continuity in the existing work programme, maintaining time series and the consistency between statistics as guaranteed through the accounting systems are self-explanatory objectives.

Every year Statistics Netherlands implements a statistical programme laid down in the corresponding annual plan. As in previous years, the statistical output scheduled for 2009 was achieved, complying with national and international legal obligations. The output to be achieved as part of the normal statistical programme is translated into performance indicators which are described further on in this annual report.

Many publications attracted ministerial interest in 2009. A number of major events are mentioned in the introduction to the chapter *Implementation of the statistical programme*. Last year interest in economic reporting increased as a result of the economic crisis, as illustrated by the number of visits to Statistics Netherlands' website. The press conferences on the quarterly estimates of economic growth were also well attended and were broadcast live on radio and television.

The Netherlands Antilles will cease to exist as a country and the BES islands (Bonaire, Saint Eustatius and Saba) are being given the status of a municipality of the Netherlands. After the transition the Dutch central government will be responsible for the public tasks now being performed by the Netherlands Antilles. One of these tasks is making statistics. In 2009 the Central Commission for Statistics adopted the statistical programme for the BES islands. With effect from the transition date, now set for 10 October 2010, Statistics Netherlands will be responsible for the statistical programme for these islands, subject to the finance being in place.

Statistics Netherlands gauges the general satisfaction of its customers. The groups surveyed are made up of both private individuals and businesses. Customers of the Information Service and respondents and non-respondents of various surveys were asked to give Statistics Netherlands a rating out of ten. They were also asked to rate the quality of the services and products it provides. Statistics Netherlands' overall rating for 2009 is 7.3, the same as in 2008.

Programme renewal

The Strategic Long-term Programme 2009-2013 contains a number of key topics which form the focal points for programme renewal, such as globalisation, social cohesion, sustainability, security and health. In 2009 a start was made on developing concrete proposals for research or new statistics. The results of the programme renewal exercise achieved to date are discussed further on in the annual report.

For example, the report *Religie aan het begin van de 21ste eeuw* [Religion at the beginning of the 21st century], which provides up-to-date information on religion from the perspective of social cohesion,

was published this year. The *Jaarrapport van de Landelijke Jeugdmonitor* [Annual report of the National Youth Monitor] provides a description of Dutch youth between the ages of 0 and 25. A report entitled *Lage inkomens, kans op armoede en uitsluiting* [Low incomes, risk of poverty and exclusion] was also published. A monitor was developed to monitor the economic development of small and medium-sized enterprises. In addition, the *Monitor Duurzaam Nederland* [Sustainability Monitor for the Netherlands] was developed in collaboration with the three policy assessment agencies.

In 2009 a separate process was initiated to reprioritise the entire statistical programme. Statistics Netherlands' programme is being scrutinised closely in consultation with the main users and strategic partners. The Central Commission for Statistics will be advised about the possibilities during the course of 2010.

Quality and profiling

Statistics Netherlands' mission demands that the quality of its statistical information be guaranteed. To this end, in 2008 Statistics Netherlands decided on a quality assurance system which is based on the strictest international standards and is in line with the Excellence Model of the European Foundation for Quality Management (EFQM). Statistics Netherlands' elaboration of this system within the so-called quality framework is being used as a model at the European level. Implementation of the system commenced in 2009.

A systematic approach to risk management is being fully incorporated into this quality framework. Ahead of its becoming fully operational in the second half of 2010, a risk assessment was performed, appropriate measures were put in place, and responsibilities were identified.

In addition, a quality guide which deals with the quality aspects of statistical output was published. Eight audits of statistical processes were carried out, and financial support for the processes was continued in accordance with the *Voorschrift Informatievoorziening Rijksdienst* (VIR 2007) [Provision of Public Service Information Regulation].

To promote the use of validated statistical methods, Statistics Netherlands publishes the Methodology Series. The statistical methods are described in an accessible and uniform manner and are available electronically. The series can be viewed on the Statistics Netherlands website.

As an effective methodology is essential to be able to continue to meet the demand from society for undisputed figures, Statistics Netherlands operates a methodological research programme. In 2009 it conducted innovative research into data visualisation on the internet and the use of internet robots to monitor prices. This resulted in a large number of research reports, covering topics such as corrections for different types of non-response, the effects of different methods of monitoring (telephone, written, web, face-to-face), and measuring the business cycle with fast indicators. In 2009 the methodological research programme also resulted in a doctoral thesis on non-response and a number of contributions to academic publications. A book on survey methodology was also published.

As a knowledge-intensive institute, Statistics Netherlands constantly devotes attention to knowledge development, primarily in collaboration with fellow organisations and universities in and outside the Netherlands. In 2009, for example, doctoral research was undertaken into mixed mode and other monitoring strategies and imputation techniques. Statistics Netherlands researchers also submit methodological papers to conferences and various professional journals, thereby ensuring that the academic level of its own methodologies is kept up to standard.

Accessibility of information

A key ambition of the long-term programme is to improve the accessibility of information. The website www.cbs.nl and the statistical database StatLine are the main tools to this end. A great deal of effort is therefore being put into improving and enhancing these tools. For example, a new home page has been added to Statistics Netherlands' website to make it easier for users to find their way around. Buttons have been added for target group sites, and a new target group site has been created.

The website www.CBSvooruwbedrijf.nl enables businesses to find publications and statistics by industry or sector. Via this website businesses can fill in survey questionnaires quickly and easily and obtain background information (Why is this survey necessary? What do we do with your figures?). We hope that this will give businesses a better understanding of Statistics Netherlands surveys.

The number of interactive visualisations on Statistics Netherlands' website has been increased with a business cycle dashboard which displays the development of the 15 business cycle indicators in an easy-to-understand way. The energy meter shows energy consumption and producers' prices of main energy products. A new visualisation on the government and politics theme page illustrates tax revenues in the Netherlands, and shows interactively levels of taxes and other levies imposed by central government and local authorities for a number of years. Statistics Netherlands' Business Cycle Tracer, which has been operational for a number of years, has taken the world by storm. Many different countries and international organisations have copied the concept.

StatLine has been made more accessible. For example, the search options have been extended and the search results are now presented in a clearer form. The tables in StatLine have also been made easier for search engines like Google to find.

Links to press releases, web magazine articles and statistical facts are disseminated via Twitter.

Collaboration

Statistics Netherlands works closely with a wide range of institutions and organisations such as ministries, planning agencies, scientific institutions and industry associations. This collaboration helps to reduce the response burden even further and enables us to obtain even better statistical information and match the information better to our users' needs.

Many different forms of collaboration are discussed in this annual report. For example, in January 2009 we published a report entitled *Werk en inkomsten na massaontslag: de zekerheid is niet van de baan* [Work and income following mass redundancy], a scoping study resulting from a collaboration between Statistics Netherlands and the Scientific Council for Government Policy. A survey of perinatal mortality was carried out in collaboration with *Stichting Perinatale Registratie Nederland* [the Netherlands Perinatal Registry]. We have been working with the Ministry of Home Affairs and Kingdom Relations and the Ministry of Finance on improving the quality of the financial information from local government authorities. Statistics Netherlands has developed a comprehensive set of quality tests for this purpose.

In consultation with the organic certification body *Stichting Skal* and LEI, the Dutch Agricultural Economics Research Institute, the first ever electronic survey was conducted among organic farmers to obtain an insight into the production of agricultural crops and organic livestock farming. Statistics Netherlands is also collaborating with VU University Amsterdam on a project on the integration of international trade and transport flows. This collaboration has resulted in various publications and a conference paper. In the context of this collaboration, a post-doctoral researcher has embarked on a study of the sustainable accessibility of the Randstad area. A new website on the built and natural environment, www.compendiumvoordeleefomgeving.nl, was set up in collaboration with the Netherlands Environmental Assessment Agency, Wageningen University and the Research Centre. The second *Integrale veiligheidsmonitor* [Integrated Security Monitor] was also published in 2009, a joint venture between Statistics Netherlands, the Ministry of Home Affairs and Kingdom Relations and the Ministry of Justice.

International activities

Statistics Netherlands hosted the Work in Progress Conference in The Hague on 15 and 16 January 2009, where the Directors-General of Eurostat and the national statistics agencies of the 27 European Union member states discussed proposals developed under the chairmanship of Statistics Netherlands to improve the statistical content and management aspects of the European Statistical System (ESS).

Among other things, it was decided to create a new organisational consultation structure within the ESS to improve its working methods and efficiency.

In November 2009 a delegation from Statistics Netherlands visited the National Bureau of Statistics in China to lay the foundation for a working relationship with this country. The Netherlands already has important economic ties with China, and the country is actively improving the quality of its statistics. In 2010 we shall explore how and in which areas the collaboration between Statistics Netherlands and our Chinese colleagues can take shape.

In December 2009 an international seminar on Early Warning and Business Cycle Indicators took place in The Hague. The seminar was organised by Statistics Netherlands, the United Nations (Statistical Division) and Eurostat. The central theme of this seminar was the availability, timeliness and comparability of data for early warning indicators of movements in the economy.

A joint venture with 14 international partners to develop further the quality assessment of registers and to simplify the response process for businesses was launched in 2009. A survey of indicators for the representativeness of random response was completed successfully. Statistics Netherlands has been participating in nine collaboration networks since the end of 2009.

Alongside the regular statistical programme, the European statistical programme was also implemented in 2009. A study of the modernisation of European enterprise and trade statistics played a central role in this. We hope that the results of these studies will lead to greater efficiency in the production of statistics and a significant reduction in the administrative burden on businesses. These studies are being carried out through a series of collaborative networks called ESSnets.

Process renewal

Statistics Netherlands has been engaged in a process renewal programme for some years now. The premise underlying this renewal is the reduction of the administrative burden by switching from surveys to the use of administrative sources and registers along with the simplification of the IT and application landscape, further standardisation of the methodology and the ICT infrastructure, and efficiency gains and improvements in the quality of the output. Various results were obtained in 2009.

Activities relating to the collection of data from private individuals and businesses were concentrated in a pilot data collection organisation. Work processes were revised, with the result that respondents and reporters can now be approached in a simple, professional way. A new Customer Relations Management system forms the core of the new process.

The aim is to store all Statistics Netherlands data centrally at the Data Service Centre. The centre was set up as a pilot project in 2009 and has since commenced (internal) service provision operations.

The present application landscape is largely being replaced by generic software components and applications based on the use of standard off-the-shelf software, with the aim of reducing our software development and maintenance costs.

Administrative burden

The reduction of the administrative burden on businesses is high on the Dutch political agenda, and Statistics Netherlands is pursuing the government's target. The net response burden in 2008 decreased by €0.4 million on 2007 levels to €21.3 million. We do not yet know what burden Statistics Netherlands was responsible for in 2009.

The increasing use of registers sometimes causes bottlenecks in the production of statistics when data are (temporarily) unavailable in registers. For example, a Cabinet decision came into effect on 1 July 2009 enabling businesses to elect to submit VAT returns quarterly instead of monthly. The Tax and Customs Administration's VAT data is used to compile the statistics on industries such as the construction sector. Following the introduction of this measure, Statistics Netherlands has had to look for new methods to continue to meet its statutory obligations to compile these data.

It is important for Statistics Netherlands to work closely with register holders in order to be kept informed of any changes in the data at an early stage. It can then investigate and implement possible alternatives in good time. Collaboration is therefore being further intensified by using account managers, for example. At the end of 2009 a programme was also launched to investigate alternative ways of collecting data and to re-evaluate the monitoring strategy. This strategy will be completed in 2010.

Operations

The size of the workforce will be reduced by approximately 30 percent between 2003 and 2013, while the programme will be retained. As we will be compensated for fulfilling our new EU duties, the net decrease in this period will amount to 20 percent, also depending on any additional work for third parties. Various measures were adopted in 2009 to help employees whose jobs have become redundant to find other work. Workshops were organised to promote internal and external mobility, and re-employment managers are helping employees in their search for new work. A facilities centre was established in 2008 to assist employees upon their entry into, progress through, and departure from the organisation.

Other focal points in staff policy are the life-stage awareness programme, designed to ensure that employees can continue to be deployed in the most effective way on an ongoing basis, and an intensive management development programme for current and potential managers.

Following the relocation of the branch in The Hague in 2008, the Heerlen branch moved to a new, modern building in 2009. Her Majesty Queen Beatrix officially opened the new office in October 2009. A special feature of the new building in Heerlen is that it is equipped with highly innovative sustainable climate control: it is both heated and cooled using mine water pumped from disused mine galleries at various depths.

In 2009 a cost model was created for external reporting of the total costs of each Statistics Netherlands product group. The setup and operation of the model was agreed with the Ministry of Economic Affairs, and it was endorsed by the Central Commission for Statistics.

Following the merger of the Voorburg and Heerlen computer centres into one centre in Appeldoorn in 2008, the computer room set up there was further optimised in 2009. In order to meet the growing demand for processing and storage capacity, a second site that was in use as a back-up facility was also equipped as a primary computer centre. A new back-up facility was set up in Almere in early 2010. The growing demand will continue to remain a key issue going forward.

Results

In 2009 Statistics Netherlands achieved total revenues amounting to € 208 million, of which revenues from third parties accounted for € 16 million. € 206 million had been budgeted. The discrepancy between the projected and actual figures is primarily the result of a supplementary budget made in response to the new collective labour agreements.

Statistics Netherlands achieved earnings of € 5.8 million from regular business operations. € 6.8 million was set aside as staffing provisions.

Statistics Netherlands had negative equity amounting to € 1.6 million at the end of 2009, being the cumulative result of the period 2004-2009.

The financial statements and the notes thereto are included in this annual report. The financial statements have been audited by KPMG Accountants NV and are accompanied by an auditor's report, included in this report after the financial statements.



Statistics Netherlands' Mission

Statistics Netherlands was founded in 1899 and was assigned the task of collecting, processing and publishing statistics for practical, policy and scientific purposes. This still constitutes the essence of the task assigned to Statistics Netherlands as part of its current legislative basis, the *Wet op het Centraal Bureau voor de Statistiek* [Statistics Netherlands Act] of 20 November 2003.

It is vitally important that factual, unbiased information is available, which all parties accept as their starting point. The quality of statistical information must be beyond any doubt. Statistics must be available quickly and must reveal the relationship between social developments.

Statistics Netherlands' mission is to publish undisputed, consistent statistical information which meets society's requirements.

Central Commission for Statistics

The Central Commission for Statistics (CCS) is responsible for deciding on Statistics Netherlands' annual statistical programme and its five-yearly strategic long-term programme, designed to serve as the basis for the annual plans. In addition, it shares responsibility for adopting the budget and the annual accounts of Statistics Netherlands, approving the annual report of Statistics Netherlands. Apart from this, the Commission supervises the arrangements concerning the reduction of the administrative burden, avoiding unfair competition and making micro-data available. The CCS facilitates the coordination of the government supply of statistical information.

The CCS provides guidance during the year based on regular executive information and half-yearly figures for the Minister of Economic Affairs.

The Audit Committee (AC) of the CCS prepares the discussion of management issues. The AC compiles the financial reports, the budget and the financial statements.

The CCS produces its own annual report for the Minister of Economic Affairs to account for the way it carries out its tasks. The annual report is published on the Statistics Netherlands website at *About Us — Organisation — Central Commission for Statistics*.

31 December 2009 marked the end of the terms of office of Mr J.N. van Lunteren (Chair) and Mr G.P.J. Hogeweg. Both men bade farewell to the CCS. Mr M.B.G.M. Oostendorp's first term of office ended on the same date. He was appointed for a second term with effect from 1 January 2010. The State Secretary of Economic Affairs appointed the following people to the Commission on 1 January 2010: Ms I. Brakman (chair) and Professor L.H. Hoogduin (member).

The membership of the CCS at the beginning of 2010 was as follows:

- Ms I. Brakman, chair (member of the AC)
- Dr. J.J. van Duijn, deputy chair (member of the AC)
- Professor L.H. Hoogduin
- Mr J.M.A. van Huut RA (member of the AC)
- Mr M.B.G.M. Oostendorp (member of the AC)
- Professor J. Plantenga
- Dr P.C. Plooijs-Van Gorsel
- Professor C.G.M. Sterks
- Professor J.T.M. van der Zee

Statement of the Central Commission for Statistics

The Central Commission for Statistics has taken cognisance of the 2009 annual report and financial statements of Statistics Netherlands.

Based on its authority laid down in the Statistics Netherlands Act of 2003 (Bulletin of Acts and Decrees [Staatsblad], 516), it hereby approves Statistics Netherlands' 2009 annual report.

Likewise based on its statutory authority, it agrees with the adoption of the financial statements of Statistics Netherlands for 2009 by the Director-General of Statistics.

The Hague, 26 March 2010



Ms I. Brakman, Chair



Mr P. Spannenburg, Secretary

Implementation of the statistical programme

Statistics Netherlands acts on the principle that research findings should be made available to everyone at the same time. It uses various means of communication for this purpose (see the output table on the following page). The media cite many of these research findings or use them as supporting material in articles. In 2009 Statistics Netherlands spokespeople were quoted extensively in daily newspapers and interviewed on radio and television. All initial quarterly estimates of economic growth were publicised at press conferences for the first time in 2009. These press conferences were broadcast live by both RTL and NOS.

News is no longer the exclusive domain of radio, television and newspapers. The internet is increasingly taking the lead when it comes to disseminating news. News reports based on Statistics Netherlands sources may be found on news websites and newspaper pages on the internet almost everyday. Statistics Netherlands has its own system for disseminating its reports to the media and their subscribers by email free of charge. More than 90 percent of Statistics Netherlands news reports are used by the National News Agency (ANP) and distributed to its subscribers in an edited form. Statistics Netherlands news has also been disseminated via Twitter since the last quarter of 2009.

A selection of major events in 2009

- On Tuesday 10 February, a press conference was held to mark the publication of *Monitor Duurzaam Nederland* [Sustainability Monitor for the Netherlands]. The press conference was attended by Jacqueline Cramer, Minister of Housing, Spatial Planning and the Environment, and Bert Koenders, Minister of Development Cooperation.
- A press conference on the Dutch economy was held on Friday 13 February. The press conference was broadcast live on television by RTL. Similar press conferences on the first and second quarters of 2009 were held on 15 May and 13 August respectively.
- State Secretary for Economic Affairs Frank Heemskerk launched the *CBS voor uw bedrijf* [CBS for your business] website on Thursday 2 April.
- On Wednesday 9 September a press conference was held to mark the publication of *De Nederlandse economie 2008* [The Dutch Economy in 2008]. The press conference was attended by Piet Hein Donner, Minister of Social Affairs and Employment.
- On 16 September Director-General Gosse van der Veen presented the fourth edition of *Het Nederlandse ondernemingsklimaat in cijfers* [The Dutch Business Climate in Figures] to the Minister of Economic Affairs, Maria Van der Hoeven.
- The new Statistics Netherlands office building in Heerlen was officially opened by Her Majesty Queen Beatrix on Wednesday 30 September. Frank Heemskerk, State Secretary for Economic Affairs, Royal Commissioner Léon Frissen and Toine Gresel, Mayor of Heerlen, were present at the opening.
- A press conference on the Dutch economy in the third quarter 2009 was held on Friday 13 November. The press conference was broadcast live on television by RTL and NOS.
- On 28 November Director-General Gosse van der Veen and the Director of the Association of Netherlands Municipalities (VNG) Ralph Pans presented the publication *Leven in Nederland* [Living in the Netherlands] to the chair of the VNG, Annemarie Jorritsma.



Centraal Bureau voor de Statistiek

Output 2009												
	Press releases	Econ. monitor reports	Web articles	StatLine tables		Publications		Eurostat contributions	Microdata sets	Other customised information	Information service	
				New		Printed	Electronic	Datasets			Phone	E-mail (incl. letters/faxes)
Theme	number											
Labour and social security	23		54	243	12	4	15	20	59	28	2013	1583
Enterprises	2		9	157	8	5	2	6	139	4	603	557
Population	3		20	142	24	9	10	90	8	6	1428	1567
Construction and housing	3	12	9	97	3		20	14	5		310	318
Financial and business services		16	6	86	3	1	5	18			179	183
Health and welfare	6		23	72	12	1	4	12	13	2	581	804
Trade, hotels and restaurants	16		2	58	5		10	12			203	221
Industry and energy		38	14	152	8	2	21	159			254	359
Income and spending	1	12	15	69	3	1	1		17	1	517	641
International trade		12	13	355				37			339	350
Agriculture			9	66	3	1		74	5		155	224
Macroeconomics	14		20	155	3	6	29	199			231	399
Nature and the environment			6	35	4	4	6	5	1		77	137
Education			12	90	13	1		7	26	2	275	388
Government and politics	1		13	37	3		5		3		89	132
Prices	12	12	20	109	3		5	80	2		5786	1911
Security and justice	2		14	90	8	6	1		13		570	295
Traffic and transport			14	61	3			102	3		296	338
Leisure and culture	1		13	106	1	5	2	18			329	500
People with a foreign background										2		
Business cycle		12	8									
Emancipation			1									
European Union											297	454
Globalisation												
Historical series												
Life cycle												
Regional statistics			8	166	5					4		
Investment climate			1									
Population Ageing												
Census												
Other					128	15	55	23			1439	1018
Total	84	114	304	2349	252	61	191	876	294	49	15671	12379

Programme renewal

Statistics Netherlands regularly updates its statistical programme, thus implementing the strategy for attaining integrated descriptions of current social issues. The renewal programme consists of several special focal points 'speakeads' defined in the Long-term Programme 2009-2013. This long-term programme can be found on the Statistics Netherlands website ([www.cbs.nl/over het CBS/corporate informatie/publicaties](http://www.cbs.nl/over-het-CBS/corporate-informatie/publicaties)).

I. Economic developments

Globalisation/international economic relations

The spearhead international economic relations refers to the collation of consistent information about the effects of globalisation and internationalisation on economic growth and employment. Economic and social globalisation cannot be viewed in isolation.

The second edition of the *Internationaliseringsmonitor* [Internationalisation Monitor] was released in 2009. This report describes the trends and developments in the international trade in goods and contains analyses of the economic, social and environmental effects of globalisation. For national policy makers, the question of whether there are any differences between companies that are in Dutch or foreign hands is an important one.

A joint project entitled *Globalisering en haar invloed op arbeidsmarkten en stedelijke dynamiek* [Globalisation and its impact on labour markets and urban dynamics] was set up with the Netherlands Institute for City Innovation Studies (NICIS). The outcome of the collaboration was a set of microdata which enables the relationship between globalisation, businesses, jobs and employees to be studied.

A study of globalisation and productivity was launched at the request of the Ministry of Economic Affairs. This study seeks to answer the question of which companies are likely to export and which are not.

A study of the effects of businesses' international sourcing activities on national economic growth, export competitiveness and employment was carried out on behalf of Eurostat.

Holding companies and intra-group services

The aim of the spearhead holdings and intra-group services is to improve the monitoring of data from major businesses, particularly multinationals. This is a vitally important element in calculating the gross domestic product accurately and compiling the national accounts. A second aim is to publish statistical information on head offices and intra-group services.

In 2009 a methodology was developed to ensure consistent monitoring, projection and presentation of data from large concerns and intra-group services, particularly Research and Development (R&D). A questionnaire was developed and a pilot survey was conducted among a small number of large companies. A start was also made on surveying the population of companies registered as holding companies.

Labour cost index

The spearhead labour costs index concerns the development of a new quarterly labour costs index. This meets the needs of users for an index setting out the total costs of labour.

The quarterly labour costs index method has been developed further, and a series of indices for the total costs of labour for some economic activities for the period 2006-2009 will be published during the course of 2010.

Social dynamics and extension of labour accounts

There has been a significant increase in the interest shown in social dynamics and personal life cycle within both the academic and the community debate. The aim of the spearhead social dynamics and the extension of the labour accounts is to improve the provision of statistical information about the socio-economic course of people's lives.

In 2009 Statistics Netherlands published new information on the inflow and outflow of employed and self-employed persons, information on the labour market position of well-educated immigrants, duration of benefits, duration of unemployment, and participation and income after redundancy for economic reasons. Reports were also published on the relationship between working conditions and sickness absence, developments in the working hours of women with underage children and the relationship between working hours and the number of hours of formal childcare. Lastly, data were published on job creation and job destruction, job security for workers with flexible working arrangements and the number of people changing jobs or careers.

January 2009 saw the publication of *Werk en inkomsten na massaontslag: de zekerheid is niet van de baan* [Work and income following mass redundancy], a scoping study resulting from a collaboration between Statistics Netherlands and the Scientific Council on Government Policy. The Social Statistics Database (SSB) offered the opportunity to carry out research into the careers of workers who have been made redundant.

The study entitled *Sociale uitsluiting: een meetinstrument* [Social exclusion: an assessment tool], also published in 2009, examined whether it was possible to develop an effective assessment tool for social exclusion. To this end, an extensive theoretical scoping exercise was performed which highlighted social exclusion as a multi-dimensional and relative phenomenon. This assessment tool will be further developed in the context of the Social Cohesion spearhead.

Trade and services

The spearhead programme on trade and services was launched in 2006 and completed in 2009. The new output and methods delivered by this spearhead are anchored in the regular statistical processes.

Two articles on rail transport were published in 2009: *Hoe druk is het nu werkelijk op het Nederlandse spoor* [How busy are Dutch railways really?] and *Nederland heeft drukste spoor van de EU* [The Netherlands has the busiest railways in the EU].

A study of fast growers was conducted, the results of which were published in the article *Kenmerken van snelgroeiende bedrijven* [Characteristics of fast-growing businesses]. This revealed that fast growers are of vital importance to the economy, not least because of their innovativeness, the fact that they introduce new processes and products to the market and the effect they have on job growth.

In order to stimulate self-employment, government measures were put in place to make it easier for people to make the switch from employee to entrepreneur. On the basis of the Social Statistics Database and economic statistics, a study of entrepreneurship was conducted, covering both employees who switch to running their own businesses and entrepreneurs who go back into salaried employment. Various articles on this topic were published.

At the symposium *MKB-onderzoek: nu en in de toekomst* [SME research: now and in the future], internal and external researchers presented the results of their research and plans on small and medium-sized enterprises (SMEs). The SME sector, which accounts for 99 percent of all Dutch businesses, often experiences completely different developments than major companies. As there is therefore a considerable need for more research and supporting statistical material about SMEs, Statistics Netherlands developed its SME monitor was developed. The new output is to be published in 2010.

ICT and Government

Within this spearhead, Statistics Netherlands worked on collecting information on electronic services provision by government departments in 2009. The work is carried out in close consultation with the Association of Netherlands Municipalities, the Netherlands Institute for Social Research SCP, the Netherlands Bureau for Economic Policy Analysis, the Ministry of Home Affairs and Kingdom Relations and the Ministry of Economic Affairs. Developments in the registration of electronic services are not yet proceeding as quickly as had been hoped, with the result that it is still difficult to develop statistical information on this aspect.

Within this spearhead, a study was also conducted on DigiD (digital identity) ownership, and the first StatLine publications on this subject were published in 2009. Lastly, a scoping study was conducted into the possibility of obtaining statistics on ICT projects from the government. This will be addressed again in 2010, possibly in collaboration with the Ministry of Home Affairs and Kingdom Relations.

Extension of price and volume information

By way of the spearhead extension of price and volume information Statistics Netherlands seeks to supplement statistical information about volume and price changes, to improve them and to present them in a comprehensible manner.

A new quarterly method for insurance companies and pension funds was introduced. For this purpose, a new annual method has also been developed and is expected to be in use in 2010.

Like Statistics Netherlands, the Netherlands Institute for Social Research SCP is working on volume methods for care. The differences between the methods have been examined to ensure that the new methods introduced by Statistics Netherlands can also be used by this institute.

A volume method for land price indices has been introduced for developed residential land and agricultural land.

A start has also been made on a care module. A framework has been developed for a care module, and a source analysis has been performed. This module is for one specific sector (care for the elderly). An article on this subject was published in *Gezondheid en zorg in cijfers 2009* [Health and care in figures in 2009].

Tax burden and income distribution

The differences in income and the distribution effects of the allowance and taxation system on incomes are a major policy focus. Statistics Netherlands therefore wants to offer more insight into the effects of redistribution in relation to policy objectives. This exercise focuses on 'greening' the tax system, the effects of taxes on spending intended to deter usage and consumption, the allowance system and the cyclical effects of taxation.

Plans for future years were further elaborated in consultation with the biggest users. This will provide new statistical information about the direct redistribution of citizens' incomes through taxes and benefits and the effects of indirect taxes such as VAT and excise duties which businesses pass on to consumers.

Knowledge-based economy and productivity

This recently completed spearhead has resulted in a system of multi-factor productivity statistics and a related knowledge module in which the input and associated costs of knowledge contained in physical and human capital in production processes are quantified for the entire economy. Multi-factor productivity is closely related to the innovation capacity of businesses and a national economy as a whole. The results can be found in the publication *De Nederlandse groeirekeningen* [The Dutch Growth Accounts].

New this year is the information on jobs, hours worked and pay listed by gender, age and education level. The description of the quality of the labour has thus dramatically improved in the context of the growth accounts.

Non-financial balance sheets for the Netherlands have also been compiled and published. For example, total property in the Netherlands was worth approximately € 3.5 billion in 2008. Besides fixed assets, these non-financial balance sheets also contain stocks and non-produced assets such as mineral reserves and land. In terms of the sustainability spearhead, capital aspects of the Dutch economy are increasingly being considered alongside production, consumption and incomes. In this regard it can be stated that the non-financial balance sheets form the foundation for measuring sustainability in accordance with the capital approach.

Fast economic indicators

The spearhead fast economic indicators is largely concerned with extending the depth and breadth of economic statistics.

In 2009, a monthly indicator for stock developments in industry was developed and introduced.

Other new products presented in 2009 include the Exports Radar, which gives a monthly picture of the circumstances for goods exports, and the Business Cycle Indicator, which gives an overall picture of the indicators from the Business Cycle Tracer. The Exports Radar and the Business Cycle Indicator are part of the *Factsheet Conjunctuur*, [Business Cycle Factsheet] which presents a picture of the current business cycle at a glance.

A number of presentations on the new products were given both in the Netherlands and abroad, including at the Statistical Days in Slovenia and the International Seminar on Early Warning and Business Cycle indicators in Scheveningen.

II. Socio-economic and social developments

Social cohesion

By way of the spearhead social cohesion, Statistics Netherlands is improving the availability of information on individual participation in society. This is partly being done by improving the utilisation of available data sources. Research is also being done into individual participation in the informal care, in organisations and in national political and other associations.

A report entitled *Religie aan het begin van de 21ste eeuw* [Religion at the beginning of the 21st century] was published in July 2009. The main focus of this report is the provision of up-to-date data on religion from the point of view of social cohesion. Important subjects covered include: How many people regard themselves as belonging to a church or an ideological group? What is the trend in church and mosque attendance? Do Protestants provide more informal care and do they volunteer more often than Catholics and Muslims?

Youth (including education)

The Provision of Integrated Information on Education project is improving the quality of the statistical information on the role of education in society. By making more intensive use of personal education number databases, it is possible to obtain longitudinal education data on subjects such as school careers, demographic and socio-economic features of students and their parents, and the first destination after education.

New information was published in 2009 on study progress in secondary schools, the number of students leaving secondary education without a basic qualification, the costs per qualification, the number of students in senior secondary vocational education (*mbo*) who leave with a qualification and find paid employment, the relationship between school exam grades and speed of graduation from higher

education, participation of Dutch young people in education compared with other European countries, and expenditure on education in the Netherlands compared with the EU average.

The report *Jaarrapport 2009 Landelijke Jeugdmonitor* [Annual report of the National Youth Monitor for 2009] was published at the end of 2009. This report provides a statistical description of Dutch people aged between 0 and 25. The Annual Report was published jointly by Ministry for Youth and Families and Statistics Netherlands. Examples of the issues covered are the number of young people living in single-parent families, childhood obesity, youth care, education, dropping out of school, participation in society, parents' attitudes to education, work and unemployment, feelings of insecurity and youth crime suspects. Because of the economic crisis, the spotlight in the third quarterly report was on unemployed young people. The annual report also looked at unemployment among young people who have left school and the proportion of these young people who are not active in the labour market.

Quality of life of older people

This spearhead provides new information on the quality of life of older age groups. Statistics Netherlands can produce a great deal of information on older people from existing databases. A lot of new information is therefore based on a line of research in existing databases that focuses specifically on the quality of life of older people.

In 2009 Statistics Netherlands published new information on the number of immigrants aged over 65, labour participation among 55 to 65 year-olds, life expectancy of healthy people and the remaining life expectancy at age 65, the number of partial old age pension benefits, the number of pensioners living abroad, and older people returning to their region of birth.

Pension entitlement statistics and ageing module

In 2009 the spearhead pension entitlement statistics was dominated by process improvement and stabilisation. The monitoring process for the second pension pillar was finalised and is now operational. Articles were contributed to the publications *De Nederlandse economie*, *Leven in Nederland* and *Sociaal-economische trends* and an NEA Paper was written for Netspar using statistical results for 2005.

The purpose of the ageing module is to map out the effects of the increasing pressure from the growing ageing population on the economy ('grey pressure') in order to support policy formulation and assessment. In 2009 initial steps were taken to create a care module providing consistent information on the production, consumption and financing of care. Among other things, this information concerns the impact of the increasing 'grey pressure' on care.

III. Urban issues

District and neighbourhood information

Statistics Netherlands can make a major contribution to the district-based approach to urban issues by expanding statistical information at the district and neighbourhood level. The effects of policy can be made visible using time series. The Netherlands is changing, there is an increasing need for space for different purposes, and there is a growing awareness of the quality of the space: these are the three perspectives for the national policy on spatial planning. More extensive and reliable statistical information is needed to enable choices to be made on how space is shared between housing, work, shopping, agriculture, roads, nature and recreation.

In 2009 Statistics Netherlands published reports on the distance travelled by parents from their children's day-care and after-school centres, the proximity of GP surgeries, the number of people living within a five kilometre radius of a hospital, and the development of the number of rural communities.

Roadshows were organised for all provinces in the context of the collaboration between the provinces and Statistics Netherlands. The provinces were informed about StatLine, regional statistics and the microdata service.

Statistics Netherlands' neighbourhood website (www.cbsinuwbuurt.nl) was updated and enhanced in 2009.

Housing market

The programme renewal project for the housing market was set up to provide a complete, consistent statistical description of the housing market over the next few years.

In 2009 statistical information was made available on the trend in the selling prices of existing homes by month and the trend in the number of transactions in that month, occupation of holiday homes, unoccupied homes, energy labels and the ownership structure of homes (rented versus owner-occupied).

Security

The purpose of this spearhead is to describe the topic of security from various angles. Statistics Netherlands compiles statistics based on personal data which provide a description of the criminal law chain, setting out the process of detection, prosecution, trial and conviction. A relationship is also established with the number of victims. This information is also used to enhance the outcomes of the *Integrale Veiligheidsmonitor* [Integrated Security Monitor], a survey in which members of the public are asked about whether they have been victims of crime and about their perception of security.

Statistics Netherlands is also developing 'security accounts' in this context. These accounts provide a consistent and comprehensive statistical description of money flows in security.

Stakeholders in this spearhead are the Ministry of Justice and the Ministry of Home Affairs and Kingdom Relations. The results of this spearhead will be used as policy information in *Veiligheid begint bij voorkomen* [Security starts with prevention], one of the government's cornerstone programmes.

There is a great deal of scientific interest in microdata on people in the criminal law chain.

Existing data on suspects arrested by the police were updated in 2009. Statistics Netherlands also published data on young people in HALT crime prevention programmes and on victims helped by *Slachtofferhulp Nederland*, the Dutch victim support organisation, as well as new tables with enhanced data from the Integrated Security Monitor. Research was also conducted into the relationship between offenders and victims, resulting in an article entitled *Veel daders zijn zelf ook slachtoffer* [Many offenders are themselves victims]. Information on detainees was made available in collaboration with the Netherlands Institute for the Study of Crime and Law Enforcement. The first tables from the security accounts were published on StatLine at the end of 2009. These tables contain details of expenditure on security in the Netherlands for the period 2002-2008, by providers, activities and sources of finance.

IV. Quality of life

Health

By way of the spearhead of health, welfare and care, Statistics Netherlands provides a complete and consistent statistical description of the health, welfare and consumption of care by the Dutch population and the resources and performance of the care system.

On 12 February 2009 Statistics Netherlands hosted the symposium *Gezonde tijdreeksen* [Healthy time series]. The key themes of the symposium were the provision of long time series for healthy life expectancy and admissions to hospital after diagnosis. Consistent time series were also compiled for some core variables from the Care Accounts.

New information on the correlation between the risk of poverty and the number of healthy life years was made available at the end of 2009. The average life expectancy of people with a household income below the poverty line is approximately five years less than that of people on a higher income. In fact, the difference in healthy life years was found to be as much as 14 years.

In collaboration with the Netherlands Perinatal Registry (PRN), Statistics Netherlands carried out research into the perinatal death rate with the aid of data from the Health Statistics Database. By combining PRN and Statistics Netherlands data, it was possible to improve and refine the statistics. The combination clearly yields more than the use of each database separately. The improvement was made possible by the fact that the PRN database contains better records of early foetal mortality (death before the 24th week of pregnancy). Figures on post-natal deaths, on the other hand, are much more reliably registered in Statistics Netherlands' sources.

In consultation with users, Statistics Netherlands revised its survey questions on individual consumption of care in the health surveys in 2009. These new questions will be used from 2010 onwards.

Sustainability

This spearhead was introduced in 2009. It provides Statistics Netherlands with an overall picture of sustainable development in the Netherlands. Sustainable development is the process by which the total amount of resources or capital - whether economic, ecological, human or social capital - can at least be maintained. In addition to the overall picture, datasets are being developed for the purpose of performing more in-depth analyses, and the spearhead is boosting the provision of specific statistical information on the environment.

To some extent this spearhead has its origins in the *Monitor duurzaam Nederland* [Sustainability Monitor for the Netherlands], a joint venture between Statistics Netherlands, the Netherlands Bureau for Economic Policy Analysis, the Netherlands Institute for Social Research SCO, and the Netherlands Environmental Assessment Agency. The Dutch version of the Sustainability Monitor for the Netherlands 2009 was published on 10 February 2009, and followed by the English translation a little later. A symposium on the monitor was held on 15 October 2009, at which scientists, policy-makers and representatives of social organisations made various recommendations for the next stages. In preparation for the next edition of the monitor, the theoretical basis of the monitor - the so-called capital approach - was enhanced in 2009, the number of sustainability indicators was increased and the foundation was laid for a website as a platform for presenting the monitor more effectively.

The environmental accounts were expanded to include data on the environmental sector in the Dutch economy, environmental subsidies, CO₂ emission allowances, the emissions trading balance sheet for greenhouse gases, material flows and data on the potential economic consequences of climate change for the Netherlands. The results are set out in the *Milieurekeningen 2008* [Environmental Accounts 2008]. In addition, initial steps were taken towards the provision of statistics on environmental technology in the Netherlands.

The energy companies' customer registrations, which Statistics Netherlands has at its disposal, are linked to various registers, making detailed information available on the energy consumption of other sectors in addition to the already well-documented manufacturing sector.

Welfare

Over the next few years Statistics Netherlands will be extending its statistical information on the (subjective) welfare of the population. The need for more and better indicators to measure social development alongside the traditional benchmark of economic growth, the gross domestic product, has been growing both nationally and internationally. The key issue here is how people rate their own lives in terms of housing, work, health, social networks and functioning on a personal level. People's perception of society, in terms of how far they trust society as a whole, institutions and each other, is also important.

In 2009 Statistics Netherlands took part in the OECD World Forum on Statistics, Knowledge and Policy, organised by the Organisation for Economic Cooperation and Development (OECD) and Statistics Korea in Busan, South Korea. The World Forum came into being as a result of the realisation that there is a growing gap between what official statistics say about the economic performance of a country and the



perception people have of their own quality of life. The dimensions that are regarded as important at an international level when describing people's welfare provide a provisional framework for Statistics Netherlands to map out the objective and subjective information for each dimension, such as lifestyle in relation to happiness and satisfaction.

Regular work programme

This chapter discusses the most important output from the regular work programme. The main themes are discussed in brief under the headings 'People' and 'Economy'. The full output in the form of figures and publications, including information on the definitions and methods used, can be found on the website www.cbs.nl.

I. People

Statistics Netherlands provides a wide range of statistics on life situation, demographic and socio-economic developments in the Netherlands. These cover aspects such as population composition, health, care, housing, security, mobility, education and training, employment, sickness absence and working conditions, purchasing power, poverty, consumption and social expenditure, personal life course and the position of vulnerable groups in society. Forecasts of population and households form essential building blocks for the future development of social expenditure, such as old age pensions and planning of new schools and housing, care and public services. Wage statistics are important for measuring the competitiveness of the Dutch economy, and for negotiations on terms of employment between government, employers and employees. Statistics on income support and reintegration are essential for local work and income policy. Information from income statistics and the budget survey is used to assess purchasing power, poverty and social inequality. The labour force survey provides essential information on the functioning of the labour market, such as unemployment, job-seeking and the link between education and the labour market. The permanent quality of life survey documents the quality of life of the population and provides indicators for regular reports on the health of the population, the impact of the information society, emancipation policy, policy on youth, the elderly and the disabled, and other vulnerable groups in society.

Population

Statistics Netherlands publishes figures on the size and composition of the population and households in the Netherlands and produces demographic forecasts.

The new regional population forecast to 2040 produced by Statistics Netherlands and the Netherlands Environmental Assessment Agency was published in October 2009. This shows that there will be a considerable drop in the population in parts of the Netherlands over the next thirty years, particularly in peripheral areas. This is mainly due to the ageing of the population: more old people are dying than children are being born. Furthermore, in these areas young people often leave to study or work in the more central parts of the Netherlands.

The report *Relatie en gezin aan het begin van de 21ste eeuw* [Relationships and family at the beginning of the 21st century] was published in November 2009. It documents recent trends in the numbers of people leaving the parental home, living alone or cohabiting, having children and separating. The figures are largely based on the fertility survey conducted in 2008.

Statistics Netherlands took part in the International Population Conference of the International Union for the Scientific Study of Population (IUSSP 2009) in Marrakech, Morocco.

Labour and social security

Statistics Netherlands produces publications on the main developments in labour and social security. Data are available on employment, unemployment and social security benefits. Statistics Netherlands also compiles figures on wages, job vacancies, collective labour agreements and working conditions, among other things.

The consequences of the economic crisis for jobs and the number of people claiming benefits were key themes in the relevant publications in 2009.

The delays caused by Statistics Netherlands switching to sourcing information from electronic payroll tax returns for statistics on the number of jobs and remuneration of employees was eliminated in 2009, so these aspects can once again be reported on time in 2010.

The first joint press release on unemployment by Statistics Netherlands and UWV, the implementing body for employee insurance schemes in the Netherlands, was issued at the end of December. By issuing a joint press release, the two organisations hope to avoid the figures being misunderstood, and provide a broader perspective.

Health and welfare

The health and welfare statistics contain two types of information. Statistics Netherlands publishes information about the health, lifestyle and care consumption of individuals, and it provides an overview of production, staffing and the financial situation of care providers.

The report *Gezondheid en zorg in cijfers* [Health and care in figures] was published at the end of 2009. Some noteworthy results: by combining figures from Statistics Netherlands and the Netherlands Perinatal Registry, new light was shed on the perinatal death rate in the Netherlands; per capita care consumption has more than doubled since 1972; and in 2008 two-thirds of hospitals had solvency levels lower than the target of 15 percent.

After publication of the 2007 figures for care institutions in June 2009, which exceeded the figures published in previous years in terms of quality and detail, the StatLine publication was expanded in November 2009 with the addition of corresponding figures for 2008.

New information was also made available on the numbers of medical insurance defaulters, and the number of people with no medical insurance.

Education

Most of Statistics Netherlands' information about education concerns participation and pass rates in the various levels of education. But Statistics Netherlands also publishes information about educational institutions, public spending on education and the education level of the population. With regard to lifelong learning, information is also available on company training, adult education and non-government-funded education. In addition, Statistics Netherlands also publishes figures on teaching staff and school drop-outs.

In 2009 particular attention was paid to students leaving school without a basic qualification. The *Jaarboek onderwijs in cijfers 2009* [Annual Education Review in Figures], containing the most up-to-date figures on education, was published at the end of 2009. This edition focused on the educational level of the population in relation to their position in the labour market and the cost per student leaving school with a qualification, as well as international primary and secondary education.

Government and politics

Statistical information in the government and politics theme concerns the finances (budgets and quarterly and annual figures) of central government and local authorities.

In cooperation with the Ministry of the Interior and Kingdom Relations and the Ministry of Finance, work was carried out to improve the quality of source data of municipal authorities, provincial authorities, water boards and joint local government schemes. Statistics Netherlands developed a comprehensive range of quality tests that were used in a pilot project on source data supplied by municipal authorities in 2009. In addition, a new measures-related policy to be implemented by the Ministry of the Interior and Kingdom Relations from 1 January 2010 was jointly formulated.

In 2009, the datasets of municipal authorities were made available online through the Centre for Policy Related Statistics.

The new figures on the private education sector were included for the first time this year in the regular OECD publication *Education at a Glance*.

The entire output package concerning education financing is currently being modernised in a number of steps. This will lead to improved consistence between the StatLine tables on education expenditure and a revision of the historical series from 1900.

A new data visualisation was launched on the government and politics theme page to illustrate tax revenues in the Netherlands. It is an interactive graph that analyses taxes, levies and charges of both central government and local and regional authorities for a succession of years.

Justice and security

Statistics Netherlands supplies statistical information on aspects of justice, legal protection and law enforcement in the Netherlands. An important part of the statistical information in this regard comprises data on services or actions taken. With respect to security, data on perception of security and insecurity among the Dutch public is also collected.

A lot of the information compiled within this theme is processed in theme-based publications such as the *Emancipatiemonitor* [Emancipation Monitor], *Jaarrapport integratie* [Annual Report on Integration], *Landelijke jeugdmonitor* [National Youth Monitor], *Criminaliteit en rechtshandhaving* [Crime and Law Enforcement] and *Brandweerstatistiek* [Fire Services Statistics].

The collection of monthly data on bankruptcies declared in court was accelerated by one month in 2009 and it is now made available within two weeks following the end of the month under review.

Another important development was the introduction of the *Integrale Veiligheidsmonitor* [Integrated Safety Monitor] in the autumn of 2008 and the publication of its results at the end of March 2009. This constituted a further step in streamlining figures on security in the Netherlands. In addition to the national measurement carried out by Statistics Netherlands, municipalities, regions and urban agglomerations as well as police forces took part in this monitor for the first time. This broad participation makes the Integrated Safety Monitor an excellent instrument for the formulation of security policy at national, regional and local levels.

The report published in 2009 describes the experiences of individuals living in the Netherlands in relation to the quality of life in residential neighbourhoods, perception of neighbourhood problems, feelings of insecurity, reporting behaviour, experiences with frequently occurring crime, the public's opinion regarding the performance of the police and preventative behaviour. .

Leisure and culture

Statistics Netherlands supplies information about participation in culture, but also about employment, financial results and the regional distribution of cultural activities. Culture is divided into the following categories: cultural heritage in a general sense (monuments, museums, archives, libraries), media (books, press, film, radio, television), and the visual and performing arts.

In 2009, Statistics Netherlands was involved in international discussions about leisure and culture. In this context, it committed itself to the European expertise network in the area of culture, ESSnet Culture. Statistics Netherlands was also involved in the European discussion about satellite accounts in the area of sports and contributed to the discussion about the new statistical regulation with respect to tourism.

Statistics Netherlands was also involved in discussions and the preparation of studies in the area of leisure and culture at a national level. Within this context, it assisted in the formulation of the *Dynamische nationale toerisme standaard* [Dynamic National Tourism Standard], an initiative of the Netherlands Board of Tourism and Conventions and the Association of Provincial Authorities. Statistics Netherlands also carried out a preliminary study into possibilities of a water sports survey. A start was made on the development of a new combined survey on holidays and day trips.

Statistics Netherlands publishes annual information on leisure, distinguishing between the following categories: sports, hobbies, culture, recreation, going out and holidays. In addition to participation in leisure activities, figures are also compiled on membership of clubs. Furthermore, Statistics Netherlands publishes information on media use, the share of individuals with a PC and internet connection, internet use, newspaper subscriptions, daily reading of newspapers, and television viewing in general, and news programmes in particular. Statistics Netherlands also studies levels of satisfaction with respect to leisure.

Toerisme en recreatie in cijfers 2009 [Tourism and Recreation in Figures 2009], with an up-to-date consistent statistical overview of tourism and recreation in a general sense, *Toerisme in Nederland 2008* [Tourism in the Netherlands 2008] concerning the use of Dutch accommodation by both Dutch and foreign guests and *Vakanties van Nederlanders 2008* [The Dutch on Holiday 2008] were published in 2009.

People with a foreign background

Statistics Netherlands compiles a considerable amount of information on people with a foreign background in the Netherlands, in terms of both numbers and composition of this population group, and their living conditions and social integration.

Youth and integration were central in the first quarterly report of the *Landelijke jeugdmonitor* [National Youth Monitor] of 2009. This report describes the differences and commonalities between native youths and those with a foreign background living in the Netherlands. In addition, in 2009 reports were also published on progress in secondary education, employment rates of women with a foreign background, pension entitlements of employees with a foreign background, the number of people with more than one nationality, unemployment among people with a foreign background, labour migration from Eastern Europe and the number of requests for asylum.

A new *Alloctonenprognose* [Forecast of People with a Foreign Background] was also published in 2009. This forecast revealed that there will be almost 5 million people with a foreign background in the Netherlands in 2050, 1.8 million more than at present.

Lifecycle

In the context of the personal lifecycle theme, Statistics Netherlands published information in 2009 about, among other things, the number of employees who wish to continue working to the age of 65, people in reintegration projects, the return of older people to their region of birth, whether poverty is hereditary, resumption of work following dismissal, and the switch from employee to self-employed.

Emancipation

The fifth edition of the *Emancipatiemonitor* [Emancipation Monitor] was published in February 2009. This document contains the most recent figures on the status of the emancipation process. Attention is devoted to developments concerning participation of women in the labour market, combination of work and care, economic independence of women, the rise of women to higher professional positions and violence against women. In addition, the work includes a new chapter about health. The Emancipation Monitor is published jointly by Statistics Netherlands and the Netherlands Institute for Social Research SCP at the request of the Ministry of Education, Culture and Science.

Furthermore, figures were published in 2009 on the number of women receiving general tax credit, the pension entitlements of women and the income gap between men and women.

Regional statistics

Statistics Netherlands publishes statistical data on a large number of subjects at regional level. In addition, Statistics Netherlands maintains the regional division of the Netherlands and publishes spatial statistics such as on land use in the Netherlands.

Leven in Nederland 2009 [Living in the Netherlands 2009] was published in November 2009. The publication was the result of a collaborative project between Statistics Netherlands and the Association of Netherlands Municipalities.

A new edition of *Gemeente Op Maat* [Customised Municipal Profiles] was also published. This publication contains a statistical overview and individual figures for each Dutch municipality. In addition, the work provides key figures on districts and neighbourhoods of municipalities and an introduction to the diversity of regional information supplied by Statistics Netherlands.

Statistics Netherlands organised the *European Forum for Geostatistics 2009* workshop in October 2009. Some 40 participants from 16 European Union countries attended the workshop. Many European statistical offices presented new developments in applications and the presentation of statistics on small areas.

II. Economy

In response to the increased demand for information as a result of the economic crisis, Statistics Netherlands presented a number of new products. Important innovations in this regard concern the monthly stocks indicator for the manufacturing industry and the Exports Radar, which provides a readily accessible view of the Dutch exports position on a monthly basis.

The Business Cycle Tracer, which Statistics Netherlands has been publishing for a number of years now, is conquering the world. A range of countries and international organisations have adopted the concept. In 2009, many statistics were converted to the new *Standaard Bedrijfsindeling 2008* [Standard Industrial Classification 2008]. New figures were compiled according to the new classification, and series based on the old classification were converted retrospectively.

Enterprises

Research and development (R&D) surveys focused on the years of work and expenditure committed to R&D in the private sector, in research institutions and at universities. New data on the scientific or technological field into which research was being carried out became available in 2009. The biennial innovation survey focused on the introduction of new output and processes and other related issues. Not only at a national level but internationally, too, innovation and R&D are considered to be key instruments in recovering from the current crisis and stimulating economic growth.

Data on administrative automation at businesses in the Netherlands constitute an important source for *De digitale economie* [The digital economy]. In addition, publications in 2009 included works on R&D and innovation as well as on the business climate.

Construction and housing

Statistics Netherlands compiles a wide range of figures on the construction and housing sector. The figures examine key developments in the sector as a whole, the construction process, employment in the construction sector and construction-related prices.

In addition to current information on housing construction in the context of the economic downturn, reports were prepared on, among other things, the number of vacant homes. Coastal municipalities in particular had high rates of unoccupied homes, as many dwellings in these municipalities are second homes.

From January 2009 the monthly construction turnover statistics are based on the new Standard Industrial Classification 2008 (SBI 2008). The most important change in this regard is that property developers are now also included in the construction sector. In addition to the regular update of monthly figures in StatLine, in 2009 more attention than in previous years was paid to notable developments in the construction sector through the publication of various web and theme-based articles.

A digital newsletter was introduced in the second half of 2009, to keep interested parties up to date about new figures and articles relating to the construction sector.

From the middle of 2009, publication of the price indices of existing owner-occupied homes was augmented by publication of the average values of homes. In addition, the regional classification for the price index of existing owner-occupied homes was refined in 2009.

A factsheet providing a picture of the construction sector's economic situation was developed in 2009. It comprises a 'dashboard' of current developments in construction-related variables presented in the form of graphs and a 'construction radar', likewise presented as a graph, that indicates the status of the construction sector cycle.

Manufacturing and energy

Within the framework of Statistics Netherlands' new output, work was done on accessible stock-related statistics for the manufacturing sector. As a result of the economic crisis, there was increased interest in manufacturing stocks both within and outside Statistics Netherlands, as data on stocks are viewed as a potential indicator of cyclical change. Based on data already available that had previously been used only internally by Statistics Netherlands, a method was developed to determine a suitable figure concerning the development of stocks for the manufacturing sector as a whole. The first publication on the subject was issued in December 2009.

Energy statistics provide information on the supply and consumption of energy in the Netherlands. Energy flows are described for the Netherlands as a whole as well as for each type of energy and each economic sector. Important policy focal points, such as renewable energy and the combined generation of heat and power by cogeneration plants, also receive special attention in the statistics.

For the sixth successive year, Statistics Netherlands published the annual report *Duurzame energie in Nederland* [Renewable Energy in the Netherlands] in 2009. Needless to say, the figures presented play an important part in the evaluation of policy on renewable energy. Policy objectives aimed at substantially increasing the share of renewable energy in overall energy supply by 2020 were formulated both nationally and internationally (European Union). Precisely because of the increasingly important international component of the policy, the report was also published in English in the year under review. Financial support from SenterNovem made it possible for the English version, *Renewable Energy in the Netherlands 2008*, to be published in November.

The StatLine tables describing the supply and consumption of petroleum raw materials and products were revised in 2009. Through the introduction of new tables and improvement of existing ones, supply and consumption are presented in a more logical and transparent manner. The new *Motorbrandstoffen voor vervoer* [Motor Fuels for Transport] table now makes it possible to see consumption per fuel type for road, marine or air transport since 1946 at a glance. The revision process also included changes of a more methodological nature. Definitions were harmonised with those used by Eurostat and the International Energy Agency, for example.

For the first time, average household energy consumption at neighbourhood level was published on StatLine in March. This information concerns household consumption of electricity and natural gas and also shows the share of urban heating at neighbourhood level. The so-called connection registers of energy network companies were used as a source for this information. The method used to determine the figures was further refined and the registers for more recent years were processed in the course of 2009. The results will be published at the beginning of 2010.

Financial and business services

In 2009, the monthly statistics for hairdressers and beauty salons and the quarterly figures for business services were based on the new Standard Industrial Classification 2008 (SBI 2008). Furthermore, information on hairdressers was expanded at the end of the year under review. In addition to figures at

total level, figures on turnover, price and volume are now also published. These figures are available from January 2005.

The publication level of a large number of business sectors changed in 2009. At the request of AUB, the organisation of temporary employment agencies, the existing publication concerning temp agencies and manpower supply companies was divided into constituent parts. Figures for temp agencies are now published separately. Figures for architectural and engineering firms have also been published separately since 2009. A major benefit of this approach is that sector organisations can relate more to the figures.

A number of improvements were made to the website theme page in 2009. The accessibility of the figures was improved through, among other things, the addition of visual representations of turnover of temp agencies, computer service companies and accountancy, architectural and engineering firms.

Agriculture

Staff worked on the integration of the *Farm structure survey*, the mandatory European agricultural census, into the annual agricultural census in 2010.

Provisional figures from the agricultural census could again be published slightly earlier in 2009. In addition, new StatLine tables were developed for multifunctional agriculture and landscape horticulture.

In consultation with Stichting Skal and the Agricultural Economics Research Institute (LEI), a digital survey was sent to organic farms for the first time in 2009. The purpose of the survey was to gain insight into the production of organic agricultural crops and organically kept numbers of livestock and poultry. Moreover, the new survey was a direct result of national obligations arising from European regulations within the framework of food safety.

Pursuant to a new European Union regulation, information on slaughtered poultry as well as on the surface area and production of aquaculture (farming of fish, crustaceans and molluscs) was provided for the first time in 2009.

Macroeconomics

The official overall statistics of the national economy are based on the national accounts. National income, economic growth, government deficit or surplus and employment are examples of key data provided by the national accounts.

These statistics play a central role in determining and evaluating economic and monetary policy. Important users in this regard are therefore the Ministry of Finance and the European Union. The national accounts also form the foundation for economic forecasts and analyses by the Netherlands Bureau for Economic Policy Analysis. The national accounts have been expanded in recent years by satellite accounts, which establish a relationship between the economy and a societal phenomenon such as the environment or tourism.

A number of new subjects were developed within the environment accounts in 2009. The material flow accounts provide complete and consistent information about physical and monetary material flows from and to the Dutch economy. In addition, work was started on the preparation of statistics on CO₂ emission rights. The description of flows with respect to CO₂ emission rights makes it possible to analyse the relationship between economic activity and CO₂ emission rights. A time series was also prepared for the economic significance of the Dutch environment sector. The importance of this sector is measured on the basis of three indicators: production, value added and employment. Lastly, a special analysis of the economic potential of the floodable area was carried out.

Data on bank savings for pensions were added to the statistics concerning types of savings. Savings statistics focus on the various kinds of savings accounts used, such online accounts, telephone accounts, youth saving schemes and save-as-you-earn schemes.

Statistics concerning reliance on the capital market were expanded by data on the issue of bonds pursuant to the Dutch government's guarantee programme.

Income and spending

Statistics Netherlands maps the prosperity of people based on their income, spending and assets. Central in this regard is the way in which income is generated and redistributed, and on what it is spent. In addition, assets constitute a major component of prosperity, as does how people assess their own respective situation with respect to income. Statistics Netherlands also publishes statistics on poverty and social exclusion in the Netherlands.

In 2009, special attention was devoted to the impact of the economic crisis on households in terms of their income and expenditure.

Lage inkomens, kans op armoede en uitsluiting 2009 [Low Incomes, Risk of Poverty and Exclusion 2009] was published at the beginning of December 2009. This work reports on the most recent developments concerning poverty in the Netherlands and addresses whether the risk of poverty in the Netherlands has increased or decreased. It also considers the groups that are most at risk of short and long-term poverty and the number of children that belong to households at risk of poverty. In this publication special attention was devoted to the degree of participation in social life, financial restrictions in relation to securing the necessities of life, the burden of fixed charges, getting into debt, the financial position and life expectancy – in good and poor health – of people at risk and not at risk of poverty.

In addition, statistical information was published on income distribution and purchasing power in the Netherlands, the surplus value of own homes and share profits as a source for additional consumer spending, the income situation of single mothers, the number of households with an income in excess of € 100,000, housing and energy costs, tax and income schemes for families with underage children and income inequality in the Netherlands compared with other countries in the European Union.

Prices

The regional classification for the price index of existing owner-occupied homes was refined in 2009.

Trade, hotels and restaurants

In 2009, monthly statistics on the retail trade, quarterly statistics on the wholesale trade and monthly and quarterly statistics on the hotel and restaurant sector were based on the new Standard Industrial Classification 2008 (SBI 2008).

The theme page includes a description of the wholesale sector that addresses turnover and turnover developments, cost structure and the number of companies and employees in this sector. Interactive graphs concerning turnover developments in the retail trade, wholesale trade, car trade and hotel and restaurant business were also developed.

In 2009, Statistics Netherlands contributed to the work of the Eurostat task force on Retail Trade Quality. This task force will issue a recommendation in 2010 for a qualitative improvement of the rapid estimate, which must be provided to Eurostat within one month, of monthly turnover in the retail trade. The intended improvement in quality is aimed at preventing the need to make major adjustments after figures have already been released.

Work was also started in 2009 on setting up a retail trade expert group and a hotels and restaurants expert group. The aim in this regard is to share knowledge concerning the retail trade with external parties such as sector associations and knowledge institutes. The hotels and restaurants expert group organised its first meeting in January 2010.

Traffic and transport

Traffic and transport play a central part in the economic process and in society in general. Demand for information on the sector is therefore high. The traffic and transport statistics provided by Statistics

Netherlands describe, among other things, means of transport, infrastructure, the use of infrastructure, transport of goods and persons and the transporters.

In 2009, Statistics Netherlands completed preparations for a survey on travel in the Netherlands, to be conducted in 2010 at the request of the Directorate-General for Public Works and Water Management. A study was carried out into the consequences of replacing printed questionnaires by an internet survey, a telephone survey and face-to-face interviews. The project agreement between Statistics Netherlands and the Directorate-General for Public Works and Water Management was signed in June 2009.

In 2009, Statistics Netherlands successfully took over the duties of the Dutch Organisation for National and International Road Transport concerning surveys among commercial transport companies.

Cooperation with VU University Amsterdam in the *Integration of International Trade and Transport Flows* project resulted in publications and participation in a conference. Within the framework of this cooperation, a post graduate researcher started a study into the sustainable accessibility of the Randstad conurbation.

In cooperation with Erasmus University Rotterdam, a study was started into the use of new observation technologies (such as RFID, GPS and GSM) for traffic and transport statistics.

International trade in goods

In March 2009, a Eurostat delegation visited Statistics Netherlands as part of a regular European evaluation cycle of statistics on the international trade in goods. Matters addressed included data collection, the production process and new developments. Eurostat was positive and, in addition, issued a recommendation about how the statistics could be further improved. The relatively low response rate in the Netherlands was identified as a point requiring attention, however.

On the instructions of Eurostat, a study was carried out in 2009 into important trade discrepancies within the European Union. This means that a given European Union member state reports values for Dutch imports and exports that differ from those reported by the Netherlands itself. For most cases the study revealed the respective causes of these asymmetries and resulted in the qualitative improvement of Dutch figures on imports and exports.

An article was published on *The euro-dollar exchange rate and Dutch imports and exports*, quantifying the effects of an increase or decrease in the value of the dollar relative to the euro on Dutch trade.

Nature and the environment

A new analysis method that takes the detectability of animals in natural areas into account was introduced in 2009. The new method will probably improve the determination of trends for a number of animal species. The prospects for monitoring networks, of which the quality of trend measurements has not been entirely satisfactory up to now, e.g. for dragonflies, were very promising. For new monitoring networks, such as for fish in streams and polder areas, variable probabilities of detection are now expressly taken into account.

In 2009, Statistics Netherlands jointly organised a symposium to mark the tenth anniversary of the Ecological Monitoring Network (NEM). During this symposium the Ministry of Agriculture, Nature and Food Quality's expressed its great appreciation for Statistics Netherlands' environment statistics. As a token of this appreciation, Dr A. van Strien was awarded the Ministry's Silver Medal of Honour for his considerable efforts, involvement and expertise with respect to the Ecological Monitoring Network and exceptional services for the environment and environment statistics.

Publications on the website of the nature and environment compendium were updated in cooperation with the Netherlands Environmental Assessment Agency and Wageningen University and Research Centre. A completely revamped website was launched at the end of 2009. The *Compendium voor de*

Leefomgeving [Living Environment Compendium] can be consulted at www.compendiumvoordeleefomgeving.nl.

The European statistics regulation on the use of pesticides in agriculture and horticulture was published in the *Official Journal* on 10 December 2009 and came into effect on 30 December 2009. Under this regulation, member states must compile figures on sales (annual) and use (five-yearly) of pesticides in agriculture and horticulture. The regulation also provides for pilot studies to be carried out to acquire experience in preparing inventories of the use of plant protection products outside the agricultural sector and of the use of biocides.

On the instructions of the Ministry of Agriculture, Nature and Food Quality and the Ministry of Housing, Spatial Planning and the Environment, the Fertilisers Act Expert Committee reviewed the current method of ammonia emissions calculation. To this end, the Expert Committee set up a national working group in which, in addition to a number of agricultural institutes, the Netherlands Environmental Assessment Agency and Statistics Netherlands were represented. The working group formulated a new, broadly supported calculation method that enables the calculation of ammonia emissions from stables, sheds, sties and slurry depots, during grazing, manuring and application of artificial fertilisers.

Business cycle

A range of countries and international organisations have adopted the Statistics Netherlands' Business Cycle Tracer concept. The Tracer is now published on the websites of Eurostat and the OECD.

In 2009, Statistics Netherlands developed a number of interactive graphs and factsheets that provide greater insight into recent economic developments:

- a business cycle factsheet that shows the status of the current business cycle at a glance;
- the Business Cycle Tracer Indicator, which provides an overall view of Business Cycle Tracer indicators;
- the Exports Radar, which provides a monthly view of conditions pertinent to the export of goods;
- a new monthly indicator for stock development in the industrial sector.

Partly because of the financial and economic crisis, interest in Statistics Netherlands' business cycle reports increased in 2009; this was reflected in the number of visits to the business cycle dossier on Statistics Netherlands' website. The English version is also attracting a growing number of visitors.

Historical series

To devote greater attention to the compilation and maintenance of consistent long-term time series, Statistics Netherlands set up its long-term time series expertise centre. The centre implements concrete projects in cooperation with statistical departments to achieve this aim.

The definite results of time series on healthy life expectancy, diagnostic statistics (both until the early 1980s) and care accounts (until mid 1970s) were published on StatLine. To mark this, a well-attended symposium was organised for users of these figures. The results of the projects are further detailed in the publications *Bevolkingstrends* [Population Trends] and *Gezondheid en Zorg in cijfers* [Health and Care in Figures]. An article concerning a time series of life expectancy according to socioeconomic status was published in the *Nederlands Tijdschrift voor Geneeskunde* [Dutch Journal of Medicine].

The expertise centre played a central part in the conversion of time series of short-term statistics (back to 2000) to the new standard industrial classification (SBI 2008). The figures in question were published on StatLine and also forwarded to Eurostat in the course of the year.

An article on changes in the labour force participation rate in the Netherlands since 1970 was published in *Tijdschrift voor Arbeidsvraagstukken* [Dutch Journal of Labour Studies].

The international context

European cooperative networks of statistical offices

A considerable part of the statistics programme carried out by Statistics Netherlands is based on European legislation and regulations. In addition to the regular statistical production based on European legislation, studies into the modernisation of European business and trade statistics occupied an important place in 2009. The results of these studies will help to increase efficiency in the production of statistics and noticeably reduce the administrative burden for the business sector. These studies are carried out on the basis of cooperative networks, the so-called ESSnets. Statistics Netherlands participated in nine such networks at the end of 2009.

- Statistics Netherlands continued its participation in the previously started *ESSnet on Statistical Disclosure Control*. Among other things, in cooperation with the statistical offices of Italy and Germany a course in statistics security was given in Vilnius, Lithuania.
- Within the framework of the *ESSnet on administrative data*, Statistics Netherlands is heading a working group active in the area short-term estimates. Among other things, best practices for the use of VAT data are being identified.
- As part of the cooperation with Scandinavian countries that started in 2009, a study into the business architecture in the various countries concluded that the reuse of software and cooperation in the development of new software is quite feasible.

Extension of statistical programme within the European context

New regulations that necessitated changes in Statistics Netherlands' production of statistics came into effect in the following areas in 2009:

- community statistics on the movement of goods between member states;
- statistics on waste materials;
- community statistics on foreign trade with third countries;
- community statistics on the information society;
- statistics on pesticides.

In addition to this legislation of the European Parliament and Council, 16 so-called implementing or commission regulations came into effect.

Seventh EU Framework Programme

BLUE-Enterprise and Trade Statistics (ETS), a cooperative arrangement comprising 14 partners, was started in 2009. Its aim in the coming three years is to further develop the quality measurement of registers and ease the response process at companies. In addition, the study into representativity indicators for survey quality (RISQ) was successfully concluded with presentations and publications.

European Statistical Training Programme

Courses were again given in 2009 in the European Statistical Training Programme (ESTP) 2007-2011. Statistics Netherlands is an active member of the group headed by the German ICON-Institute and French Adetef. In 2009, just as in 2008, Statistics Netherlands gave the *National Accounts* course. In addition, Statistics Netherlands gave a *Non-response in Household Surveys* course and, in cooperation with Norway, the *Statistical Metadata and Administrative Use of Registers* courses. Together with the United Kingdom, a workshop was subsequently organised for experienced international trainers. Under the direction of two professional British trainers of the *Training for statistical trainers* ESTP course, experiences were exchanged and best practices discussed.

Technical assistance

Within the framework of the programme *Upgrading the Statistical System of Turkey* (USST-II), Statistics Netherlands provided technical assistance to Turkstat, Turkey's statistical office in 2009. Study visits took

place in the areas of methodological development, the use of register and administrative data, national accounts and transport statistics. In cooperation with the Ministry of Agriculture, Nature and Food Quality, Statistics Netherlands received a delegation of the Turkish Ministry of Agriculture and Rural Affairs. Discussions were held on the further improvement of Turkish statistics on agriculture. In addition, together with the German ICON-Institute, Statistics Netherlands is active in the *Multibeneficiary Programme Phare* for Turkey, Croatia, Romania and Bulgaria. Statistics Netherlands participates in projects within the framework of the EU Instrument for Pre-Accession Assistance (IPA) for countries in the Western Balkans that may in future become member states.

Blaise: an international product

Blaise is a system developed by Statistics Netherlands for the collection and processing of data. It is an extremely comprehensive software package that was built over a period of more than 13 years and at the core of which is a central metadata and data concept. In 2009, staff started work on Blaise Next Generation, an update of the software involving a conversion using more modern platform technology, including Microsoft .NET, as well as the implementation of functional modifications. This is taking place in close consultation with the substantial international community of Blaise users.

EU conference on 15 and 16 January 2009

Work in Progress, a conference organised by Statistics Netherlands, took place in the World Forum in The Hague on 15 and 16 January 2009. Representatives of the national statistical offices of the 27 European Union member states and Eurostat attended the conference. The directors general discussed the results of three task forces: *Legal and institutional framework*, *Statistical challenges* and *Resource management and programming*.

These task forces were set up in 2007 under the direction of Director-General Gosse van der Veen. The recommendations and ideas put forward by the task forces to improve statistical content and management aspects of the ESS were discussed. Follow-up actions, such as approving a new organisational consultative structure within the ESS and further improving communication and information by establishing structural dialogue at relevant internal and external levels, were agreed.

Statistics Netherlands visit to China's statistical office

A delegation from Statistics Netherlands headed by Director-General Gosse van der Veen paid a working visit to the National Bureau of Statistics in Beijing, China, on 2-6 November 2009. The purpose of the visit was to take a first step towards building up a cooperative relationship. Issues like changing work processes, programme and process-related challenges and solutions envisaged by Statistics Netherlands were discussed during the visit. At the end of the visit, the Commissioner of China's National Bureau of Statistics indicated an interest in cooperation with respect to strengthening statistical capacity, improving the quality of data and increasing public trust in official statistics. Areas in which Statistics Netherlands can build up a cooperative relationship with its Chinese counterpart will be explored further in 2010.

International Seminar on 14-16 December 2009

The international *Early warning and business cycle indicators* conference took place at the Kurhaus Hotel in The Hague on 14-16 December 2009. The conference was organised by Statistics Netherlands, the United Nations and Eurostat. The conference's theme was the availability, timeliness and comparability of data on economic developments and problems concerning the collection of early warning indicators. Representatives of a large number of countries, various UN organisations and international financial institutions took part in the conference.

Foreign visits to Statistics Netherlands in 2009 and Statistics Netherlands' visits abroad

Information is exchanged between foreign institutes and Statistics Netherlands at all levels. Representatives of over 25 foreign institutes visited Statistics Netherlands in 2009. Apart from other national statistical offices, these included:

- OECD
- Central Bank of Korea
- Central Bank of Chile
- Central Bank of Spain
- Ministry of Maritime Affairs (Turkey)
- University of Southampton (United Kingdom)
- University of Leuven (Belgium)
- University of Hasselt (Belgium)
- Embassy of Cameroon in The Hague
- Macquarie University, Sydney (Australia)
- Hitotsubashi University, Tokyo (Japan)

Personnel

In 2009, Statistics Netherlands took important steps towards improving the quality of its primary processes. In addition, far-reaching efficiency measures initiated in 2008 were continued, putting Statistics Netherlands on target with respect to staff reductions. Statistics Netherlands' workforce must be reduced by approximately 12 percent in the period 2008-2012.

A variety of workshops aimed at promoting internal and external job mobility were organised in 2009. Two managers exempted from other duties were appointed to assist employees whose positions become redundant to transfer to another job.

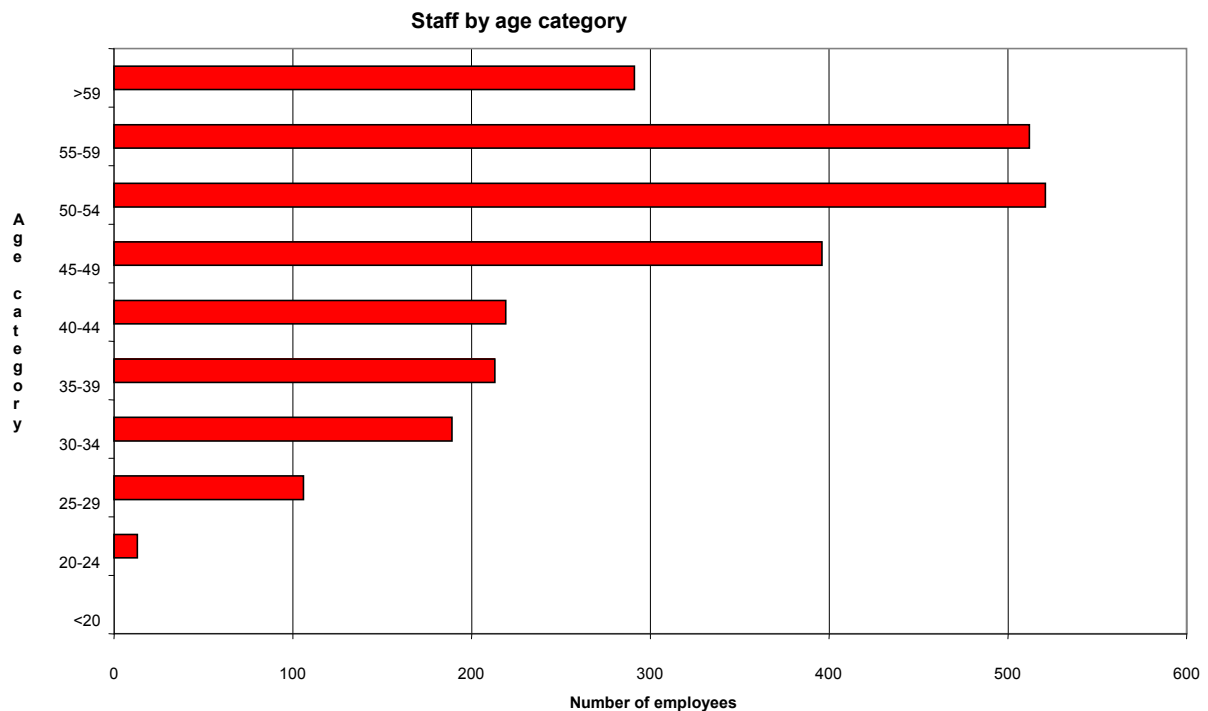
The workforce decreased in 2009. At the end of 2008, Statistics Netherlands had 2,591 employees. A year later, this number had fallen to 2,460. This corresponded to 2,140 FTEs on average in 2009, down from 2,195 FTEs in 2008.

The reduction of the workforce is supported by organisational and personnel-related measures put in place in 2008 pursuant to the staff compensation policy [*Sociaal Flankerend Beleid 2008-2012*] (SFB) for the central government sector. Management staff and employees are working hard to achieve a reduction in the workforce through internal job transfers within Statistics Netherlands and external transfers to government and private sector positions.

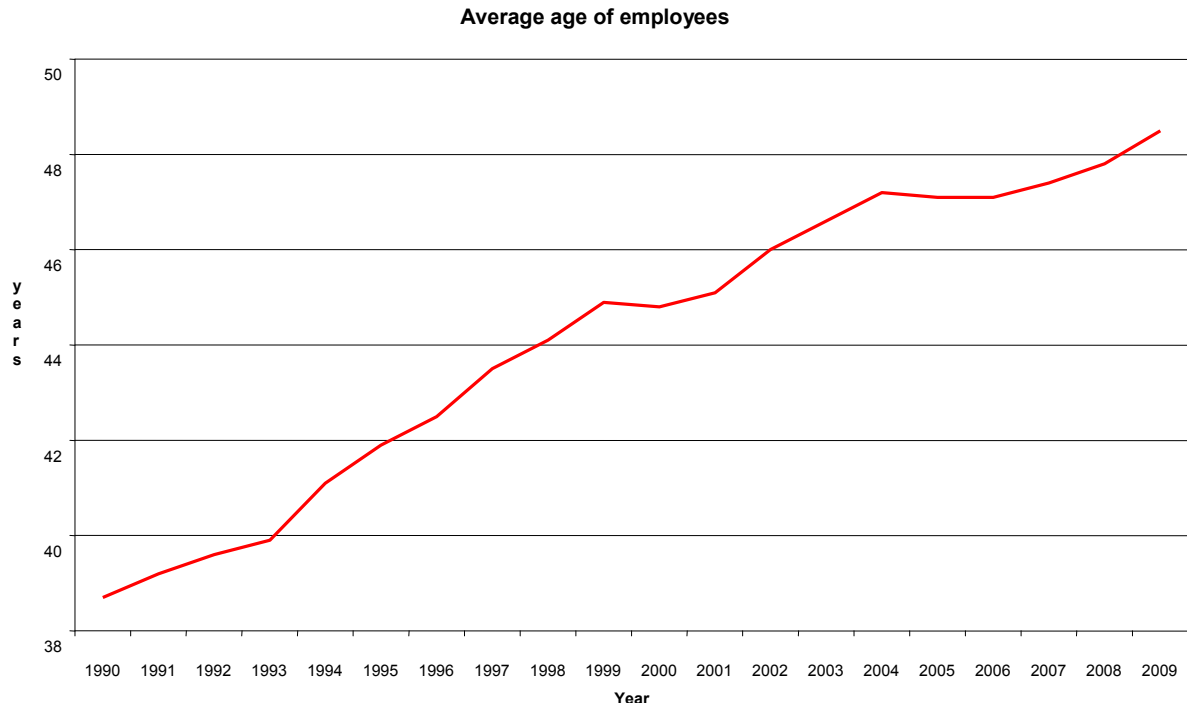
In cooperation with the *RijksMobiliteitsOrganisatie* (RMO), the Personnel Deployment Centre (CvP) set up in 2008 has a directing and controlling role to make appropriate instruments available in the areas of inflow, advancement and outflow. Although a large part of activities are currently aimed at achieving advancement and outflow, a targeted inflow of new employees will also be necessary to a certain extent in the near future. In this respect Statistics Netherlands released its first promotion film under the direction of the Personnel Deployment Centre. This film can be viewed at www.werkenbijhetcbs.nl.

Statistics Netherlands aims to establish a culture which encourages career and job mobility. In addition, the bureau expressly wishes to enhance the employability and flexibility of managers and employees. Given the magnitude and complexity of the changes the organisation is undergoing, it is indeed necessary to do so. Moreover, job mobility can contribute significantly to a more balanced composition of the workforce in both quantitative and qualitative terms.

The composition of the workforce is not entirely in balance. Employees under the age of 40 are underrepresented. Approximately 54 percent of the employees are 50 or older. This means that a large outflow will start to occur in the coming years (from 2013/2014).



Population ageing is also clearly apparent in the the average age of Statistics Netherlands employees. In 1990, the average age was 38.7; at the end of 2009, it was 48.5.



At the end of 2009, 67 percent of employees held positions in grade 9 and higher (66 percent in 2008; 55 percent in 1998). The percentage of women employed at Statistics Netherlands remained the same in 2009 as in 2008 (39 percent). The share of women in higher positions – i.e. grade 9 and higher – increased in 2009. Of the 960 women working at Statistics Netherlands at the end of 2009, 431 had a position in grade 9 or higher. This constitutes 26 percent of all employees in higher positions. The share

of female managers is expected to increase in the coming years: over half of the participants in Statistics Netherlands' various management programmes are women. Furthermore, 35 percent of employees worked part-time.

In the area of working conditions, work was carried out in 2009 on a manual in which duties, powers and responsibilities within the framework of working conditions and care are described and on a workbook containing an overview of processes within the framework of working conditions and care policy implementation. These documents constitute an addition to the Statistics Netherlands working conditions policy plan drawn up for Statistics Netherlands in 2008 on the basis of working conditions legislation.

Sickness absence fell slightly in 2009 to 5.3 percent, from 5.5 percent in 2008. The reporting frequency remained the same. On average, Statistics Netherlands employees reported sick 1.7 times in 2009.

Statistics Netherlands made teleworking possible from the summer of 2008. After a hesitant start, participation in teleworking increased markedly. Almost 250 employees were making use of the option at the end of 2008. This number increased to over 800 in 2009.

To maintain the deployability of employees in a sustainable and optimal manner, Statistics Netherlands devotes explicit attention its employees' lifecycle stage in the implementation of its HRM policy. Statistics Netherlands considers it important to take specific characteristics and needs, both private and professional and appropriate to an employee's lifecycle stage, into account and to anticipate the subsequent lifecycle stage. An online facility was developed in 2009 to enable managers and employees to access comprehensive information on numerous aspects of the age-related personnel policy.

2009 also witnessed the further implementation of an intensive management development process for different target groups. These target groups include all employees that hold staff and line management positions and employees who have the potential for management at some point in the future. Different training programmes, which started in 2008 and continued in 2009, were developed for these target groups. In addition, a start was made on a special programme for current and future project managers within the framework of project management professionalisation.

Statistics Netherlands attaches great value to employees participation in decision-making. During the meeting between the Director-General and the Works Council in 2009, points addressed included the following: staff reduction and the transition process, the staff compensation policy 2008-2012, various reorganisation processes, the future main structure of Statistics Netherlands, the evaluation and implementation of the new job classification system, the advancement of employees who have completed a higher professional education (*hbo*) upgrading programme, the career path for project managers and the Works Council elections that were held in March 2009.

In the meeting with the working conditions committee, points included the following: the working conditions policy plan, smoking policy, parking policy, relocation to the new building in Heerlen and the risk inventory and evaluation (RI&E) to be carried out at both locations based on the recent relocations.

In 2009, Statistics Netherlands was designated a Top Employer for the third successive year. Based on an annual study into primary and secondary terms and conditions of employment, organisations and companies are awarded this accreditation if they obtain over 60 percent of the available stars. The study is independent and assessed as 100 percent reliable by the Dutch Accreditation Council. The accreditation recognises Top Employers as reliable and upstanding parties with excellent HRM policies. At the end of 2009, it was announced that Statistics Netherlands merited the Top Employer title for 2010 as well.

Doctorates and appointments

Doctorates awarded in 2009 included:

- Dr G. (George) van Leeuwen from Delft University of Technology. His doctoral thesis, *Innovation and performance. A collection of microdata studies*, was partly based on work that he had done in recent years at Statistics Netherlands and the Netherlands Bureau for Economic Policy Analysis.
- Dr F. (Fannie) Cobben from the University of Amsterdam. Her doctoral thesis was titled *Nonresponse in Sample Surveys, Methods for Analysis and Adjustment*.
- Dr A. (Annemieke) M. van de Steeg from the University of Groningen. Her doctoral thesis, *Accounting for Tourism - The Tourism Satellite Account (TSA) in Perspective*, was partly based on work she had done in recent years at Statistics Netherlands and at the Central Bureau of Statistics in Aruba.

In addition, a number of employees were appointed professors:

- Prof. J.J.G. (Hans) Schmeets was appointed endowed professor at Maastricht University. His chair is tasked with *De sociale statistiek en in het bijzonder de empirische bestudering van sociale samenhang* [Social statistics and particularly the empirical study of social cohesion].
- Dr B.F.M. (Bart) Bakker was appointed professor in the *Methodologie van registers voor sociaal-wetenschappelijk onderzoek* [Methodology of registers for social scientific research] at VU University Amsterdam.

Efficiency and performance indicators

At the end of the period 2003-2013, Statistics Netherlands will carry out its statistical programme with almost 30 percent less staff, and at the same time be flexible enough to meet new statistical information needs. Compensation will be provided to cover the increase in capacity required to do work based on EU obligations. Programme renewal will be funded by reallocating existing capacity. On balance, the workforce will be approximately 20 percent smaller in 2013 than it was in 2003.

Process renewal

The key driver of more efficient operations is the programme for the redesign of the statistical production processes. This entails a steady increase in the use of secondary data sources and the improvement of efficiency by making maximum use of generic services and standard tools. Constituent elements of this programme are briefly explained below.

The data collection renewal programme achieved an efficiency gain of 22 FTEs in 2009. The programme is therefore on schedule in terms of the realisation of its objectives. Within the framework of the redesign of surveys of individuals, the fieldwork organisation was reduced by increased online surveys and a further shift from face-to-face to telephone interviews. In addition, the number of printed questionnaires for company surveys that require processing decreased. The combination of reduced primary observation and the use of improved survey techniques resulted in a reduction of field staff. Lastly, concentration of activities and reorganisation of work processes likewise resulted in a reduction of the workforce.

Another constituent element of the renewal is the programme for the redesign of the chain of economic statistics, which is putting a new statistical system in place based on the principles of Statistics Netherlands' business architecture. The purpose of the programme is to achieve efficiency gains, improve quality and reduce the administrative burden. By the end of 2009, a reduction of 48 FTEs of the 102 FTE efficiency gain that the programme must achieve by the beginning of 2012 had been realised.

The so-called quarterly machine was developed for the national accounts. This machine enables a more automated provisional year estimates for economic growth on the basis of quarterly figures and a limited number of annual data. A successful test was carried out in 2009, after which it was decided to put the quarterly machine into production in 2010.

The data service centre/meta service centre (DSC/MSC) is Statistics Netherlands' central data and metadata library, containing the data and associated metadata for all statistical processes. DSC also facilitates the use of data for the different production processes.

At the beginning of 2009, DSC/MSC started as a pilot project with a limited number of library and archive services for a few production processes. An independent DSC pilot organisation was set up in October 2009 and the provision of services was gradually expanded.

The data processing – or statistical informatics - portfolio focuses on the purchase or construction of generic software that can be used to process statistical data. Its aim is to reduce development and maintenance costs through software standardisation and to increase the independence of statisticians. A software application that enables users to design their own database was developed. Moreover, supporting functionality is available for the use of such a database. A first version of a software application that supports users in the selective and therefore efficient smoothing of statistical data was delivered and is being tested and implemented. The tools are being used in other systems and thereby indirectly contributing to the achievement of efficiency gains in the production of statistics.

In previous years, the emphasis within the process renewal programme was on the development of new generic services and standard statistical tools. In 2009, the emphasis shifted to the redesign of the production processes themselves. A number of examples of efficiency gains and improvements in quality achieved are:

- A new production system was developed for the business cycle survey, of which the first new figures will be published in May 2010.
- With respect to the consumer price index, a new method was developed for large scale processing of supermarket scanner data. This method will be used in 2010. The use of scanner data will lead to a reduction of survey costs and contribute to a reduction of the response burden.
- New processing systems were put in place in 2009 also for income statistics, statistics on goods transport and energy statistics.
- The so-called Standard Industrial Classification Module was adopted by the Chamber of Commerce on 1 June 2009. This module ensures consistency in the classification of companies throughout the Netherlands according to economic activity and thereby contributes to improving the quality of descriptions of activities in the Dutch business sector.
- The system for international trade in goods was revitalised in 2009. As a result, the system's technical service life has been extended by a number of years, the system is more future proof and it is easier to maintain.

Other methodological renewals included: a new processing method for road transport, more accurate estimating methods for surveys among individuals on, among other things, current unemployment figures, and methods relating to the use of registers for estimating total outcomes of economic statistics.

Statistics Netherlands' current application landscape is based on years of its own system development. As a result of process renewal, the current landscape is largely being replaced by generic software components and applications based on the use of standard software available in the market. This will result in a lower administrator burden once the old applications (legacy) have gradually been replaced. A number of steps were again taken in this area in 2009. However, the total restructuring of the landscape and the phasing out of existing applications will take more time than originally estimated. The actual phasing out of the old applications and concomitant reduction in the administrator burden is largely expected to take place in the period 2010-2012.

The concentration of Statistics Netherlands' computer centres in Apeldoorn was completed in 2009. Because of the rapid growth of the computer centre, Statistics Netherlands will have to make a decision about its housing in 2010. The findings of a preliminary study were presented at the end of 2009. A reduction of 22 percent in the workforce was achieved in IT support in 2009 from 2008.

Lastly in the context of this efficiency chapter, it can be noted that Statistics Netherlands is participating in the National Implementation Programme (NUP) of the e-government programme. This programme is aimed at establishing a basic infrastructure for, among other things, e-authentication, information numbers, national registrations and the electronic exchange of information. The objective is an efficient and customer-oriented provision of services with reduced administrative burdens.

Cost price model

In 2009, a cost model was established for the external reporting of the integrated costs per product group of Statistics Netherlands. The basic principles of this model were determined in consultation with the Central Commission for Statistics. The model was tested by an external party, which issued a positive opinion. The elaborated model was subsequently applied to 2008, discussed with the Central Commission for Statistics and approved. The final step was consultation with the Ministry of Economic Affairs about the operation and results of the model. The first meetings in this regard were positive. The consultative process will be completed at the beginning of 2010 and the expectation is that the ministry will grant its approval.

Statistics Netherlands will maintain the model on an annual basis and discuss the results with the Central Commission for Statistics and the Ministry.

Key business figures

The following table provides a summary of Statistics Netherlands' business performance in recent years

in the form of several key figures. The bulk of these figures are presented within a broader context in the relevant financial statements.

Key financial figures illustrating Statistics Netherlands' performance

	2009	2008	2007	2006	2005
<i>Amounts in thousand euro unless stated otherwise</i>					
Total revenues	207,578	197,882	188,807	179,647	175,216
Labour costs excluding temporary hire and reorganisation costs	138,329	131,806	123,574	114,719	119,624
Material expenses	62,961	64,872	63,738	56,690	47,963
Operating result excluding reorganisation costs	6,288	1,204	1,495	8,238	7,629
Interest income	-455	2,282	3,309	2,400	1,255
Result for the financial year excluding reorganisation costs	5,833	3,486	4,804	10,638	8,884
Debit/credit to provision for reorganisation costs	6,817	7,206	7,558	-120	4,924
Net result for the financial year	-984	-3,720	-2,754	10,758	3,960
Average number of FTEs	2,140	2,195	2,178	2,112	2,203
Turnover per FTE	97.0	90.2	86.7	85.1	79.5
Labour costs per FTE	64.6	60.0	56.7	54.3	54.3

Turnover per FTE increased by 22 percent in the years 2005 to 2009, while labour costs per FTE increased by 19 percent.

Performance indicators under Section 9 of the budget of the Ministry of Economic Affairs

Statistics Netherlands' performance can be defined by a number of performance indicators, also referred to as non-financial indicators. The indicators presented in the table at the end of this chapter are also included in Policy Section 9 (meeting society's need for statistics) of the Ministry of Economic Affairs' annual report. A number of indicators are explained below.

Discrepancies between provisional and definite figures for economic growth

Statistics Netherlands economic growth statistics are regularly adjusted. The aim in this regard is to make an initial estimate of economic growth that is as complete as possible so that adjustments made to subsequent estimates are not too large, and are not systematically in one direction. Adjustments in the period 2003-2005 prompted Statistics Netherlands to undertake additional efforts in 2008 to introduce further improvements in the sources and methods used to prepare the initial estimate. Work on the further improvement of estimates of economic growth was also carried out in 2009. Nevertheless, despite efforts to further improve estimates of economic growth, adjustments will remain inevitable in the future too. Limitations with respect to the cover and quality of source information as well as uncertainties regarding new developments will continue to play a part. However, Statistics Netherlands will continue its efforts to prevent the need for adjustments of economic growth estimates to the greatest extent possible.

Reduction of the administrative and response burdens

Statistics Netherlands adheres to the government's objective of reducing administrative burdens. Since the measurement of the administrative burden depends on the information provided by companies, the definite burden can only be determined following a substantial period after the end of the calendar year in question. The actual burden for 2009 is therefore not yet available. The figure will become available in mid 2010. In 2008 compared with 2007, the net response burden fell by € 0.4 million to € 21.3 million (-2 percent). This was within the parameters of the target set for 2008.

Non-financial performance indicators

<i>Name and Description</i>	<i>2009 Target</i>	<i>Achieved 2009</i>	<i>Achieved 2008</i>	<i>Achieved 2007</i>	<i>Achieved 2006</i>	<i>Achieved 2005</i>
Compliance with publication schedule - press releases Proportion of press releases published on the scheduled date.	90% of planned press releases must be published on the scheduled publication date.	92%	93%	87%	90%	95%
Compliance with publication schedule - mandatory EU supply Proportion of data consignments supplied to Eurostat on the scheduled date.	90% of data consignments are to be supplied to Eurostat on the scheduled date.	93%	88%	91%	93%	86%
Number of formal corrections of publications Number of press releases corrected by means of a new one.	Maximum of 3 press releases a year.	0 releases	0 releases	0 releases	.	.
Discrepancies between provisional and definite figures - economic growth The number of times that the definite quarterly figures for economic growth in any year differ from the flash estimates for the quarters of that year by more than 0.75%.	The discrepancy must be less than 0.75% for at least 3 quarters in one year.	(Reference year: 2006) Failed (2 quarters OK)	(Reference year: 2005) Failed (0 quarters OK)	(Reference year: 2004) Failed (0 quarters OK)	(Reference year: 2003) Failed (1 quarter OK)	(Reference year: 2002) Passed (4 quarters OK)
Discrepancies between provisional and definite figures - international trade The number of discrepancies in excess of 4% between the provisional and definite figures in the relevant parts of the 6-week version of the monthly figures for international trade.	At least 80% of the discrepancies must amount to less than 4%.	(Reference year: 2008) 98%	(Reference year: 2007) 100%	(Reference year: 2006) 96%	(Reference year: 2005) 98%	(Reference year: 2004) 96%
Discrepancies between provisional and definite figures - population figures Annual figure indicator: an absolute discrepancy between the sum of the provisional monthly figures for population growth and the definite annual figure. Monthly figure indicator: the number of times that the definite figures for population growth for the months of the previous calendar year differ from the provisional figures by more than 4,000.	Taken over 12 months, the discrepancy may not exceed 16,000. The monthly figure may only differ by less than 4,000 in at least 8 of the 12 months.	(Reference year: 2008) Passed (Annual total: 800; discrepancy of < 4000 in all months)	(Reference year: 2007) Passed (Annual total: 1117; discrepancy of < 4000 in all months)	(Reference year: 2006) Passed (Annual total: 1078; discrepancy of < 4000 in all months)	(Reference year: 2005) Passed (Annual total: 1299; discrepancy of < 4000 in all months)	(Reference year: 2004) Passed (Annual total: 13173; discrepancy of < 4000 in 11 months)
Reduction of response burden The annual administrative burden achieved, as assessed by the 'response burden gauge' (EDM).	A maximum administrative burden of € 21.3 million (2008).	Still unknown	Passed	Passed	Passed	Passed

Financial Statements 2009

Balance sheet as at 31 December 2009

(before profit appropriation)

Assets

	31 December 2009	31 December 2008
<i>Amounts in thousand euro</i>		
FIXED ASSETS		
1) Tangible fixed assets		
New building (in shell condition)	25,878	14,183
ICT equipment	4,412	11,872
Machinery and equipment	2,833	2,109
Other fixed assets	9,486	5,997
Tangible fixed assets under construction	0	5,536
	42,609	39,697
2) Financial fixed assets		
Ministry of Economic Affairs	9,354	13,128
Other financial fixed assets	14,177	8,891
	23,531	22,019
CURRENT ASSETS		
3) Work in progress		
Work in progress	1,639	661
	1,639	661
4) Accounts receivable		
Receivables	1,929	3,085
Other receivables	3,763	2,787
	5,692	5,872
5) Cash and cash equivalents		
Cash and cash equivalents	22,484	40,270
TOTAL ASSETS	95,955	108,519

Liabilities

	31 December 2009	31 December 2008
<i>Amounts in thousand euro</i>		
6) Equity		
Equalisation reserve	-662	3,058
Result of current year	-984	-3,720
	-1,646	-662
7) Provisions		
Reorganisation 2009	8,426	0
Reorganisation 2008	2,879	3,288
Reorganisation 2007	4,048	7,939
Reorganisation 2006	16	22
Reorganisation 2005	3,497	3,677
Reorganisation 2004	6,954	8,993
Unemployment obligations	6,917	6,545
Reorganisation 2000	1,473	2,719
Long-service awards	2,711	2,499
Other	0	250
	36,921	35,932
8) Long-term liabilities		
Ministry of Finance	21,000	24,000
ICT intensification	0	10,288
	21,000	34,288
9) Current liabilities		
Ministry of Finance	3,000	3,000
Taxes and social insurance contributions due	5,135	5,098
Other liabilities	31,545	30,863
	39,680	38,961
TOTAL LIABILITIES	95,955	108,519

Profit and Loss Account 2009

	Actual 2009	Budget 2009	Actual 2008
<i>Amounts in thousand of euro</i>			
REVENUES			
10) Net turnover			
Ministry of Economic Affairs	189,927	187,691	179,783
Revenues from third parties	<u>15,609</u>	<u>16,870</u>	<u>16,696</u>
	205,536	204,561	196,479
Change in work in progress	978	0	72
Other revenues	<u>1,064</u>	<u>1,243</u>	<u>1,331</u>
TOTAL REVENUES	<u>207,578</u>	<u>205,804</u>	<u>197,882</u>
11) OPERATING EXPENSES			
Wages and salaries	136,043	130,053	132,743
Pension and social security charges	25,091	23,544	22,548
Depreciation of tangible fixed assets	6,025	10,074	5,891
Other operating expenses	<u>40,948</u>	<u>41,418</u>	<u>42,702</u>
TOTAL OPERATING COSTS	<u>208,107</u>	<u>205,089</u>	<u>203,884</u>
	-529	715	-6,002
OPERATING RESULT			
12) Financial income and expenses			
Interest income	598	1,500	3,454
Interest expenses	<u>-1,053</u>	<u>-1,000</u>	<u>-1,172</u>
	<u>-455</u>	<u>500</u>	<u>2,282</u>
RESULT FOR THE FINANCIAL YEAR	<u>-984</u>	<u>1,215</u>	<u>-3,720</u>

Cash Flow Statement 2009

	2009		2008
Amounts in thousand euro			
Result of financial year		-984	-3,720
Adjusted for:			
Changes in provisions	989		1,266
Depreciation	6,025		5,891
Change in working capital (excluding cash and cash equivalents)	-79		-2,718
		6,935	4,439
Cash flow from operating activities		5,951	719
Net investments in tangible assets	-19,225		-23,577
Cash flow from investing activities		-19,225	-23,577
Redemption of loans	-3,000		-3,000
Withdrawal from ICT intensification	0		-5,090
Financial fixed assets	-5,286		-8,891
Redemption of contribution of Ministry of Economic Affairs	3,774		3,185
Cash flow from financing activities		-4,512	-13,796
Changes in cash and cash equivalents		-17,786	-36,654

General

Statistics Netherlands, with its registered offices in The Hague and Heerlen, is an autonomous administrative authority (ZBO). Its duties, powers and working method are laid down in the Statistics Netherlands Act (*Wet op het Centraal Bureau voor de Statistiek*).

Statistics Netherlands has two management bodies, the Director-General and the Central Commission for Statistics.

The financial statements of Statistics Netherlands are drawn up in accordance with the Statistics Netherlands Act and the other agreements concluded with the Ministry of Economic Affairs concerning the financial statements as set out in, among other things, the so-called control agreements. Within the aforementioned parameters, Statistics Netherlands' financial statements are drawn up with analogous application of the provisions of Title 9 of Book 2 of the Dutch Civil Code to the greatest extent possible.

The overall result for 2009 was a loss of € 1 million. This was caused by the exceptional change in the reorganisation provisions of, on balance, negative € 6.8 million. This change comprises an allocation of € 12.2 million and a release of € 5.4 million in the reorganisation provisions for 2004 up to and including 2009 and the provision for unemployment obligations.

Financial terms

It was agreed with the Ministry of Economic Affairs that the financial obligations from the period before 3 January 2004 will be settled by the Ministry of Economic Affairs. The actual expenditure on these obligations by Statistics Netherlands is repaid by the Ministry of Economic Affairs.

The Ministry of Economic Affairs has provided long-term financing in the form of interest-free credit provisionally amounting to € 50 million to prevent liquidity shortages as a result of the potential social insurance charges arising from the targets imposed by the first Balkenende government, the ICT future budget and the so-called reprioritisation. If the need for credit exceeds € 50 million, consultation on the matter will take place between Statistics Netherlands and the Ministries of Economic Affairs and Finance.

The risk agreements in place between Statistics Netherlands and the Ministry of Economic Affairs stipulate that the relocation may not constitute a budgetary problem for Statistics Netherlands. Within this framework, agreements were concluded with the Ministry of Economic Affairs in 2006 concerning the additional costs for the years 2008-2013. For the relocation in The Hague, the Ministry of Finance made three loans available on 3 December 2007 totalling € 30 million.

Loan tranche 1 amounts to € 4.5 million and has a term of 5 years.

Loan tranche 2 amounts to € 12 million and has a term of 10 years.

Loan tranche 3 amounts to € 13.5 million and has a term of 15 years.

The average interest rate of these loans is 3.9 percent.

For the relocation in Heerlen, the option of using a loan facility totalling € 25 million remains.

In 2004, Statistics Netherlands received € 24.6 million from the Ministry of Economic Affairs as a contribution for the reorganisation of the infrastructure. At the end of 2008, € 10.3 million remained. Statistics Netherlands discussed the way in which this amount could be used in 2009 with the Ministry of Economic Affairs. It was agreed that the ICT intensification funds remaining at the end of 2008 would be deducted from the tangible fixed assets as at 1 January 2009. The Ministry of Economic Affairs indicated that it could agree to this course of action because the remaining ICT intensification funds referred to may be used to finance the investments made before 31 December 2008. In accordance with the depreciation periods of the ICT equipment, this amount will be depreciated in three years. On the one hand, this means that depreciation charges for 2009 are € 3.4 million lower than estimated, while, on the other, costs for personnel hired in are € 3.5 million higher than estimated because these costs are

still recorded in the budget as being chargeable to the ICT intensification funds.

Accounting principles

The accounting principles used with respect to assets and liabilities and the determination of results are based on historical costs. Unless stated otherwise, the assets and liabilities are recognised at nominal value. Revenues and costs are attributed to the period to which they refer, while losses are recognised as soon as they are foreseen. Unless stated otherwise, the amounts in the financial statements are expressed in thousand euro.

Due to uncertainties inherent in the activities of Statistics Netherlands, it is often not possible to determine the exact amounts of certain items in the financial statements. Such items are therefore estimates. The estimates in question are made on the basis of the relevant information available. Estimates are required for, for example, determining the size of the provisions. The useful life of the tangible fixed assets is also determined. Making reasonable estimates is an important part in the preparation of these financial estimates.

Financial instruments

Financial instruments comprise trade and other receivables, funds, loans and other financing liabilities, and trade and other payables. Financial instruments are processed at actual value when first recognised. Following initial recognition, financial instruments are valued at amortised cost price based on the effective interest rate method. Because share premiums, discounts and transaction costs do not apply at Statistics Netherlands, the amortised cost price is equal to the nominal value.

Assets

Fixed assets

Tangible fixed assets

Tangible fixed assets are valued at either purchase price or acquisition price less the linear depreciation based on expected useful life. Due to the relocation, the depreciation of various assets was accelerated in connection with a shortening of useful life. The table below shows the depreciation period of each category. Depreciation with respect to assets under construction starts when such assets are put into use.

<i>Fixed assets</i>	<i>Depreciation period</i>
New building (in shell condition)	10 years
ICT equipment	3 years
Machinery and equipment	10 years
Other fixed operating assets	5 years

Financial fixed assets

The accounting principles for financial fixed assets are included in the financial instruments section.

Current assets

Work in progress

The valuation of work in progress is based on the manufacturing cost. Profits are taken based on the percentage of completion method. Expected losses are deducted immediately.

Accounts receivable

Accounts receivable are valued at nominal value subject to the deduction of a provision for bad debts.

Cash and cash equivalents

Cash and cash equivalents are valued at nominal value. Unless stated otherwise, these are at the free

disposal of Statistics Netherlands.

Liabilities

Provisions

The reorganisation provisions, provision for unemployment obligations, provision for long-service awards and other provisions are valued at nominal value based on the best possible estimate.

Employee benefits and pensions

The basic principle in this regard is that the pension costs to be processed in the reporting period are equal to the pension contributions owed to the pension fund for that period. Insofar as pension contributions owed have not been paid on the balance sheet date, a liability is recognised. If the pension contributions already paid on the balance sheet date exceed the pension contributions owed, a prepayments and accrued income item is recognised insofar as repayment by the fund or settlement against future pension contributions owed will take place. Furthermore, a provision for existing, additional obligations with respect to the fund and employees is recognised on the balance sheet date if it is likely that an outflow of resources will occur when meeting those obligations and the extent of those obligations can be reliably estimated. The existence or otherwise of additional obligations is determined on the basis of the administration agreement with the fund, the pension agreement with the employees and other explicit or implicit promises made to the employees. The provision is valued at the best estimate of the present value of the amounts required to settle the obligations on the balance sheet date. A receivable is recognised for a surplus existing at the pension fund on the balance sheet date if the corporation has the power of disposition over this surplus, it is likely that the surplus will accrue to the corporation and the receivable can be reliably determined.

Accounting principles for the determination of the result

Revenue and costs are determined on the basis of historical costs.

Cash flow statement

The cash flow statement is drawn up in accordance with the indirect method, which means that in order to reflect the cash flows, the result reported for the financial year is adjusted for items which do not result in any receipts or outlay in the financial year and movements in financing, provisions and working capital.

Notes to the balance sheet as at 31 December 2009

1) Tangible fixed assets

	New building (shell condition)	ICT equipment	Machinery and equipment	Other tangible fixed assets	Assets under construction	Total
Situation as at 31.12.2008						
Purchase price	14,786	30,520	3,083	7,208	5,536	61,134
Accumulated depreciation	-603	-18,648	-974	-1,212	-	-21,437
Accounting value as at 31.12.2008	14,183	11,872	2,109	5,997	5,536	39,697
Changes in book value						
Investments	13,730	4,771	1,184	5,320	-5,536	19,469
Use of investment grant		-10,288				-10,288
Disposals	-115	-5,584	-540	-300	-	-6,539
Depreciation during financial year	-2,031	-1,808	-316	-1,870	-	-6,025
Accumulated depreciation of disposals	110	5,449	396	340	-	6,295
Changes in book value	11,694	-7,460	724	3,490	-5,536	2,912
Situation as at 31.12.2009						
Purchase value	28,402	19,419	3,727	12,228	-	63,776
Accumulated depreciation	-2,524	-15,007	-894	-2,742	-	-21,167
Accounting value as at 31.12.2009	25,878	4,412	2,833	9,486	-	42,609

Additional investments were made in 2009 mainly as a result of the relocation to the new building in Heerlen. The new building item primarily concerns modifications to the shell and built-in facilities. The investments in ICT equipment mainly concern ICT investments for the new building. The investments in new furniture are recognised under other fixed operating assets. The assets that were not relocated to the new building in Heerlen are recognised under disposals.

The ICT investment fund remaining at the end of 2008 was deducted from the tangible fixed assets as at 1 January 2009. This amount will be written off in three years in accordance with the depreciation periods of the ICT equipment.

2) Financial fixed assets

Ministry of Economic Affairs

The amount receivable from the Ministry of Economic Affairs is made up of the following:

	31.12.2009	31.12.2008
Reorganisation 2000	3,354	4,128
Reorganisation 2004	6,000	9,000
Total	9,354	13,128

In 2009, the Ministry of Economic Affairs provided € 0.8 million to Statistics Netherlands to finance the 2000 reorganisation, thereby reducing the amount receivable from it.

For the 2004 reorganisation, the Ministry of Economic Affairs undertook to provide a total of € 21 million. It will pay the amount that has become receivable from it as a result in seven yearly instalments of € 3 million (from 2005-2011). An amount of € 6 million remains as at the end of 2009.

Other financial fixed assets

	31.12.2009	31.12.2008
VAT compensation paid in advance	14,177	8,891

In view of the fact that Statistics Netherlands is not liable for VAT, the landlord may not claim the VAT paid on investments in the new buildings in The Hague and Heerlen. Statistics Netherlands has therefore undertaken to pay the landlord € 9.2 million for The Hague and € 6.5 million for Heerlen by way of providing VAT compensation. The amounts will be paid from the result over a period of ten years. The maximum settlement period for settlement of this VAT compensation is ten years. In 2009, € 1.2 million was charged to the result (€ 0.3 million in 2008).

Current assets

3) Inventories

Work in progress

	31.12.2009	31.12.2008
Activated costs	6,929	4,792
Invoiced instalments	-5,105	-4,029
Provision for expected losses	-185	-102
Work in progress	1,639	661

Work in progress includes projects for third parties which generate income continuing into the following year. The activated costs are minus the instalments that have already been invoiced and minus provisions for expected loss.

4) Accounts receivable

Receivables

	31.12.2009	31.12.2008
Receivables	2,442	3,257
Provision for bad debts	-513	-172
Total	1,929	3,085

Receivables had decreased relative to 31 December 2008 as a result of a stricter collection policy. Conversely, the provision for bad debts increased relative to 31 December 2008. An important reason for this increase is the dispute concerning the number of direct hours that must be used when determining the hourly rate of employees engaged in current assignments for Eurostat. For new contracts as yet to be concluded, Statistics Netherlands expects to be able to reach agreement with Eurostat about the hourly rate, which means that this subject will only concern current assignments.

Other receivables

	31.12.2009	31.12.2008
Prepayments	2,401	1,756
Advances paid to employees	121	131
Other	1,241	900
Total	3,763	2,787

The prepayments item increased due to a rise in the number of maintenance contracts for hardware and software.

The other item consists largely of interest revenue still to be received for the fourth quarter and invoicing still to be carried out for the supply of microdata.

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

5) Cash and cash equivalents

	31.12.2009	31.12.2008
Bank balances	17,870	20,891
Deposits	4,594	19,352
Cash and cash equivalents	20	27
Total	22,484	40,270

The decrease of almost € 18 million in cash and cash equivalents is largely due to investments made in the new building in Heerlen and in ICT equipment. The cash flow statement shows the changes in liquidities.

These funds are freely disposable.

6) Equity

	Equalisation reserve	Result of current year	Total
Situation as at 01.01.2008	5,812	-2,754	3,058
Allocation of result for 2007	-2,754	2,754	-
Result for 2008	-	-3,720	-3,720
Balance as at 31.12.2008	3,058	-3,720	-662
Allocation of result for 2008	-3,720	3,720	-
Result for 2009	-	-984	-984
Balance as at 31.12.2009	-662	-984	-1,646

At the end of 2009, Statistics Netherlands had negative equity amounting to € 1.7 million. This amount comprises the result of the years 2004 up to and including 2009. From the year 2006, Statistics Netherlands had positive equity for the first time since being granted autonomous administrative authority status. In line with expectations, this equity was negative from 2008 due to the costs associated with implementation of the planned reorganisation. Agreements concluded in 2005 with the Ministry of Economic Affairs on the matter are in place.

7) Provisions

	Reorganisation 2009	Reorganisation 2008	Reorganisation 2007	Reorganisation 2006	Reorganisation 2005	Reorganisation 2004	Unemployment provision	Subtotal	Reorganisation 2000*	Long-service awards	Other	Total
Situation as at 31.12.2008	0	3,288	7,939	22	3,677	8,993	6,545	30,464	2,719	2,499	250	35,932
Funds received	-	1,702	-	-	-	-	-	1,702	-	-	-	1,702
Addition in 2009	8,426	30	-	64	786	267	2,603	12,176	-	497	-	12,673
Withdrawal in 2009	-	-1,799	-680	-70	-662	-2,204	-831	-6,246	-153	-285	-	-6,684
Released	-	-342	-3,211	-	-304	-102	-1,400	-5,359	-1,093	-	-250	-6,702
Balance as at 31.12.2009	8,426	2,879	4,048	16	3,497	6,954	6,917	32,737	1,473	2,711	-	36,921

* The release of the Reorganisation 2000 provision is owed to the Ministry of Economic Affairs.

Reorganisation from 2004 to 2009

The provisions were put in place to cover the social insurance costs for employees who, due to the targets imposed by the first and fourth Balkenende governments, reprioritisation of statistics, efficiency

projects and the ICT future budget, have been designated as reassignment candidates or who are making use of the scheme enabling voluntary early retirement (*Remkesregeling*) and to cover the costs of other initiated reorganisation processes. In determining the provisions, estimated and foreseeable obligations to employees were assumed. In addition to regular salary costs during the reassignment period, the obligations comprise agreed future payments to former Statistics Netherlands employees.

The 2009 reorganisation provision was formed for 41 newly designated reassignment candidates.

The table below shows the expected terms of the obligations arising from the reorganisations.

	2010	2011 to 2014	2015 onwards	Total
Reorganisation 2009	1,420	3,534	3,472	8,426
Reorganisation 2008	1,875	608	396	2,879
Reorganisation 2007	719	1,858	1,471	4,048
Reorganisation 2006	16	-	-	16
Reorganisation 2005	896	1,446	1,155	3,497
Reorganisation 2004	2,625	4,125	204	6,954
Total	7,551	11,571	6,698	25,820

Unemployment provision

The unemployment provision was formed to cover payments made under the Unemployment Insurance Act to former Statistics Netherlands employees.

The table below shows the expected terms of the unemployment obligations.

	2010	2011 to 2014	2015 onwards	Total
Unemployment obligations	1,203	3,253	2,461	6,917
Total	1,203	3,253	2,461	6,917

Reorganisation in 2000

The provision was formed to cover the outflow costs of employees designated as reassignment candidates during the reorganisation in 2000 but who were not dismissed before 3 January 2004. At the time, the Ministry of Economic Affairs undertook to pay approximately € 10.8 million to cover the outflow costs. This amount was also made available to cover the costs for temporary additional automation capacity. The outflow costs comprise the total personnel-related costs during the 18-month reassignment period and the redundancy and other payments made by Statistics Netherlands thereafter.

The table below shows the expected terms of the obligations associated with the reorganisation in 2000.

	2010	2011 to 2014	2015 onwards	Total
Reorganisation 2000	173	698	602	1,473
Total	173	698	602	1,473

Long-service awards

This provision concerns future obligations with respect to 12.5, 25 or 40-year service awards. This provision increased as a result of the collective labour agreement pay increase in 2009.

Other

This provision was formed at the beginning of 2008 for pension arrangements of former canteen personnel that were taken over. Since Statistics Netherlands no longer expects major obligations in this regard, the provision was released to the result in 2009.

8) Long-term liabilities

Ministry of Finance

For the relocation to The Hague, The Ministry of Finance made three loans available on 3 December 2007 totalling € 30 million.

Loan tranche 1 amounts to € 4.5 million and has a term of 5 years.

Loan tranche 2 amounts to € 12 million and has a term of 10 years.

Loan tranche 3 amounts to € 13.5 million and has a term of 15 years.

The average interest rate of these loans is 3.9 percent.

The repayment obligation for 2010 is € 3 million and is recognised under current liabilities. Of the total amount payable of € 24 million as at 31 December 2009, € 10.8 million has a term of over five years.

In accordance with the requirements of the Ministry of Finance, the Ministry of Economic Affairs has guaranteed the repayment of this loan.

ICT intensification

The ICT intensification fund remaining at the end of 2008 was deducted from the tangible fixed assets as at 1 January 2009.

9) Current liabilities

Ministry of Finance

The 2010 repayment obligation for the loans secured on 3 December 2007 is € 3 million.

Taxes and social insurance contributions

	31.12.2009	31.12.2008
Income tax payable	3,217	3,256
Pension and social insurance contributions	1,918	1,842
Total	5,135	5,098

Other liabilities

	31.12.2009	31.12.2008
Expenses payable	7,603	7,975
Holiday allowance payable	4,568	4,525
Creditors	7,406	7,145
Project developer advances received	3,418	1,380
Relocation advances received	-	3,100
Holiday entitlements	2,453	2,703
Pre-invoiced turnover*	4,915	3,028
ICT capacity to be spent	385	385
Year-end payment	679	440
Other payables	118	182
Total	31,545	30,863

* Of this, an amount of € 0.8 million as at 31 December 2008 represents work still to be performed for the long-term programme 2003-2008.

The expenses payable are mainly periodic costs for which the invoices had not yet been received on 31 December.

The project developer advances received concerned a non-recurring contribution in 2008 for the new location in The Hague and a non-recurring contribution in 2009 for the new location in Heerlen for the rental costs over the next ten years.

The relocation advances received concerned the contributions of the Ministry of Economic Affairs and Municipality of Heerlen for the investments in the relocation. These contributions were used in 2009.

The pre-invoiced turnover comprises mainly the pre-invoiced Blaise licences and work still to be performed.

The Ministry of Economic Affairs made a contribution available to cover the costs of temporary additional automation capacity for the 2000 reorganisation.

The year-end payment concerns the reservation for December 2009 that will be paid out in November 2010.

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

Notes to the profit and loss account 2009

10) Net turnover

Net turnover is the total of:

- the contribution of the Ministry of Economic Affairs;
- revenues from third parties;
- changes in work in progress;
- other revenues.

Contribution of the Ministry of Economic Affairs

	Actual 2009	Budget 2009	Actual 2008
Budgeted contribution	184,065	184,065	173,921
Repayment of payable to the Ministry of Economic Affairs regarding the 2004 reorganisation	-3,000	-3,000	-3,000
Contribution to relocation	2,600	2,600	600
Wage compensation and price adjustment	7,151	4,500	5,035
REO 2000 still to be spent	-774	-774	-185
Amount still to be spent regarding automation capacity	-	-	119
2009 claims granted	1,243	-	2,442
2009 projects continuing into the following year	-1,658	-	-
Other changes	300	300	851
Total	189,927	187,691	179,783

The contribution of the Ministry of Economic Affairs concerns the budgeted contribution made available by the Ministry of Economic Affairs. Statistics Netherlands is receiving this amount as part of the long-term programme 2009-2013. Statistics Netherlands must complete the work programme by the end of this period. The contribution in any year for the uncompleted part of the work programme is passed on to the subsequent year.

The 2009 budget provided for a lower contribution from the Ministry of Economic Affairs than was actually received. The difference was mainly due to a higher wage and price compensation, the repeal of the employee's contribution in the pseudo-Unemployment Insurance Act contribution and the granting of the claims for 2009. A number of projects will also continue into 2010.

Revenues from third parties

The table below shows revenues from third parties by region.

	Actual 2009	Budget 2009	Actual 2008
Netherlands	11,435	11,684	11,563
EU countries	2,789	3,768	3,729
Other countries	1,385	1,418	1,404
Total	15,609	16,870	16,696

Actual income from work performed is accounted for as part of orders placed by third parties. This also includes orders for which the national government provides a specific financial contribution and turnover generated by sales of Blaise licences.

The table below shows revenues from third parties by customer.

	Actual 2009	Budget 2009	Actual 2008
Central government	9,772	9,562	9,463
Statistical offices of other countries	2,441	2,296	2,272
Research institutes	1,305	2,242	2,219
European Union and Eurostat	1,082	2,152	2,130
Other	1,009	618	612
Total	15,609	16,870	16,696

Changes in work in progress

Changes in work in progress concern the increase in the financial year of capitalised costs less capitalised instalments that have been charged.

Other revenues

Other revenues consist mainly of yield from enforcement and publications.

11) Operating expenses

Wages and salaries

	Actual 2009	Budget 2009	Actual 2008
Wages and salaries	112,991	114,935	109,258
Staff on loan	15,988	15,118	15,338
Change in reorganisation provisions	6,817	-	7,206
Change in other provisions	247	-	941
Total	136,043	130,053	132,743

Since the number of vacancies was higher than estimated, actual total costs in the wages, salaries, pension costs and social insurance costs category were lower in 2009 than provided for in the budget.

The addition (€ 12.2 million) less the release (€ 5.4 million) in the reorganisation provisions for 2004 up to and including 2009 and the provision for unemployment obligations are recognised in the change in reorganisation provisions item. The change in other provisions was set at zero in the budget because it is difficult to estimate in advance.

The addition (€ 0.5 million) in the long-service awards provision less the release (€ 0.2 million) in the provision for pension arrangements of former canteen personnel taken over is recognised in the change in other provisions item.

In 2009, Statistics Netherlands had an average, as expressed in FTEs, of 2,140 employees. The corresponding figure for 2008 was 2,195 FTEs. None of the employees live and work outside the Netherlands.

Emoluments of the Director-General and the Central Commission for Statistics

In 2009, the emolument of the Director-General was € 208,000 and comprised gross salary, fixed allowances, social insurance contributions and pension costs.

The Central Commission for Statistics has a number of duties pertaining to Statistics Netherlands and the central government's supply of statistical information. In 2009, the Commission consisted of nine members. The combined expense account of the Commission in 2009 was € 94,000. It was also € 94,000 in 2008. The expenses of the Commission's members are charged to Statistics Netherlands' budget.

The *Wet Openbaarmaking uit Publieke middelen gefinancierde Topinkomens* [Executives' Pay Financed from Public Funds (Disclosure) Act] (WOPT) came into force on 1 March 2006.

Disclosures pursuant to the Executives' Pay Financed from Public Funds (Disclosure) Act are shown in the

table below.

	2009	2008
<i>Position: Director-General</i>		
Taxable income	165	160
Employer's and employee's pension contribution	35	33
Hours contracted per week	36	36

The Minister of Economic Affairs determines the remuneration of the Director-General on the recommendation of the chair of the Central Commission for Statistics.

Social insurance costs

	Actual 2009	Budget 2009	Actual 2008
Pension costs	14,575	14,942	14,310
Social insurance costs	10,516	8,602	8,238
Total	25,091	23,544	22,548

The repeal of the employee's contribution in the pseudo-Unemployment Insurance Act contribution at the beginning of 2009 meant that social insurance costs in 2009 were higher than the budget provided for. The Ministry of Economic Affairs provided compensation for these additional costs.

Depreciation of tangible fixed assets

	Actual 2009	Budget 2009	Actual 2008
Depreciation of tangible fixed assets	6,025	10,074	5,891
Total	6,025	10,074	5,891

Since a number of investments were deferred to 2010, depreciation in 2009 was lower than estimated. The amount of € 10.3 million still to be spent for ICT intensification was used before 1 January 2009 for investments mainly with respect to the organisation of the data centre and deducted from the ICT funds.

Other operating expenses

	Actual 2009	Budget 2009	Actual 2008
Housing	14,885	15,457	17,555
Other personnel	5,368	5,289	6,524
Office expenses	5,512	5,731	5,434
Travel	4,492	4,515	4,234
Consulting expenses	3,111	3,255	3,028
ICT	3,584	3,884	4,078
Change in provisions	-	-	-665
Other	3,996	3,287	2,514
Total	40,948	41,418	42,702

Housing includes rent, energy costs and costs related to the premises such as security, cleaning and running the canteen. Rental costs were lower than estimated because compensation was provided by the Ministry of Economic Affairs for the rental increase charged by the landlord for the former Heerlen and Voorburg locations.

The 'Other' item of the other operating expenses consists mainly of costs for statistical base material. The other operating expenses were higher than estimated due to an increase in the provision for doubtful debts.

Accountant's fees

	Actual 2009	Actual 2008
Audit of the financial statements	174	166
Other auditing assignments	-	5
Tax consultancy assignments	-	-
Other non-auditing assignments	25	-
Total	199	171

12) Financial income and expenses

Interest income

Interest income fell due to a lower interest rate on the current account and a lower outstanding balance.

Assets and commitments not included in the balance sheet

Long-term financial obligations

<i>Amounts in thousand euro</i>	2010	2011 to 2014	2015 onwards
The Hague and Heerlen offices rent	7,433	32,032	22,889
Utilities and security services	7,000	-	-
ICT	4,300	-	-
Personnel	400	-	-
Total	19,133	32,032	22,889

Building rentals

The tenancy agreement for the new building in The Hague has been entered into for a term of no more than 15 years and will expire in 2023. The tenancy agreement for the new building in Heerlen has been entered into for a term of no more than 15 years and will expire in 2024.

Utilities

This item includes € 7 million for accommodation costs. The contracts will expire after 2010.

ICT

Multi-year contracts have been concluded with suppliers for the long-term ICT plan. The contracts will expire after 2010. The amount included is based on contracts and empirical figures.

Personnel and statistics

This refers to payroll costs. The amount included is based on contracts and empirical figures.

The Hague/Heerlen, 26 March 2010

Director-General of Statistics

G. van der Veen

Central Commission for Statistics

I. Brakman, Chair

J.J. van Duijn, Deputy Chair

Members:

Professor L.H. Hoogduin

J.M.A. van Huut

M.B.G.M. Oostendorp

Professor J. Plantenga

P.C. Plooi-Van Gorsel

Professor C.G.M. Sterks

Professor J.T.M. van der Zee



Other information

Appropriation of profit

The proposal is to charge the result to the equalisation reserve.

To the Director-General of Statistics Netherlands***Auditor's report****Report on the financial statements*

We have audited the 2009 financial statements included in this report, of Statistics Netherlands, located in The Hague, which comprise the balance sheet as at 31 December 2009, the profit and loss account for the year then ended and the notes.

Management's responsibility

The management of Statistics Netherlands is responsible for the preparation and fair presentation of the financial statements and for the preparation of the annual report, both in accordance with the financial reporting requirements as stipulated in the Statistics Netherlands Act and the other requirements of the Ministry of Economic Affairs, including the audit protocol as approved by the ministry. Management is furthermore responsible for the financial lawfulness of the revenue, expenses and balance sheet movements as presented in the financial statements. This means that these items must be in compliance with the provisions of relevant legislation and regulations.

This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair representation of financial statements that are free from material misstatement, whether due to fraud or error, and compliance with relevant legislation and regulations, selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Dutch law and the auditing protocol approved by the Ministry of Economic Affairs. This law requires that we comply with the ethical requirements that apply to us and plan and perform the audit to obtain reasonable assurance whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making that risk assessment, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements as well as compliance with relevant legislation and regulations 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the management of Statistics Netherlands, evaluating the overall presentation of the financial statements, as well as the reasonableness of the applied financial lawfulness criteria.

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

Opinion

In our opinion, the financial statements give a true and fair view of the financial position of Statistics Netherlands as at 31 December 2009, and of its result for the year then ended in accordance with the financial reporting requirements included in the Statistics Netherlands Act and the other requirements of the Ministry of Economic Affairs.

Furthermore, we are of the opinion that the income, expenditure and balance sheet movements that occurred in 2009 and are accounted for in these financial statements satisfy the requirements of financial lawfulness. This means that the relevant amounts comply with the provisions of relevant legislation and regulations, such as those of the audit protocol as approved by the Ministry of Economic Affairs.

Report on other legal and regulatory requirements

To the extent of our competence, we are of the opinion that the annual report is consistent with the financial statements.

The Hague, 26 March 2010

KPMG ACCOUNTANTS N.V.

J.A.A.M. Vermeeren, Chartered Accountant



Organisational chart

Executive Board

G. van der Veen	Director-General
G. Bruinooge	Deputy Director-General

Corporate staff (210 FTEs)

F.W.M. Hendrikx, *Director*

Business Economics Statistics (655 FTEs)

J.A. Timmermans, *Director*

The Business Economics Statistics division produces statistical information on businesses, institutions and enterprises. This information covers economic conditions and structures in all sectors of trade and industry, as well as all aspects such as the environment, transport, knowledge and technology.

Social and Spatial Statistics (555 FTEs)

W. van Nunspeet, *Director*

The objective of the Social and Spatial Statistics division is to compile statistical information on characteristics of the population, real estate and spatial units. The division collects the required data by making use of administrations and registrations, where necessary supplemented by personal surveys.

Macroeconomic Statistics and Publications (410 FTEs)

Dr A.H. Kroese, *Director*

The Macroeconomic Statistics and Publications division is responsible for macroeconomic key data, such as inflation, economic growth, etc. In cooperation with other divisions, this division prepares the digital and printed publications of Statistics Netherlands.

Information Technology Services (210 FTEs)

J.H. Veefkind, *Director*

The Information Technology Services division contributes to the quality and efficiency of the statistical processes and products by the use of state-of-the-art information technology. The division also provides support in the development and management of the other business processes.

Methodology and Quality (75 FTEs)

Dr C. Zeelenberg, *Director*

The Methodology and Quality division is responsible for the development of knowledge and general frameworks and their application in the areas of general statistical methods, quality assurance and process development. The division is also responsible for the consistency of the statistical production processes within Statistics Netherlands.

(The FTE figures specified do not include interim managers, temporary workers, trainees, etc.)

Advisory boards

Advisory boards, each of which covers a specific theme or subject, have been established to provide Statistics Netherlands with advice on the implementation of its statistical programme. The chairpersons of the seven advisory boards and the directors of the Netherlands Environmental Assessment Agency, Netherlands Institute for Social Research and Netherlands Bureau for Economic Policy Analysis jointly constitute an advisory council for the Director-General.

Members of the Statistics Netherlands Advisory Council

G. van der Veen	- Chair
C. Olivers	- Secretary
Prof. P.J. Boelhouwer	- advisory board on price statistics
Prof. P. Ester	- advisory board on society and the economy
Prof. P.B.F. Franses	- advisory board on methodology and quality
Prof. M. Hajer/ Van den Berg	- Netherlands Environmental Assessment Agency
E.E. van de Lustgraaf	- advisory board on economic statistics
A.P.R. van Rooij	- advisory board on information sources
Prof. P. Schnabel	- Netherlands Institute for Social Research
Prof. C.N. Teulings	- Netherlands Bureau for Economic Policy Analysis
Prof. J.J.M. Theeuwes	- advisory board on social statistics
Dr J.P. Verbruggen	- advisory board on macroeconomics

Guide

Statistics Netherlands collects data on individuals, businesses and institutions and makes the results of its studies available to everyone as soon as possible in several ways.

Statistics Netherlands website (www.cbs.nl)

The website offers access to the results of Statistics Netherlands research. It provides information and key figures about the Netherlands organised by theme. All publications are listed. Detailed figures are published in StatLine, the free databank.

The website also includes an up-to-date publication calendar and product catalogue and, in addition, policy information as well as links to national statistical offices and relevant international organisations.

Statistics Netherlands has also developed a number of sites for specific target groups and themes. See in this regard: www.werkenbijhetcbs.nl; www.cbsinuwbuurt.nl; www.cbsvooruwbedrijf.nl.

NOS teletext

Teletext page 506 provides information on key economic indicators, while page 507 contains recently published data.

Sale of Statistics Netherlands products

Statistics Netherlands products can be ordered through the organisation's Customer Service Department, PO Box 4481, 6401 CZ Heerlen; telephone: +31 (0)88 5707070; fax: +31 (0)45 5706268; email: verkoop@cbs.nl.

Information service

The central information desk for general questions about Statistics Netherlands and its products can be reached by telephone on +31 (0)88 5707070 or by email at infoservice@cbs.nl.

European Statistical Data Support

Statistical information about Europe sourced from Eurostat can be requested by telephone on +31 (0)88 5707070 (option 5) or by email at infoservice@cbs.nl.

CBS Contact Centre

The central information desk for businesses, institutions and individuals for questions about Statistics Netherlands questionnaires or other survey materials can be reached by telephone on +31 (0)45 5706400, by email at contactcenter@cbs.nl or by filling in the web form on the Statistics Netherlands website at www.cbs.nl/contactcenter.

Press office

The press information office for the media can be reached by telephone on +31 (0)70 3374444 or by email at persdienst@cbs.nl. More information is provided on the Statistics Netherlands website at www.cbs.nl/informatie voor/pers.

Research subject to conditions: Centre for Policy Statistics

The Centre for Policy Statistics provides a range of services to external parties:

- Making microdatasets available, at Statistics Netherlands and under strict security conditions, to researchers duly authorised under the Statistics Netherlands Act or by the permission of the Central Commission for Statistics to enable such researchers to carry out their own analyses of the files (catalogue www.cbs.nl/microdata).
- Carrying out studies using statistical basic material to provide answers to questions of ministries and public policy and research institutes, large municipalities and other government agencies.
- Providing advice to customers like ministries and public policy and research institutes, large municipalities and other government agencies with respect to finding, organising and using information required for policy formulation and evaluation.

These services are not free of charge. Further information can be obtained by telephone on +31 (0)70 3374792, by email at cvb@cbs.nl or through the Statistics Netherlands website at www.cbs.nl/cvb.



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