



Annual report for 2012

The original financial statements were drafted in Dutch. This document is an English translation of the original. In the case of any discrepancies between the English and the Dutch text, the latter will prevail.

Contents

1	Report of the Director-General of Statistics Netherlands	3
2	Central Commission for Statistics	7
3	General	8
3.1	International trends	8
3.2	Examples of collaborative arrangements.....	9
3.3	Services and communication	11
4	Statistical programme	13
4.1	Programme renewal.....	13
4.2	Standard statistical programme.....	13
4.3	New European obligations in 2012.....	13
5	Methodology, innovation and process renewal	15
5.1	Methodology and research.....	15
5.2	Innovation	16
5.3	Process renewal	16
6	Operations	18
6.1	Human resources.....	18
6.2	Risk management and quality assurance.....	20
6.3	Performance indicators	21
6.4	Response burden.....	23
6.5	External accounting model	24
7	Financial statements for 2012	27
7.1	Balance sheet as at 31 December 2012.....	28
7.2	Income statement for 2012	30
7.3	Cash flow statement for 2012	31
7.4	Notes to the financial statements for 2012.....	32
7.5	Notes to the balance sheet as at 31 December 2012.....	36
7.6	Notes to the income statement for 2012	44
Other Information		49
Appendix A Programme Renewal		51
Appendix B Statistical programme		62
Appendix C Advisory Boards		73
Appendix D Organisation (31 December 2012)		74
Appendix E Guide		76
Appendix F List of Dutch and international abbreviations		78
Publishing details		83

1 Report of the Director-General of Statistics Netherlands

This Annual Report presents and accounts for Statistics Netherlands' results and activities in 2012. Statistics Netherlands also presents its financial statements for 2012 in this Annual Report. The publications, articles and tables of statistical information to be produced were set out in the Annual Plan for 2012. Statistics Netherlands achieved this planned output in its standard programme. The development activities for the new European obligations in 2012 will be implemented in 2013 as the necessary long-term funding was only put in place in the course of 2012.

Statistics Netherlands' policy intentions are laid down in general terms in the budget of the Ministry of Economic Affairs (EZ). Statistics Netherlands is accountable for these intentions through a series of performance indicators agreed with the Ministry. The overall picture is favourable.

Chapter 3 of the Annual Report deals with several major developments at Statistics Netherlands. The details are then given in the subsequent chapters. As prescribed by law, this Annual Report has been approved by the Central Commission for Statistics (CCS) and the financial statements have been adopted in agreement with the Central Commission.

Efficiency and effectiveness

In 2012 the Minister of Economic Affairs, as required by the Autonomous Administrative Authorities Framework Act, submitted a report on the efficiency and effectiveness of Statistics Netherlands' performance to the House of Representatives. This report, which was drawn up by management consultants Berenschot on behalf of the Ministry of Economic Affairs, concluded that the output of Statistics Netherlands had risen in the period 2004-2009 and that greater use had also been made of this output. On the effectiveness aspect of performance, the report found that Statistics Netherlands had drawn up and executed clear and relevant long-term and other programmes, resulting in widely used and well-regarded, up-to-date and high-quality statistics. Statistics Netherlands and the Central Commission for Statistics provided independent safeguards of the effectiveness of the provision of information, in good consultation and collaboration with strategic partners.

The researchers also found that the efficiency of Statistics Netherlands' performance had improved. Total Statistics Netherlands' output rose substantially between 2004 and 2009, while the work programme was executed with almost 20 percent less capacity. As regards operations, the researchers concluded that Statistics Netherlands had made considerable progress. Earnings from operations were in surplus in the evaluation period and the Central Commission had played an important part in improving operations and efficiency.

In recent years Statistics Netherlands has also devoted much effort to developing and renewing its programme, services and production processes. Besides discontinuing little used statistics, it has developed new statistics on such subjects as international economic relations, regional economy, population ageing, education, healthcare, the housing market, security, sustainability, transport, mobility, welfare, labour market trends and social change. Not only the statistical programme but also the processes have undergone change. More and more use is being made of registers and internet-based data mining techniques.

2014-2018 Multi-annual Programme

In preparation for the new multi-annual programme, an environment analysis was carried out by Twynstra Gudde in early 2012. This shows that users are satisfied with the present range of products and services provided by Statistics Netherlands, which have met their needs admirably since the recent overhaul. This is in keeping with the conclusions of the above-mentioned report on the efficiency and effectiveness of Statistics Netherlands' performance. The environment analysis also shows that in a number of fields there is a need for new statistical information and that there are wishes regarding the service provided by Statistics Netherlands and the accessibility of information. In 2011 the Ministry of Economic Affairs announced a spending reduction target which can rise to approximately 25 percent. If this substantial target is to be achieved, efficiency must be increased by

more than the rate of 1.5 percent a year specified in the coalition agreement of the Rutte I government and a limited number of statistics must be discontinued, reduced in frequency or scaled back. To gauge the consequences of the modifications to the statistical programme Statistics Netherlands has consulted its major users. In making the final selection of statistics that must be discontinued or scaled back, it has endeavoured to minimise the social consequences. It has also critically examined the publication policy in order to save costs while minimizing the impact on the reduction in the reach and the quality of the information. The consultations have shown that no matter how the programme reductions are carried out, users will be affected.

All of this has been included in the new Multi-annual Programme for 2014-2018, which was presented to the Minister of Economic Affairs in December 2012. Besides the cutbacks the Multi-annual Programme includes limited plans for the incorporation of new elements in the statistical programme. The environmental analysis mentioned above has already shown that new statistical information is necessary in a number of fields. These new elements concern three statistical themes: developments in trade and industry, labour market flexibilisation and capital positions. The wishes expressed in the environmental analysis as regards the services provided by Statistics Netherlands and the accessibility of information are also taken into account in the new Multi-annual Programme. The financial and organisational parameters for implementing this Multi-annual Programme include a target which does not exceed the amount announced by the Ministry of Economic Affairs in 2011 and the granting of resources to enable Statistics Netherlands to invest in the process of renewal and thus achieve efficiency increases in the period covered by the Programme. Statistics Netherlands is facing a major challenge in implementing the programme within these parameters after having already made so many savings in the past period.

International cooperation and developments

The world has become more and more interconnected as a result of globalisation, growing European and global cooperation and, above all, the rapid advances of the ICT industry. All this necessitates faster and more intensive cooperation in relation to statistical information. Statistics Netherlands cannot meet the major challenges facing it on its own. Cooperation between statistical organisations within and outside Europe is essential in view of the growing need for international statistical coordination of both substance and procedure.

The economic crisis has resulted in budget cutbacks for other statistical organisations as well. Intensive cooperation provides scope for greater efficiency and for innovation through the bundling of brainpower. The growing demand for international data can also be better met in this way. The High Level Group for the Modernisation of Statistical Production and Services (HLG) directs various initiatives designed to maximise the benefit achieved from cooperation. Statistics Netherlands chairs the HLG. Important topics are the use of 'big data', standardisation with a view to saving costs, improvement of processes and the reduction of administrative overheads.

Statistics Netherlands is recognised internationally as a leading knowledge institute. Besides participation at strategic level, Statistics Netherlands actively cooperates in developing methodology, the international development of the statistical profession and skills. It also plays a major role in developing methodology, providing access to statistics and microdata and promoting internal quality assurance. This is also evident from the fact that other national statistical institutes have adopted innovations developed by Statistics Netherlands such as modern observation strategies and redesigned economic statistics.

National collaboration

In 2012 Statistics Netherlands collaborated with national and local public authorities, public policy and research institutes, universities and other educational organisations, trade associations, and various international organisations and institutes. Cooperative activities consisted in the production of statistical information, joint publications and organisation of symposiums. The following specific examples are worthy of mention.

Statistics Netherlands has worked with government ministries in various fields, for example in relation to the publication of *Criminaliteit en Rechtshandhaving* (Crime and Law Enforcement) and the

Integrale Veiligheidsmonitor (Integrated Security Monitor). It has also worked closely with public policy and research institutes such as the Netherlands Institute for Social Research, the Netherlands Bureau for Economic Policy Analysis and the Netherlands Environmental Assessment Agency, for example in relation to the delivery of datasets and various publications.

The Dutch central bank (DNB), the Tax and Customs Administration and the Employee Insurance Agency (UWV) collaborate with Statistics Netherlands on a regular basis. In 2012 the collaboration with these three bodies involved collecting and publishing data on financial institutions and the balance of payments and improving the quality of data from payroll tax forms respectively.

In the past year Statistics Netherlands has cooperated with various Dutch universities on the exchange of data. It is also in regular contact with organisations that represent trade and industry. In 2012 Statistics Netherlands intensified its relations with the trade associations in order to reduce still further the administrative burden (or perceived burden) of responding to surveys.

Services and communication

As in previous years, a large number of first copies of Statistics Netherlands publications were presented to ministers, state secretaries and representatives of civil society organisations or trade and industry in 2012. Such presentations focused the spotlight on the value of the products of Statistics Netherlands for management and Dutch society. In recent years Statistics Netherlands has invested in ways of presenting statistical results more coherently, thereby increasing their usability. This has generated considerable coverage in the media, for example in the form of articles about the construction industry, bankruptcies, the retail trade and the consequences of the VAT increase. Naturally, the press conferences on economic growth also attracted much interest.

In 2012 the Centre for Policy-Related Statistics (CvB) celebrated its 10th anniversary by holding a symposium. This attracted a great many participants, including new prospects. Over 350 participants from municipal authorities, government ministries and universities exchanged information and made new contacts.

The fall of the government in September 2012 resulted in early elections. As in the case of the previous elections Statistics Netherlands was asked to carry out the Dutch General Election Opinion Poll. During the elections frequent use was made of the Statistics Netherlands figures. Various organisations used the Statistics Netherlands material to fact-check statements made by politicians. In keeping with the European trends and with the Dutch government's aim of reducing the administrative burden still further, Statistics Netherlands continued its study in 2012 into ways of reducing the number of requests for statistical and other information while maintaining the quality of the statistics. A considerable part of the primary observation procedure has been replaced by turnover data from VAT records of the Tax Administration. A substantial number of small and medium-sized enterprises noticed this effect in 2012.

In late 2012 Statistics Netherlands was the first central government organisation to be declared IPv6 ready. That is to say, its website www.cbs.nl is now accessible through the internet Protocol version 6. This is the successor of the current IPv4 protocol, which is used worldwide for communication between computers on the internet. The new protocol will in future allow all devices on the internet to be assigned an IP address.

Programme renewal

The Strategic Multi-annual Programme for 2009-2013 identifies various social trends to which Statistics Netherlands wishes to respond with the provision of statistical information. The elaboration of the programme into specific proposals for research or new statistics takes the form of a renewal programme which is defined each year in the Annual Plan. The present Strategic Multi-annual Programme runs until the end of 2013. The renewal projects from the current programme will therefore be completed as far as possible in 2012 and 2013, after which the products or processes that have been developed will be included in the standard programme.

For the most part, the products from the priorities listed in the Strategic Multi-annual Programme for 2009-2013 have already been included in the standard production programme. A few results of the renewal programme in 2012 are:

- international economic relations: the Internationalisation Monitor 2012 includes four articles on business dynamics, in particular on the start-up, insolvency and survival chances of businesses that trade internationally;
- regional survey data: the first provincial monthly, quarterly and/or annual figures on the labour force and regional annual figures on health and safety;
- life course: expansion and updating of StatLine tables and articles on growing up in the Netherlands, flexible labour relations, transitions between work and social security, ageing by industrial sector, transition from work to retirement and the estate and capital of the elderly;
- security: new StatLine tables on recorded and arrested suspects (from demographic and socioeconomic information in the Social Statistics Database) and three new StatLine-tables on recorded victims;
- housing market: an article and tables on tenants living in social housing at a rent that is too low in relation to their income and on the financial risks facing homeowners;
- green growth: new indicators about green growth, including a visualisation; in addition, the statistics on environmental costs have been expanded and a new StatLine table published on the energy consumption of businesses;
- the changing care sector: publication of Health & Care in Figures for 2012, including the topics of profits of self-employed staff in the healthcare sector, labour productivity in hospital care, the Exceptional Medical Expenses Act (AWBZ) and user satisfaction with the care services delivered;
- improving output presentation: new search functions have been added to make it easier to find information on StatLine; the service to businesses has been improved, for example, because information from Statistics Netherlands surveys is now available on the website. Similarly, the service for secondary education has been improved because new material for teaching economics has become available.

Process renewal

Statistics Netherlands performs production process renewal on a continuous basis with a view to maximising the efficiency and effectiveness of statistics production. The process renewal objectives are to raise the efficiency of the production processes and to reduce the maintenance and management expenses of IT systems. Other objectives are to reduce the administrative burden still further, enhance the quality of the statistics, and improve compatibility with the IT infrastructure of other public authorities.

Various results were achieved in 2012. For example, parts of the retail outlet monitoring for the Consumer Price Index (CPI) were replaced by scanner data sets and prices available on the internet. Moreover, 2012 saw the adoption of a mixed mode approach (i.e. a combination of observation methods and channels) to observations for various surveys of individuals and households, such as for the Labour Force Survey.

2 Central Commission for Statistics

The Central Commission for Statistics (CCS) assesses and adopts Statistics Netherlands' Multi-annual Programme and Annual Plan. In practice these duties involve assessing the internal consistency and relevance of the programme-based intentions for the coming period in relation to the public need and the financial and organisational frameworks. The Central Commission is involved in drawing up Statistics Netherlands' budget and financial statements, which are adopted by the Director-General in consultation with the Central Commission. The Director-General also sends the Annual Report of Statistics Netherlands to the Central Commission for approval.

The Central Commission also supervises Statistics Netherlands with a view to reducing the administrative burden, avoiding unfair competition and supplying micro data. The Central Commission promotes the coordination and quality of statistical information provided by central government. The Central Commission also safeguards Statistics Netherlands' independent position and the professional independence of official statistics.

The Audit Committee (AC) of the Central Commission prepares the discussion of management issues. The AC concerns itself in particular with review of internal Financial reports, the budget and the financial statements. The Central Commission produces its own report for the Minister of Economic Affairs to account for the performance of its duties. The Annual Report is posted on Statistics Netherlands' website.

The term of office of Mr J.M.A. van Huut, (registered accountant and chair of the AC) came to an end on 31 December 2012. Professor F. van der Wel (registered accountant) and Professor S. Brakman have been appointed by the Minister of Economic Affairs as members with effect from 1 January 2013.

As of the start of 2013 the members of the CCS are:

Ms I. Brakman, chair (AC member)

Prof. S. Brakman

Prof. L.H. Hoogduin (AC member)

Dr C.M. Hooymans

M.B.G.M. Oostendorp, deputy chair (AC member)

Prof. J. Plantenga

Prof. C.G.M. Sterks

Prof. F. van der Wel (registered accountant, AC member)

Prof. J.T.M. van der Zee

Statement of the Central Commission for Statistics

The Central Commission for Statistics has taken cognisance of the 2012 Annual Report and the 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 the 2012 Annual Report of Statistics Netherlands.

Likewise based on its authority, it consents to the adoption of the financial statements of Statistics Netherlands for 2012 by the Director-General of Statistics Netherlands.

The Hague, 22 March 2013

I. Brakman, chair

M.I. Tóth Pál, secretary

3 General

3.1 International trends

European Multi-annual statistical programme 2013-2017

The European negotiations on the European Multi-annual statistical programme 2013-2017 took place in 2012. Provision for the adoption of a Multi-annual programme is made in a Regulation of the European Parliament and the Council of Ministers.

At the urging of the Netherlands, an article has been included in the regulation on the Multi-annual programme obliging the European Commission (EC) to set effective priorities for statistical activities when implementing the annual work programmes. The stated aim of this priority-setting is to contribute to the reduction of costs and the administrative burden on statistical respondents. New statistical needs are included in the work programme, accompanied by a reduction in other European statistical areas.

The Multi-annual programme sets out the EU's general policy priorities such as the Europe 2020 strategy for smart, sustainable and inclusive growth. This includes five targets in the field of employment, innovation, education, social cohesion and climate and energy. The programme forms the legal framework for the development, production and distribution of European statistics for a term of five years. It also indicates the direction in which the statistical work programmes of the European Commission should evolve, with the objectives and priority areas being elaborated and implemented from year to year.

Strengthening of economic governance in the European Union

In 2012 the worldwide financial crisis resulted in the adoption by the EU of a package of six legislative measures, colloquially known as the six-pack. The aim of this legislation is to ensure that the Member States adjust their economic policy faster. Also in 2012 a delegated decision of the European Commission on the basis of one of the regulations took effect. This decision provides that the Commission has access to the accounts of all government authorities at central and local level and in the area of social security. This decision also enables it to carry out inspections at the premises of these authorities. The Commission may exercise these powers if it considers that these authorities have misrepresented statistical data either intentionally or as a result of serious negligence. The delegation decision also provides that the staff of the national statistical institutes must actively assist the Commission and that in doing so they have the same powers as the EC.

To strengthen the quality assurance of the statistics on public finances, Eurostat, at the suggestion of the Netherlands, is placing great emphasis on the cooperation between the statistical organisations and the national audit offices. The Netherlands is leading the way in this and, at the request of Eurostat, the Dutch Court of Audit has therefore given a presentation on its cooperation with Statistics Netherlands to the Working Group on Quality Management in Government Finance Statistics. Statistics Netherlands and the Court of Audit have agreed to work more closely together in order to respond effectively to European expectations and obligations in the field of public finance. The first cooperation project is a study of the information requirements for compiling statistics on government deficits and public debt. Special attention is paid in this connection to the implementation of the 'six-pack'.

Focus on the independence and quality of European statistics

In 2012 the European Commission submitted a proposal to amend the regulation on European statistics. This change is expected to take effect in mid-2013. The primary aim of this proposal is to strengthen the independence of the national statistical institutes and the heads or directors-general of these organisations. The situation in the Netherlands serves as best practice for this purpose. Many elements of the Statistics Netherlands Act have therefore been included in this proposal. The amended regulation provides that the directors-general have the freedom to decide on statistical processes, methods, standards and procedures and on the content and timing of statistical releases

and publications for all European statistics. The regulation also provides that the national statistical institutes have a coordinating duty at national level for the production of European statistics. To reduce the administrative burden and costs of compiling European statistics, the regulation provides that Eurostat and the national statistical institutes may, subject to certain conditions, use existing administrative records. Insofar as necessary, measures are also proposed in this connection. Eurostat and the national statistical institutes are involved at EU and national level respectively in the design, development and discontinuation of administrative records.

A new version of the European Statistics Code of Practice was published in the autumn of 2011. Statistics Netherlands took steps in 2012 to implement new elements of this code of practice. A start has been made on streamlining the quality reports of the national statistical institutes to Eurostat. The terms used in these quality reports have been harmonised. Statistics Netherlands will not only deliver harmonised reports to Eurostat but also publish these quality reports itself.

In February 2012 the United Nations Statistical Commission (UNSC) adopted the System of Environmental and Economic Accounting Central Framework (SEEA) as an international statistical standard for environmental accounts. Statistics Netherlands has made an important contribution to this, partly through chairing a UN working group (known as the London Group), which has prepared this standard. SEEA is an internationally coordinated set of recommendations in terms of concept, definitions, classifications, rules and standard tables which contribute to the international comparability of environmental accounts. At present, Statistics Netherlands is closely involved in implementing this new statistical standard.

3.2 Examples of collaborative arrangements

The following sections give a number of specific national and international examples of collaborative arrangements in 2012.

National collaboration

Statistics Netherlands continued its cooperation with the Dutch central bank in 2012 in collecting and publishing data on financial institutions and the balance of payments. Whereas the priority for the Dutch central bank is timeliness, the focus for Statistics Netherlands is the sequential comparability of the findings. This causes temporary differences between the published results of the two organisations. The published figures are corrected periodically. The possibility of designing a joint revision strategy that would reduce the number of corrections and differences is being studied at present.

From 2012 delivery of the datasets containing the results of the national accounts to the Netherlands Bureau for Economic Policy Analysis (CPB) will be faster and more streamlined. Statistics Netherlands and the CPB have together drawn up a report entitled 'Incoming direct investment and economic performance' for the Ministry of Economic Affairs, the Ministry of Finance and the Ministry of Social Affairs and Employment (SZW).

In 2012 Statistics Netherlands worked with the Netherlands Institute for Social Research (SCP) on the third edition of the *Armoedesignalement* (Poverty in the Netherlands). This document is an annual report containing the latest data on the risk of poverty in the Netherlands.

In 2012 Statistics Netherlands also participated in various consultation meetings between the organisations involved in the payroll tax chain, including the Tax and Customs Administration and the Employee Insurance Agency. The payroll tax chain is a form of collaboration between these organisations under which there is a single point of contact (the Tax Administration) for those liable to deduct tax at source and a single point of contact for customers such as Statistics Netherlands where they can request data from the policy records. Statistics Netherlands has helped to improve the quality of the data from the payroll tax procedure and the design of the consultation between the parties involved in the payroll tax chain and also worked on checks and research into the quality of the 'remunerated hours' variable.

Statistics Netherlands has also continued its contact with the Tax Administration in other fields besides the payroll tax chain. The prime purpose of their visits to each other's premises is to exchange

knowledge and experience, particularly of subjects such as the day-to-day implementation of tax legislation, data quality and the availability of statistical information.

The Integrated Security Monitor (IVM) was implemented in 2012 on the basis of a new survey design and a revised questionnaire. These changes were introduced after intensive consultation with the Ministry of Security and Justice and the Ministry of the Interior and Kingdom Relations, the Nicis Institute (Bureau Veiligheidsmonitor), the Association of Netherlands Municipalities (VNG), police forces and individual municipalities. This has improved the coordination of the National Security Monitor and the local counterparts.

In the Economic Diplomacy project Statistics Netherlands, together with the Ministry of Foreign Affairs, analysed the impact of economic diplomacy on trade with Latin America.

An expert group for industry was established in 2012 and consists of representatives of users and suppliers of industry-related statistics. The aim of this expert group is to inform users and suppliers about trends in the statistics of Statistics Netherlands and to keep in touch with developments in the outside world. Statistics Netherlands also requests this expert group to provide feedback about its new products.

The collaboration in 2012 between Statistics Netherlands and various universities, including Utrecht, Delft, Amsterdam, Maastricht, Leiden and Southampton, frequently took the form of PhD research or internship projects in fields relevant to Statistics Netherlands. An example was the cooperation with Utrecht University in the context of the Family & Generations project in 2012. This involved panel research into life courses after divorce. The project shows how the Social Statistics Database (SSB) can be used to delineate specific subpopulations in order to carry out more in-depth research.

International collaboration

In the context of bilateral cooperation a Statistics Netherlands delegation visited the German statistical institute and delegations were received from South Korea, Vietnam, Lithuania and Australia. Statistics Netherlands has had cooperation agreements with China, South Korea and Vietnam since 2011. The cooperation with South Korea concerns the application of information technology and developments in the field of statistical observation. The assistance provided to Vietnam concerns national accounts and business and investment statistics.

Statistics Netherlands, together with Eurostat, chairs the Sponsorship on Standardisation group. This was set up at the end of 2011 to pave the way for more far-reaching standardisation in Europe, for the purpose of increasing efficiency and enhancing quality.

Since 2011 Statistics Netherlands has also chaired the High Level Group which operates under the flag of the United Nations Economic Commission for Europe (UNECE). This High Level Group has been set up to oversee and coordinate at top management level the development of enterprise architectures within statistical organisations. The focus is on the statistical products, observation and the statistical production process. The members of the High Level Group are Eurostat, the OECD, Australia, Canada, Italy, Mexico, the Netherlands, Slovenia, South Korea and the United States.

In 2012 Statistics Netherlands also played an active part in the European Statistical Training Programme (ESTP). Statistics Netherlands gave some of the courses such as the national accounts course for advanced students and the Questionnaire Development and Testing Course, which was new in 2012 and in which the Netherlands Institute for Social Research acted as a visiting lecturer. Statistics Netherlands staff also participated in ESTP courses.

Statistics Netherlands was involved in the Instrument for Pre-Accession Assistance (IPA) Programme in 2012. This programme helps new and candidate EU member states to develop a statistical programme and employ statistical methods. In 2012, for example, an Albanian delegation visited Statistics Netherlands to find out how it carries out the virtual census in the Netherlands.

Eurostat and the national statistical institutes (ESSnet and the European Statistical System Network) work together in a number of projects to promote the development of statistics in diverse fields.

Statistics Netherlands participated in 11 projects in 2012. One of them was the Data Collection for Social Surveys using Multiple Modes project, an EU-funded temporary partnership between a number of international statistical institutes. Another ESSnet project – Global Value Chain – supports research into business relocations.

In 2012 Eurostat set up an Expert Group on Quality of Life Indicators in which Statistics Netherlands participates. This expert group is drawing up a coherent set of indicators which measure the wellbeing of the population clearly and comprehensibly.

June 2012 saw the first major conference on social capital, which was held at Maastricht University as part of the European Framework for Measuring Progress project. This is being led by a consortium chaired by Statistics Netherlands and the Italian statistical institute ISTAT. Others involved in the project include the British and French statistical institutes, the OECD and various universities. Nobel prize-winner Joseph Stiglitz is a member of the advisory council to the consortium. The project is being financed by the European Commission and is to run for 30 months from 1 January 2012.

The Trade by Enterprise Characteristics (TEC) project was completed within the Modernisation of European and Trade Statistics (MEETS) Programme. This project has provided a methodological description of how figures from the production statistics and the statistics of international trade in goods and services are linked to the General Business Register (ABR). Datasets for 2008 and 2009 were also compiled. The results of the links have been reported to Eurostat.

The Task Force on Measuring Sustainable Development (TFSD) is under the direction of Statistics Netherlands and has been set up by the UN, the OECD and Eurostat. Other members are the World Bank, the European Commission and ten leading countries. The aim of the task force is to agree on uniform concepts and indicators for use by the institutes concerned.

Statistics Netherlands is collaborating in the European Commission's FP7 project Compiling and Refining Environmental Economic Accounts (CREEA), which runs until 2014. This consists of a consortium of twelve partners from different European countries – a mix of renowned research institutes and two statistical institutes (Statistics Netherlands and Statistics Sweden) – under the direction of the Netherlands Organisation for Applied Scientific Research (TNO). 2012 saw the completion of the study on developing quality accounts for water resources.

Statistics Netherlands is participating in the Eurostat taskforce which is developing an Index for Service Production (ISP). This is a volume indicator for commercial services, which is being developed because the importance of this sector is increasing.

Statistics Netherlands is taking part through various Eurostat working groups in the preparation of new legislation in the field of business-related statistics, namely the Framework Regulation for Integration of Business-related Statistics (FRIBS). This is intended to replace existing statutory obligations, including the regulations on short-term business statistics (STS) and structural business statistics (SBS).

The first Expert Meeting on ESS Security and Secure Exchange of Data was held in December 2012. The aim of the expert meeting is to exchange knowledge about IT security and determine the minimum requirements for the secure exchange of confidential data between statistical institutes within the EU.

In 2012 Statistics Netherlands assisted its Greek counterpart in establishing an IT strategy and implementation plan.

The National Office for the Dutch Caribbean (RCN) has requested information about price levels on Bonaire, St Eustatius and Saba. In response to this request Statistics Netherlands has been participating this year in the International Comparison Programme (ICP). This programme compiles purchasing power parities (PPPs) worldwide and is being coordinated by the Economic Commission for Latin America and the Caribbean (ECLAC). Statistics Netherlands collects and validates prices on the basis of the product lists drawn up by ECLAC. ECLAC calculates the results and is responsible for the publication of the findings.

3.3 Services and communication

Floriade 2012, the six-month long world horticultural exhibition, took place in the past year. On behalf of central government, the Ministry of Economic Affairs and the Ministry of Infrastructure and the Environment (IenM) organised a joint pavilion at Floriade, where Statistics Netherlands presented its statistics, figures, tables and texts. The over two million visitors to the exhibition included many suppliers and users of Statistics Netherlands' data.

Below is a selection of the events held by Statistics Netherlands in 2012:

- As in previous years, press conferences were organised around the publication of Statistics Netherlands' quarterly economic growth figures in 2012. These press conferences were broadcast live on television.
- On 5 September the publication *De Nederlandse Economie 2011* (The Dutch Economy 2011) was presented at a press briefing to the then Minister of Social Affairs and Employment, Henk Kamp.
- On 20 September the publication entitled *Gezondheid en zorg in cijfers 2012* (Health & Care in Figures 2012) was presented to Mr Rouvoet, chair of the health insurers' association Zorgverzekeraars Nederland.
- On the occasion of the tenth anniversary of the Centre for Policy-Related Statistics, over 350 customers, including original customers and prospective ones, attended the Bespoke Statistics meeting on 11 October.
- A symposium on crime and law enforcement was held at the Council of State on 26 November. On that occasion the eponymous publication was presented to the Minister of Security and Justice, Ivo Opstelten.
- The first copy of the *Internationalisation Monitor 2012* was presented to the Minister for Foreign Trade and Development Cooperation, Lilianne Ploumen, on 5 December.
- The 2012 annual report of the National Youth Monitor was presented to the State Secretary for Health, Welfare and Sport, Martin van Rijn, on 7 December.
- On 17 December a meeting organised by the Dutch-language Platform for Survey Research (NPSO) was held at the premises of Statistics Netherlands. At this meeting young researchers, including some PhD students attached to Statistics Netherlands, presented the findings of their research. Some of the subjects covered by the presentations were the validity of administrative data, the underestimation of populations when based on the municipal personal records database, measuring errors in mixed-mode surveys and adaptive survey design.
- On 20 December the *2012 Annual Report on Integration* was presented at a press briefing to the Minister of Social Affairs and Employment, Lodewijk Asscher.
- On 20 December the publication *De Nederlandse Samenleving 2012* (Dutch Society in 2012) was presented to the State Secretary for Social Affairs and Employment, Jetta Klijnsma.

Demand for chargeable statistical services rose once again in 2012. The Centre for Policy-Related Statistics fulfilled many requests for bespoke services in 2012. These included an outcome monitor for policy on priority districts, mobility in the labour market by reference to 28 sectors, a top sector monitor for the Dutch economy, the contribution of sport to the Dutch economy, pay differentials in the public and private sectors, millionaires in the Netherlands, the collection of alimony and support with reintegration into the labour market.

Statistics Netherlands' Infoservice answered over 25,000 telephone and written requests for information from statistics users in 2012. Statistics Netherlands made available more than 600 databases for on-site use or through remote access.

In addition to its standard services Statistics Netherlands' library launched the website of the historical Statistics Netherlands collection (www.cbs.nl/historisch) in late 2012. All nineteenth and twentieth century statistical publications can be found and searched digitally on this website. It has been set up in part in cooperation with external partners, including Data Archiving and Networked Services (DANS) and the Dutch Interdisciplinary Demographic Institute (NIDI). The project is largely financed by the National Library of the Netherlands (KB).

4 Statistical programme

4.1 Programme renewal

The Strategic Multi-annual Programme for 2009-2013 identifies various seemingly structural social trends to which Statistics Netherlands wishes to respond by providing statistical information. The elaboration of the programme into specific proposals for research or new statistics takes the form of a renewal programme which is defined each year in the Annual Plan. The Multi-annual Programme is divided into four principal themes, namely economic trends, socioeconomic and social trends, metropolitan area problems, and quality of life. Other aims of the programme are to improve the services of Statistics Netherlands and the accessibility of its statistical information. Appendix A contains a brief description of the current renewal projects and the results achieved in 2012.

The present Multi-annual Programme will run until the end of 2013. The renewal projects in the current Multi-annual Programme will therefore be completed as far as possible in 2012 and 2013, after which the products or processes that have been developed will be incorporated into the standard programme. This will create the scope for implementing the priorities of the new Multi-annual Programme. Some results of the renewal programme in 2012 have already been mentioned in the Director-General's report.

In 2012 approximately 140 FTEs were allocated to the renewal programme. Of them, some 60 FTEs were assigned to the development of new statistics and products and over 80 FTEs to the production of statistics which have been developed in recent years in the context of the programme renewal.

4.2 Standard statistical programme

The standard output in 2012 forms the core of Statistics Netherlands' work programme. The following forms of publication can be distinguished:

- press releases, web and theme articles and business cycle updates on the website of Statistics Netherlands;
- publications in printed or digital form (as PDF file);
- microdata-sets (for remote access or on site and secure files);
- StatLine tables.

Just under 200, 197 to be exact, press releases and business cycle updates were published in 2012; 231 publications were compiled and published in print and/or PDF. Statistics Netherlands made 887 deliveries to Eurostat. For the purposes of external research, 610 microdata-sets were made available either through remote access or on site. Statistics Netherlands published 309 web articles and 3,893 StatLine tables in 2012.

Appendix B contains a table showing the standard output per theme achieved in 2012. In addition, new trends in 2012 are briefly explained. These may concern new publication designs or a different way of observing or processing that results in modified output. An indication is also given of which changes are based on new European legislation. In addition to these themes, various files, tables and publications are mentioned which cover two or more themes and cannot therefore be assigned to any one of them. These are called dossiers.

4.3 New European obligations in 2012

As the structural funding for the implementation of the EU tranche was granted 18 months after the application, recruitment of the capacity for this was started only during the second half of 2012. The activities for the 2012 EU tranche will therefore be carried out in 2013 rather than 2012. Only a few preparatory activities took place in 2012.

This concerns the following European obligations:

Statistics concerning the balance of payments, international trade in services and foreign direct investment

Adjustments are necessary in order to be able to comply with the extended obligations in 2014 in the field of statistics on the balance of payments, international trade in services and foreign direct investment. For example, new estimation techniques are being developed for this.

Intensification of economic policy coordination

The Directive on requirements for budgetary frameworks of the Member States entered into force in 2012. This contains additional requirements for the basic elements of national budgetary frameworks: accounting and statistical issues and estimation techniques, such as extra monthly reporting obligations on government cash data and periodic reconciliation of these cash data with the method of the European system of national and regional accounts in the Community (ESA).

Consequences of ESA 2010 for the basic statistics

To be able to comply with the obligations of the new ESA, Statistics Netherlands will have to revise the existing concepts and techniques of the short-term and annual statistics and the annual financing statistics of large companies (SFGO). These statistics form the basis for the composition of the national accounts and must therefore be seen in their mutual context.

Statistics on education in modern foreign languages

Since 2012 the EU Member States have had an obligation to supply data about the teaching of modern foreign languages. This obligation is based on the Commission Regulation implementing the Regulation of the European Parliament and the Council concerning the production and development of statistics on education and lifelong learning. This is an expansion of the existing statistics. Statistics were already produced on education in modern foreign languages in the senior years of secondary education. Under the new regulation data will also have to be supplied on language education in the lower forms of pre-vocational secondary, senior general secondary and pre-university education and in secondary vocational education.

Statistics on accidents at work

A feasibility study must be carried out into the development of techniques for the efficient collection of data on accidents at work. This has been prompted by the Commission Regulation implementing the Regulation on Community statistics on public health and health and safety at work.

Statistics on causes of death

Since 2012 the Member States have been obliged to collect data on causes of death. This obligation is based on the Commission Regulation implementing the Regulation on Community Statistics on public health and health and safety at work, as regards statistics on causes of death.

Residential property prices and sales indices

In 2012 the Regulation concerning the Harmonised Index of Consumer Prices (HICP) was extended to include an obligation to compile price indices of residential properties purchased by households. The additional requirements with which Statistics Netherlands must comply involve the increased frequency of publication (monthly rather than quarterly), a price index for newly built homes corrected for quality, a price index for social housing properties sold to households and other price indices relating to residential property. Together these indices form the new European consumer price index for owner-occupied homes. These are new price indices, primarily compiled for the EU. When preparing its 2012 Annual Plan, Statistics Netherlands expected that these new obligations would take effect in 2012. It has now become clear, however, that this regulation will take effect in early 2013.

5 Methodology, innovation and process renewal

5.1 Methodology and research

In 2012, research by Statistics Netherlands focused on five main themes:

Research into the possibilities of 'big data' for statistical purposes

In the course of 2012 research was started into the possibilities of big data for official statistics. The research focused on the usability, quality and speed with which Statistics Netherlands could produce figures on the basis of large datasets. The initial results of the research into the possibilities of using traffic loop data and sentiment analysis of social media messages suggest that these big data sources can be put to sound use for statistical purposes. Big data, such as Twitter data, are not usually representative for the intended target population. A start was therefore made in 2012 on research into model-based methods which attempt to make corrections for this, thereby enabling successful use to be made of these data sources.

Staff of Statistics Netherlands have given lectures on their research findings at various important national and international conferences, as it is one of the international leaders in this field of research.

Innovative observation methods and use of administrative records for statistical purposes

Research into the use of internet robots for price observation has produced promising results. Process indicators have also been drawn up to estimate the quality of administrative records.

On the initiative of Statistics Netherlands, a group consisting of senior officials of the Ministry of Economic Affairs, the Tax Administration and the Chamber of Commerce has successfully sought cooperation with software suppliers and accountants on the so-called reference ledger schedule. The market is now working on the implementation of this reference ledger schedule. This is important because it maximises the predictability and comparability of administrative data, thereby enabling Statistics Netherlands to import these data directly from company records. Ultimately this will produce better quality data at substantially lower administrative costs for companies.

Lastly, it is worth noting that Statistics Netherlands is the first statistical institute in the world to succeed in combining a smartphone questionnaire with smartphone measurements of travel movements.

Mixed-mode observation

Much research has been carried out in the past year into the effects on the results of surveys if different forms of observation (the internet, face-to-face, telephone and paper) are used simultaneously. This is known as mixed-mode observation. The results of the research are used directly in personal and household statistics.

The initial experience of mixed-mode observation shows that the results are more sensitive to fluctuations in measuring errors connected with the data collection method. This is why a new method has been developed which stabilises the fluctuations in measuring errors in this kind of observation, thereby ensuring that the outcomes are more reliable and robust.

Further increase in internal processing efficiency at Statistics Netherlands

Methods, algorithms and tools have been developed for checking and correcting records using different types of edit rules resulting in a single R-package that can handle almost all types of edit rules applied at Statistics Netherlands. This increases the self-sufficiency of statisticians and makes their working processes more efficient.

New methods have also been developed to combine data from various dates or from different sources with one another. These methods have been successfully implemented in the national accounts, among other places.

Visual methods have been developed for checking large databases, thereby making it possible to quickly trace suspicious and unexpected values.

Ease of use of output

All output of Statistics Netherlands is available online at StatLine. A first prototype of an analysis shell around StatLine was developed in 2012. This shell enables users to carry out analyses themselves. To chart the migration of persons within the Netherlands user-friendly visualisation methods have been developed and applied. These can also be used for other databases which contain flow data. In order to be able to make sufficiently accurate estimates in the case of relatively small samples, Statistics Netherlands has developed small domain estimators. In 2012 it focused above all on developing small domain estimators for producing detailed figures on the labour force for the Labour Force Survey, on security and victims of crime for the Integrated Security Monitor and on health for the

health survey. The developed methods can also be used for other statistics produced by Statistics Netherlands.

5.2 Innovation

The innovation programme supplements the standard research programme (see section 5.1). Unlike the research programme, which is largely focused on theoretical research, the innovation programme concentrates on short-term practical experiments designed to test the operation of an idea. A characteristic of the programme is also the uncertainty about the results.

By innovation we mean renewal which leads to a concrete application in the statistical process. The aim of the programme is to encourage and support the innovative strength and promising ideas of Statistics Netherlands. The approach in relation to innovation is based on the best practices of renowned organisations. For this purpose various organisations were visited at the start of the programme.

In the first half of 2012 innovation labs were opened in both office buildings. Innovation labs are a form of infrastructure where employees can test ideas quickly; for example, new ways of collecting data making use of smartphone apps and internet robots. Statistics Netherlands can start producing various types of internet robots for price statistics in the short term. The first smartphone experiments seem promising and tests are to be continued. Successful experiments have been carried out with new ways of publishing information through open data channels and using refined visualisation techniques.

Statistics Netherlands has worked with an external partner on the use of smartphones for measuring travel movements. Supported by a grant from the Ministry of Economic Affairs and NL Agency provided under the ICT Policy Programme Implementation Agenda (PRIMA), Statistics Netherlands studied ways of using a prototype in the Dutch National Travel Survey (OVIN) in 2012. A contract was concluded with a mobile phone service provider for research into the statistical use of travel data on the basis of mobile phone locations. Like the research into the use of smartphones, this study which was also allocated a grant under the PRIMA scheme, will be continued in 2013.

The innovation programme is part of the knowledge and innovation programme established in 2011.

The knowledge component has three main themes: knowledge assurance, sharing and developing knowledge, and knowledge tools. Various specific tools have been developed on the basis of internal and external fact-finding. One of these tools is expert debriefing – a way of arranging for the implicit knowledge of staff who are to retire to be passed to colleagues during special workshops. Fifteen people have been trained to supervise these expert debriefings. To encourage the recycling of ideas developed internally, Statistics Netherlands has introduced the Best Copycat Idea Prize. The prize was originally conceived by the Netherlands Municipalities Quality Institute (KING) and used by Statistics Netherlands with KING's consent. It has greatly boosted internal knowledge sharing. In the context of the exchange of knowledge with other organisations, Statistics Netherlands has intensified its cooperation with universities and companies.

5.3 Process renewal

Statistics Netherlands performs production process renewal on a continuous basis with a view to maximising the efficiency and effectiveness of statistics production in the future. The aim of process renewal is therefore to raise the efficiency of the production processes and reduce the maintenance and management expenses of IT systems. Other objectives are to reduce administrative burden further, enhance quality of the statistics, and improve compatibility with the IT infrastructure of other public authorities. Some of these programmes and projects are explained below.

A major part of the development projects carried out in 2012 help to reduce the number of requests for information and make more and better use of information already available in the public sector and in company records. Various results were achieved in 2012. For example, a substantial part of the primary observations for the short-term turnover statistics was replaced by turnover data from the VAT records of the Tax Administration. Retail outlet observations for the consumer price index were to some extent replaced by scanner data files and prices available on the internet.

A feasibility study was carried out to determine whether the annual company census could be based on administrative sources. As a result, these requests for information from companies can be ended in 2013. In addition, a study was started in 2012 to determine whether it would be possible to halve the

administrative burden for international trade statistics by redesigning the statistics while maintaining the quality of the output.

Statistics Netherlands also wishes to make it possible for businesses to supply their data as easily as possible. The questionnaire for road transport operators and hauliers has therefore been improved. In 2012 further steps were taken to make the digital questionnaires independent of the platform. In other words, the questionnaires are accessible regardless of the respondent's computer system or PC, laptop or mobile phone settings. An online questionnaire has been introduced for the production statistics in three sectors (audiovisual services, business services and market and opinion research). In addition, various measures have been taken to improve services to and communication with businesses. The internal processes of data collection have been upgraded, thereby improving quality while maintaining the same cost level and reducing the chance of production disruptions.

The redesign of the personal surveys programme was completed in 2012. Use is now made of a combination of survey methods and channels (mixed mode) for various surveys of persons and households. The switch to mixed-mode observation using the internet, telephone and home visits has also been introduced for the Labour Force Survey (EBB). The study into the new budget survey observation technique will be continued in 2013.

The new method of processing cause-of-death statistics developed in 2012, involving the introduction of automated classification of causes of death, will be used for the first time in 2013. In 2013 a start will also be made with the electronic delivery by doctors of data on causes of death. The newly developed processes and systems for various statistics relating to social security will also be introduced in 2013. The introduction of the New Trade Register (NHR) of the Chamber of Commerce has once again been postponed. As long as this key register remains unavailable, Statistics Netherlands will continue to use data from the Key Business Register and the current Trade Register. It is expected that Statistics Netherlands will be able to start the development process to connect with the New Trade Register in early 2013.

6 Operations

6.1 Human resources

Composition of the workforce

The average age of the workforce has risen further from 49.7 years at year-end 2011 to 50.1 years at year-end 2012. As the workforce continues to age steadily there will be a large outflow in the next few years. In total some 120 employees are expected to leave Statistics Netherlands in 2013 and 2014 on reaching the age of retirement.

The statistical processes are becoming ever more complex. This explains why Statistics Netherlands has a growing need of highly qualified staff. This is reflected in the composition of the workforce by grade. At the end of 2012, 72 percent of the staff were on grade 9 or higher (2011: 71 percent). As recently as 2000 this figure was 60 percent.

The percentages of men and women working for Statistics Netherlands remained roughly the same in 2012 (62 percent and 38 percent respectively). Of the 819 women who worked for Statistics Netherlands at the end of 2012, 52 percent were employed in the higher grades (grade 9 or higher). This was 27 percent of all employees holding more senior positions. More than a quarter of all management positions are held by women.

Reorganisation and mobility

In 2013 Statistics Netherlands will have almost 30 percent fewer FTEs assigned to the statistical programme than when it acquired the status of autonomous administrative authority in 2003, although production has grown in the meantime and new statistics are now being produced. Programme renewal will be implemented using existing capacity. The capacity required for work derived from new EU obligations will be compensated.

In 2012 Statistics Netherlands adopted a new organisational structure. To maintain the quality of its statistical output and ensure consistency, Statistics Netherlands has chosen to cut its spending mainly by improving processes, thereby enabling it to work more efficiently. As a result of the organisation-wide changes, the structure of Statistics Netherlands is now better capable of coping with the changes in the production process. This was necessary in order to meet the targets imposed.

The size of the workforce has decreased once again, partly as a result of these efficiency measures. The average operational establishment was 1,875 FTEs in 2012, compared with 1,964 in 2011, i.e. a reduction of 89 FTEs.

Every effort was once again made in 2012 to promote internal and external mobility in order to cope with the consequences of the change process as well as possible. Since 2009 143 employees have been assisted in finding suitable alternative work, inside or outside Statistics Netherlands.

The change process and the related reduction in the size of the workforce have been supported by measures based on the Staff Compensation Policy for 2008-2012 (SFB) for the central government sector.

The Management Unit for Mobility Promotion and Support was actively involved in promoting mobility. The unit focuses on the overall flow of staff into, through and out of the organisation. As a good employer, Statistics Netherlands wishes, after all, not only to engage and retain staff by providing them with interesting and challenging work and attractive terms and conditions of employment, but also to offer them career and development opportunities.

The third edition of Mobility Week was held in Zuid-Limburg in March 2012, following the success of the previous editions in 2008 and 2010. Statistics Netherlands was one of the initiators of the event, in which a total of 1,670 staff from over 70 organisations from the education and care sectors, central and local government and industry took part. The aim of Mobility Week is to enable employees and employers to experience at first hand that mobility is necessary in a labour organisation in order to promote knowledge and expertise and make staff more widely employable. Some 60 staff of other

organisations worked in Statistics Netherlands for a day, and some 80 staff of Statistics Netherlands spent a day working in other organisations.

Working conditions

The main working conditions theme in 2012 was the initiation and implementation of the strategy plan for occupational health and safety and care.

On the basis of the strategy plan, various activities arising from the risk inventory and evaluation (RI&E) conducted in The Hague in 2010 and in Heerlen in 2011 were also implemented in 2012.

An annual work satisfaction survey has been conducted since 2004. This was repeated in late 2011 and early 2012. The rating for work satisfaction in general was 7.1 in the last survey (7.0 in 2011). It is noteworthy that the reorganisation at the end of 2011 had little if any effect on this score.

The sick leave rate rose slightly to 5.4 percent in 2012, compared with 5.2 percent a year earlier. This percentage has remained fairly stable in recent years, fluctuating between 5 and 6 percent since 2006. In 2012 a special meeting on vitality and health was organised for the management. This was followed by a Health Day for all staff, when they had the opportunity to have their physical health tested.

In 2012 Statistics Netherlands was ranked as a 'top employer' in the Netherlands for the sixth successive year. On the basis of an annual survey of pay and benefits carried out by the Corporate Research Foundation, organisations and businesses can be awarded a quality mark if they obtain more than 60 percent of the available stars. The survey is independent and assessed by the Accreditation Council as having a 100 percent reliability score. The quality mark is recognition that an employer is reliable and sound and has an excellent human resources policy.

Employee participation

Statistics Netherlands attaches great importance to employee participation in decision-making. The agendas of the meetings between the Director-General and the Works Council in 2012 included the following items: the cutbacks and reduction in FTEs on 1 January 2013, the strategic HR plan, various reorganisations, the transfer of work between the branches, the evaluation of and measures on special bonuses, and the works council elections held in March 2012.

The consultations with the health and safety committee included discussion of the following topics: the health, safety and care strategy plans for 2012 and 2013, the Health Day, the tender procedure for continued use of an occupational health and safety service from 1 January 2013, the tender procedure for the multiservice contract (catering, security and cleaning), the procedure of the sociomedical teams, the work satisfaction survey and 'The New World of Work'.

Professorial appointments

Six employees of Statistics Netherlands have been appointed as part-time professors at VU University Amsterdam, the University of Amsterdam, TU Delft, Maastricht University and Leiden University.

Professor J.G. Bethlehem was professor of statistics at the University of Amsterdam and was appointed in 2012 as professor of survey methodology in the Faculty of Social Sciences at Leiden University.

In 2012 Dr J.A. van den Brakel delivered his inaugural address as professor of the endowed chair in survey methodology in the Quantitative Economics Department of the Faculty of Business and Economics at Maastricht University.

Corporate social responsibility and sustainability

Statistics Netherlands attaches a high priority to sustainability and corporate social responsibility. Careful consideration is given to sustainability, the reduction of CO₂ emissions and fossil fuel consumption in many matters related to the buildings.

Research into the sustainability aspects of buildings was carried out in 2009 in connection with the new office building in Heerlen. The resulting Dutch Building Environmental Index (MIG) is equivalent to a Dutch energy label rating of B on a scale from A (low) to G (high environmental burden), while the average rating for sustainable buildings was D at the time. One of the most important factors in this favourable rating is the use of heat pumps to extract energy from water in disused mines. No similar

research was performed in The Hague, but the building was laid out in accordance with the same principles as in Heerlen, and energy consumption was kept down by using heat/cold storage technology. Other measures in both buildings include 100 percent recyclable floor covering and the use of light sensors. Moreover, both buildings are located close to a railway station, and the use of public transport is encouraged, with a view to reducing the CO₂ emissions caused by commuting. Statistics Netherlands also has the ambition of maximising its sound and sustainable purchasing, as is evident in the inclusion of a sustainability requirement in European tenders. For instance, when Statistics Netherlands purchases IT hardware it insists on certain certificates for energy consumption and recyclability, and assurances that no child labour was used in their manufacture. The tender for catering services in 2011 took into account the use of ecological products. In 2012 the staff were able to choose between receiving an ecologically sound Christmas hamper and making a donation to a charity, and sustainability was also a factor in the procurement of the core range of office supplies.

Relocation of computer centre

In January 2012 the central ICT facilities of Statistics Netherlands were relocated to a new computer centre. In this connection use is made of the facilities of a cybercentre. Within this cybercentre, Statistics Netherlands uses the 'housing' service, which means that the central ICT equipment (server and data storage) is set up in a secure room specially fitted out for Statistics Netherlands.

6.2 Risk management and quality assurance

Operational risk management

To manage the operational risks Statistics Netherlands periodically prepares a risk analysis, takes measures to manage the identified risks, reports on the implementation of the measures through the planning and control cycle and carries out targeted investigations to assess the effectiveness of the measures.

To minimise the risks in the case of European tender procedures, the purchasing process has been standardised and centralised. The purchasing policy and the related procedures, work instructions and courses of action serve as a common implementation framework. To monitor and control compliance with the European procurement directives Statistics Netherlands carries out a purchasing analysis each quarter.

Some of the internal checks for the purposes of the financial reporting are carried out manually rather than automatically. These manual checks are labour-intensive. Statistics Netherlands will use a new version of Oracle to decide what internal controls can be organised more efficiently and effectively, for example by making greater use of programmed internal controls and firmly embedding the segregation of duties into the system.

Adequate financial management for externally funded projects (work for third parties) is of importance in monitoring this cash flow. Monthly analyses and adequate project records are measures being taken in this field. In addition, work for third parties entails the risk that an order may be lost. This risk is minimised by using flexible capacity.

In accordance with the Departmental Agencies Regulations, Statistics Netherlands is obliged to participate in treasury banking with the Government Accounts Division, which is the part of the Ministry of Finance that has treasury responsibility. Treasury banking restricts cash holdings to a current account with the Government Accounts Division and permits loans only from the Government Accounts Division. Statistics Netherlands itself concludes the contract with the Government Accounts Division, which states the conditions to be applied to the deposit or loan. The principle of treasury banking is that public money leaves the treasury no sooner than necessary for the performance of the public duty concerned. Treasury banking enables Statistics Netherlands to perform cash management with the lowest possible risk.

The target which Statistics Netherlands has been set is bound to result in an outflow of staff. In addition, the ageing of the workforce means that a substantial proportion of the current staff will leave in the next few years. A mobility team is actively engaged within Statistics Netherlands in helping staff to find work outside the organisation or other solutions to prevent unemployment. A new strategic HR

plan is also being drawn up to monitor manpower supply and demand and take measures when they diverge.

Quality assurance

Risks at the level of statistical processes are managed by carrying out audits and self-assessment. This concerns risks for the quality of the output, the continuity of the statistics and the efficiency of the statistical process. The audits are carried out annually for ten sets of statistics. Both audits and self-assessments are preceded by the updating of the quality assurance measures in accordance with the Civil Service Data Security Regulations. The audits and self-assessments are based on a single framework of standards, which sets out all the requirements to be fulfilled by a statistical process. An important source is the European Statistics Code of Practice and the accompanying ESS Quality Assurance Framework.

Statistics Netherlands possesses a large quantity of confidential data. Ensuring the security of these data is of great importance: people, businesses and institutions that entrust their data to Statistics Netherlands must be able to rely on the information remaining confidential. Under the Statistics Netherlands Act, the data may be used only for statistical purposes and Statistics Netherlands is required to provide technical and organisational facilities to secure them. For this purpose the positions of security officer and data protection officer have been established. The security officer advises management on specific measures to improve information security and checks compliance with the relevant laws and regulations.

The function of the data protection officer is to supervise, on behalf of the Director-General, the protection of the data on persons, businesses and institutions. The duties are primarily of a proactive nature. The data protection officer mainly provides information and advice. He also carries out research on his own initiative. In addition, the data protection officer manages the notifications register of Statistics Netherlands. In the context of the Personal Data Protection Act (Wbp) an organisation must give notice before starting to process personal data. Until notification it may not start processing. In 2012 19 new notifications were recorded in the register. Lastly, the data protection officer advises the Director-General on authorisations for research institutes to use microdata of Statistics Netherlands. The advice takes into account whether the criteria laid down in the Statistics Netherlands Act and by the Central Commission for Statistics have been fulfilled. Over twice as many requests were made, and therefore recommendations issued, in the past year compared with 2011. In keeping with the forthcoming European General Data Protection Regulation, the data protection officer has developed and implemented a Privacy Impact Assessment (PIA). The PIA allows for an accurate risk assessment to be made in the context of the Personal Data Protection Act and is performed if no documentation under the Civil Service Data Security Regulations is present, as where new processes and innovative projects are developed.

6.3 Performance indicators

Statistics Netherlands' performance can be defined by a number of performance indicators, also referred to as non-financial indicators. The indicators are also included in policy section 11.4 (meeting the public need for statistics) in the annual report of the Ministry of Economic Affairs. The targets for the non-financial indicators are shown in the table. Section 6.4 explains the response burden performance indicator.

Non-financial performance indicators

Name and description	Target	2012 outturn	2011 outturn
Publication calendar – press releases Proportion of press releases published on the planned date.	At least 90 percent of the planned press releases must be published on the planned publication date.	94%	94%
Publication calendar – compulsory deliveries to Eurostat Proportion of deliveries to Eurostat made on the planned date.	At least 90 per cent of the data deliveries to Eurostat must be made on the planned date.	90%	93%
Number of formal corrections to publications Number of press releases corrected or replaced with another press release.	A maximum of three press releases a year.	0 press releases	1 press release
Discrepancies between provisional and definite figures – economic growth The number of times the final quarterly economic growth figures for a year deviate by more than 0.75 of a percentage point from the flash estimates for the quarters of that year.	The discrepancy for at least three quarters of a year must be less than 0.75 of a percentage point.	(reference year 2009) satisfactory (4 quarters OK)	(reference year 2008) satisfactory (4 quarters OK)
Discrepancies between provisional and definite figures – international trade The number of deviations of more than 4 percent between the provisional and definite figures of the components of the six-week version of the monthly international trade figures.	At least 80 per cent of the differences must be less than 4 percent.	(reference year 2011) 88%	(reference year 2010) 98%
Discrepancies between provisional and definite figures – population growth Subindicator, annual figure: the absolute deviation of the sum of the provisional monthly population growth figures from the definite annual figure. Subindicator, monthly figures: the number of times the definite population growth figures for the months of the previous calendar year deviate by more than four thousand from the provisional figures.	Accumulated over the twelve months the discrepancy must be no greater than sixteen thousand. For at least eight of the twelve months the discrepancy in the monthly figure must be less than four thousand.	(reference year 2011) satisfactory (year total: 4446) discrepancy for all months <4000)	(reference year 2010) satisfactory (year total: 820) discrepancy for all months <4000)
Reduction of response burden The outcome of the annual administrative burden measurement with the 'response burden meter'.	The response burden for industry must be no greater in 2011 than in 2010.	satisfactory Final figure for 2011: €19 m	satisfactory Final figure for 2010: €19 m

6.4 Response burden

Statistics Netherlands works to limit the administrative burden. The target for 2011 was to ensure that the burden did not exceed that of 2010. The burden caused by Statistics Netherlands in 2011 (as measured in 2012) amounted to €19 million, which was the same level as in 2010. The burden for 2012 will be determined in mid-2013 once all the 2012 surveys have been completed. Statistics Netherlands accounts for approximately 0.25 percent of the total burden caused by central government.

In 2011 the various increases and decreases in the administrative burden caused by certain statistics cancelled each other out. Owing to the gradual increase in trade in goods with EU Member States since 2009 more companies have now risen above the observation threshold and are accordingly obliged to submit returns for statistical purposes (Intrastat). In addition, a relatively large number of multi-annual surveys were carried out simultaneously in 2011. On the other hand, there was a fall in the administrative burden due to production statistics (the second largest cause of the administrative burden), as a consequence of a redesign of production processes in recent years. When corrected for the multi-annual surveys, it can be seen that Statistics Netherlands has managed to sustain the reduction in the administrative burden.

Statistics Netherlands works together with the Business Respondents' Advisory Council, which has representatives of business and trade organisations, and advises Statistics Netherlands on how to reduce the administrative burden and improve services for businesses. Contacts with various trade associations were also intensified in 2012 with a view to being able to return more relevant information to the businesses which supply data to Statistics Netherlands in compliance with their statutory obligation.

In keeping with European developments in this field and with the Dutch political aim of reducing the administrative burden still further, Statistics Netherlands continued its investigation in 2012 into ways of reducing the number of requests for statistical information, while not losing sight of the need to maintain the quality of the statistics. One of the results is that a new method has been developed for short-term turnover statistics. A considerable part of the primary observation has been replaced by turnover data from VAT records of the Tax Administration. A substantial proportion of small and medium-sized enterprises noticed this effect in 2012. Thanks to the use of advanced statistical methods and techniques, Statistics Netherlands has managed to reduce the size of the sample needed for the quarterly survey of vacancies and sick leave by 20,000 questionnaires on an annual basis from 2012.

Within Europe, efforts to minimise the administrative burden for businesses are focused mainly on the statistics of intra-Community trade (Intrastat), which are the main cause of the administrative burden. Achieving this aim will depend on future amendments to European legislation, which can take place at the earliest in 2014. Research by Statistics Netherlands in 2012 into the consequences of introducing the single-flow approach to observations has shown that it will not be possible to halve the administrative burden for these statistics in this way, as also advocated by ECOFIN. Statistics Netherlands is therefore studying an alternative method. This involves distinguishing between large and smaller companies above the observation threshold. In 2012 Statistics Netherlands also carried out research to ascertain whether the population of active companies in the Netherlands could be determined by linking data from various administrative sources. As a result, it will be possible to drop the annual company census in 2013, thereby reducing the burden by 35,000 questionnaires. Without further measures relating to Intrastat, however, the response burden will continue to fluctuate at around €19 million in the next few years. Besides reducing the number of questionnaires, Statistics Netherlands is also endeavouring to make it as easy as possible for respondents to take part in surveys, for example by improving the layout of the questionnaires and tailoring them more to the needs of the respondents. A specific example of this is the approach to the road transport survey. In cooperation with the Dutch Transport Operators Association (LTN), the Own-Account Transporters

Organisation (EVO) and road transport operators, Statistics Netherlands has designed a new questionnaire which is more in keeping with the possibilities of the transport operators and hauliers. In this way it has also been possible to reduce the size of the sample, meaning that fewer companies need to complete the questionnaire. The newly designed questionnaire has been tested by haulage companies and trade associations and been received very positively. The new questionnaire will go into production on 1 January 2013, thereby removing a source of irritation among businesses.

6.5 External accounting model

The accounting model allocates the total integrated costs for 2012 of €193.9 million (excluding costs due to the reorganisation) to the activities for compiling statistical data sets and the publication of statistical information for each theme. The table also specifies the costs of presenting Statistics Netherlands figures on the website and StatLine, the costs of supplying bespoke information for the purpose of research and policy by the Centre for Policy Statistics and the costs of Blaise Survey Software, which is used for generating questionnaires.

The table below gives the results for 2012, distinguishing between costs for the standard statistical year programme and costs for products on request.

Costs per product group in million euros	Regular programme	Demand -driven	Total
Statistical datasets	38.5	5.0	43.5
Labour and social security	9.4	2.9	12.3
Enterprises	11.9	1.5	13.4
Population	4.2	1.6	5.8
Construction and housing	3.4	0.7	4.1
Financial and business services	2.7	0.0	2.7
Health and welfare	6.3	0.4	6.7
Trade, hotels and restaurants	3.6	0.0	3.6
Manufacturing and energy	6.1	0.1	6.2
Income and spending	4.3	0.0	4.3
International trade	9.6	0.0	9.6
Agriculture	1.6	0.0	1.6
Macroeconomics	15.5	1.0	16.5
Nature and the environment	4.6	1.5	6.1
Education	2.5	0.5	3.0
Government and politics	5.2	0.8	6.0
Prices	8.9	0.9	9.8
Security and justice	4.6	0.1	4.7
Traffic and transport	6.4	0.3	6.7
Leisure and culture	1.7	0.2	1.9
Dossiers (cross-theme)	9.3	1.0	10.3
Presentation of Statistics Netherlands figures	8.6	0.4	9.0
Centre for Policy-related statistics	0.0	4.2	4.2
Blaise	0.0	1.9	1.9
	168.9	25.0	193.9

The following table contains a number of key financial indicators of Statistics Netherlands over a period of years.

Key indicators 2009-2012				
(amounts in million euros)				
	2009	2010	2011	2012
Wages and salaries	113.0	112.9	110.0	106.8
Pension charges and social security contributions	25.1	26.0	26.2	27.7
Hired personnel	16.0	15.6	11.8	11.0
Other business overheads*	41.0	39.0	39.3	39.1
Depreciation**	9.4	12.5	9.1	9.3
Demand-driven costs	-17.9	-21.4	-22.0	-25.0
Costs of statistical programme	186.6	184.6	174.4	168.9
Other indicators				
Average number of FTEs	2,140	2,059	1,964	1,875
Wages costs per FTE x € 1.000	64.5	67.5	69.3	71.7
Other costs per FTE x € 1.000	31.0	32.6	30.7	31.7
Total costs per FTE x € 1.000	95.5	100.1	100.0	103.4
*excl. correction for one-off provision for a major debtor in 2010 and 2011 (€ 1.3 m)				
** excl. contribution for extra ICT of € 3.4 m annually (2009-2011)				

The programme for the statistical year has remained constant over the years. However, new European obligations have been added. The wage costs (wages, salaries, pension charges and social security contributions) decreased in the period from 2009 to 2012 owing to the lower number of staff (2009: 2,140 FTEs, 2012: 1,875 FTEs). However, the wage costs per FTE have risen as a consequence of the pay rises in 2009 and 2010 due to collective bargaining agreements and higher pension contributions.

The costs of hired temporary staff fell sharply as a result of the strict hiring guidelines. The amount of depreciation in 2010 was high, but this was a one-off due to extra depreciation on IT hardware. The

other operating expenses fell as a consequence of the policy of restraint and further retrenchment, despite price rises (such as the increase in the rate of VAT from 19 to 21 percent in 2012).

On balance, the total costs of the statistical programme fell in the period 2009-2012 from 186.6 million euros in 2009 to 168.9 million in 2012. This fall was even greater if allowance is made for the pay and price rises (total of approximately 9 percent over the period 2009-2012) and the extra European obligations.

¹ Het Corporate Research Foundation Instituut voert onafhankelijke beoordelingen uit op HRM-gebied. Het geeft ook erkenningen als die van Topwerkgever af.

7 Financial statements for 2012

The positive result for 2012 of EUR 13.5 million exceeded the budgeted result by EUR 13 million. This outperformance of the budgeted result is largely thanks to the turnover from services to third parties, and a reduction in personnel costs and materials costs.

The higher than expected turnover from services to third parties is thanks to a greater number of engagements than was assumed in the budget. Given the cautious approach to filling vacancies and insourcing external staff, all the extra work was carried out by staff members of Statistics Netherlands. The reduction in material costs was mainly due to the cautious approach and further cost savings on additional projects.

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

7.1 Balance sheet as at 31 December 2012

Balance sheet as at 31 December 2012

(before result appropriation)

	31 December 2012	31 December 2011
<i>Amounts in thousands of euros</i>		
NON-CURRENT ASSETS		
1) Tangible fixed assets		
New-build (modifications of building shell)	17,725	20,557
IT resources	5,932	3,092
Plant and equipment	2,173	2,447
Other fixed operating assets	2,787	4,991
Assets under construction	1,498	5,308
	<u>30,115</u>	<u>36,395</u>
2) Financial fixed assets		
Ministry of Economic Affairs	1,615	2,296
Other financial fixed assets	9,475	11,043
	<u>11,090</u>	<u>13,339</u>
CURRENT ASSETS		
3) Receivables		
Debtors	2,260	2,788
Other receivables	6,318	4,780
	<u>8,578</u>	<u>7,568</u>
4) Cash and cash equivalents		
Cash and cash equivalents	49,347	37,625
	<u>99,130</u>	<u>94,927</u>
TOTAL ASSETS	99,130	94,927

LIABILITIES**31 December 2012****31 December 2011***Amounts in thousands of euros***5) Equity**

Equalisation reserve	10,577		-830	
Unappropriated result	13,465		11,407	
		24,042		10,577

6) Provisions

Restructuring 2011	2,267		3,855	
Restructuring 2010	1,673		2,938	
Restructuring 2009	151		6,618	
Restructuring 2007	186		396	
Restructuring 2005	1,522		2,016	
Restructuring 2004	1,706		3,215	
Employment compensation benefits	12,342		8,332	
Restructuring 2000	805		1,087	
Long-service awards	3,270		3,043	
Long-term sickness	575			
		24,497		31,500

7) Non-current liabilities

Ministry of Finance	12,900		15,000	
		12,900		15,000

8) Current liabilities

Ministry of Finance	2,100		3,000	
Taxes and social insurance contributions	5,264		5,107	
Other liabilities	30,327		29,743	
		37,691		37,850

TOTAAL PASSIVA**99,130****94,927**

7.2 Income statement for 2012

	Actual 2012	Budgeted 2012	Actual 2011
<i>Amounts in thousands of euros</i>			
OPERATING REVENUE			
9) Net turnover			
Ministry of Economic Affairs (EZ)	182,928	183,757	188,659
Third-party contracts	22,256	18,127	19,611
	<hr/> 205,184	<hr/> 201,884	<hr/> 208,270
Other operating income	1,383	1,300	1,735
	<hr/>	<hr/>	<hr/>
TOTAL OPERATING REVENUE	206,567	203,184	210,005
10) OPERATING EXPENSES			
Wages and salaries	116,471	124,761	128,370
Pension and social security charges	27,700	24,989	26,242
Depreciation charges	9,269	9,501	5,710
Other operating expenses	39,167	43,138	38,020
	<hr/> 192,607	<hr/> 202,389	<hr/> 198,342
	<hr/>	<hr/>	<hr/>
	13,960	795	11,663
11) Financial revenues and expenses			
Interest received	202	500	567
Interest paid	-697	-750	-823
	<hr/> -495	<hr/> -250	<hr/> -256
	<hr/>	<hr/>	<hr/>
RESULT FOR THE YEAR	13,465	545	11,407

7.3 Cash flow statement for 2012

	2012		2011
<i>Amounts in thousands of euros</i>			
Result for the year		13,465	11,407
Adjusted for:			
Addition less release from provisions	-336	6,786	
Depreciation	9,269	5,710	
Value adjustment of financial fixed assets	1,568	1,567	
Withdrawal from provisions	-6,667	-8,589	
Change in working capital, excluding cash and cash equivalents	<u>-1,169</u>	<u>2,336</u>	
		2,665	7,810
Cash flow from (used in) operating activities		16,130	19,217
Investments in tangible fixed assets	-3,268	-6,938	
Disposals of tangible fixed assets	<u>279</u>	<u>358</u>	
Cash flow from (used) in investing activities		-2,989	-6,580
Repayment of loan	-2,100	-3,000	
Repayment of amount owed to Ministry of Economic Affairs	<u>681</u>	<u>3,355</u>	
Cash flow from (used in) financing activities		-1,419	355
Net cash flow		11,722	12,992
Net cash and cash equivalents			
Balance at 31 December	49,347	37,625	
Balance at 1 January	<u>-37,625</u>	<u>-24,633</u>	
		11,722	12,992

7.4 Notes to the financial statements for 2012

General

Statistics Netherlands, with offices in The Hague and Heerlen, is an autonomous administrative body (Zelfstandig Bestuursorgaan (ZBO)). Its duties, authorities and working method are laid down in the Act on Statistics Netherlands (CBS-wet).

Statistics Netherlands is jointly managed by the Director-General and the Central Commission for Statistics (CCS).

The financial statements of Statistics Netherlands are drawn up in accordance with the Autonomous Administrative Bodies Framework Act (Kaderwet ZBO), the Act on Statistics Netherlands, and other agreements concerning the financial statements (some of which are laid down in 'management agreements'). The financial statements of Statistics Netherlands are prepared in accordance with the aforementioned framework and, where possible, based on the same rules as apply under Title 9, Book 2 of the Dutch Civil Code.

Accounting policies

The principles for the valuation of assets and liabilities and determining the result are based on the historical cost convention. Unless stated otherwise, assets and liabilities are carried at nominal value. Income and costs are accounted for in the period to which they relate and losses are recognised as soon as they are foreseeable.

Unless stated otherwise, the amounts presented in the financial statements are in thousands of euros.

Given the inherent uncertainties in the activities of Statistics Netherlands, the amounts of certain items in the financial statements cannot be precisely established. For such items, estimates are used. Estimates of the amounts of items involve judgements that are based on the available relevant information. Estimates are required, for example, to determine the amounts of provisions and the useful lives of tangible fixed assets. Actual outcomes may differ from these estimates. Making reasonable estimates is an important aspect of the preparation of financial statements. The estimates and underlying assumptions are periodically assessed. Revisions of estimates are recognised in the period in which the estimate is revised and in the future periods affected by the revision.

Financial instruments

Financial instruments include trade and other receivables, cash items, loans and other financing commitments, and trade and other payables. Financial instruments are initially recognised at fair value. Subsequently, they are recognised at amortised cost using the effective interest method. Unless financial instruments give rise to a share premium, share discount or transaction costs, their amortised cost is equal to their nominal value.

Assets

Non-current assets

Tangible fixed assets

Tangible fixed assets are carried at cost of acquisition less straight-line depreciation over their expected useful life. The depreciation period for each asset category is shown in the table below.

<i>Non-current assets</i>	<i>Depreciation period</i>
New-build (modifications of building shell)	10 years
IT resources	3-5 years
Plant and equipment	10 years
Other fixed operating assets	5 years

Tangible fixed assets with a long life must be tested for impairment if changes or conditions occur suggesting that the book value of the asset will not be recovered. The recoverability of assets in use is determined by comparing the book value of an asset with the estimated present value of the future net cash flows the asset is expected to generate.

If the book value of an asset exceeds the estimated present value of the future cash flows, impairment is charged to the difference between the book value and the recoverable amount.

Financial fixed assets

The accounting principles for the financial fixed assets are included under the 'Financial instruments' heading.

Current assets

Receivables

Receivables are stated at nominal value less a bad debt provision. If the fair value of receivables is lower than their nominal value, they are restated at fair value. The 'Projects still to be invoiced' item included under the provisions concerns the portion of the work on projects for third parties still to be invoiced based on progress of the work at year-end. The pre-invoiced portion of the work on projects for third parties is included under the other liabilities in the 'Pre-invoiced turnover' item.

Cash and cash equivalents

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

Liabilities

Provisions

A provision is recognised in the case of a present legal or constructive obligation arising from a past event that can be reliably estimated and if it is probable that an outflow of economic benefits will be required to settle the obligation.

The provisions for restructuring, unemployment benefit obligations, long-service awards and long-term sickness are stated at nominal value based on best estimates.

Employee benefits and pensions

The basic principle is that the pension charge to be recognised for the reporting period is equal to the pension contributions payable to the pension fund over the period. Insofar as payable contributions have not yet been paid as at balance sheet date, a liability is recognised. If at balance sheet date the actual contributions paid exceed the payable contributions, a receivable is recognised to account for any repayment by the fund or settlement against contributions payable in future. In addition, if it is likely that an outflow of economic benefits will be required to settle the additional obligations to the fund and the employees, the amount of which can be reliably estimated, a provision is recognised for these additional obligations. The existence or non-existence of additional obligations is assessed based on the administration agreement with the fund, the pension agreement with the employees and other (explicit or implicit) commitments to the employees. The provision is stated at the best estimate of the present value of the anticipated costs of settling the obligations at balance sheet date. If there is a surplus for the pension fund at balance sheet date, a receivable is recognised if the company has the power to withdraw this surplus, if it is likely that the surplus will flow to the company and if the receivable can be reliably determined.

Non-current liabilities

The accounting principles for the financial fixed assets are included under the 'Financial instruments' heading.

Current liabilities

The accounting principles for the current liabilities are included under the 'Financial instruments' heading.

Cash flow statement

The cash flow statement has been prepared according to the indirect method. Accordingly, in presenting the cash flows, adjustments are made to the reported result for the year to account for items that do not relate to revenues and expenses during the financial year and for changes in financing, provisions and working capital.

7.5 Notes to the balance sheet as at 31 December 2012

1) Tangible fixed assets

<i>Amounts in thousands of euros</i>	New-build (modifications of building shell)	IT resources	Plant and equipment	Other fixed operating assets	Assets under construction	Total
Balance at 31/12/ 2011						
Cost of acquisition	28,870	19,151	3,966	12,606	5,308	69,901
Accumulated depreciation	8,313-	16,059-	1,519-	7,615-	-	33,506-
Book value at 31/12/ 2011	20,557	3,092	2,447	4,991	5,308	36,395
Change in book value						
Investments	118	2,904	97	149	-	3,268
Disposals		7,660-		122-		7,782-
Reclassification		3,810			3,810-	-
Depreciation for the year	2,950-	3,646-	371-	2,302-		9,269-
Accumulated depreciation disposals		7,432		71		7,503
Change in book value	2,832-	2,840	274-	2,204-	3,810-	6,280-
Balance at 31/12/ 2012						
Cost of acquisition	28,988	18,205	4,063	12,633	1,498	65,387
Accumulated depreciation	11,263-	12,273-	1,890-	9,846-	-	35,272-
Book value at 31/12/2012	17,725	5,932	2,173	2,787	1,498	30,115

2) Financial fixed assets

Ministry of Economic Affairs

Of the amount receivable from the Ministry of Economic Affairs,

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Restructuring 2000	1,615	2,296

which relates to the restructuring started in 2000, EUR 0.6 million has a maturity of less than one year.

Other financial fixed assets

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Advance compensation of loss due to VAT	9,475	11,043

As Statistics Netherlands is exempt from VAT, the lessor of the newly built premises in The Hague and Heerlen cannot claim back the VAT on its investments in these buildings. Statistics Netherlands has compensated the lessor for the loss of income due to this VAT issue by paying EUR 9.2 million in respect of the premises in The Hague and EUR 6.5 million in respect of those in Heerlen. The amounts are charged to the result over a period of ten years, which is the maximum period for offsetting VAT losses. In 2012, EUR 1.6 million was charged to the result (2011: EUR 1.6 million).

Current assets

3) Receivables

Debtors

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Debtors	2,416	2,986
Bad debt provision	-156	-198
Total	2,260	2,788

Other receivables

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Prepaid expenses	4,943	4,605
Projects yet to be invoiced	1,014	0
Amounts receivable from staff	15	22
Other amounts receivable	346	153
Total	6,318	4,780

The 'prepaid expenses' mostly consist of prepaid maintenance contracts and prepaid rent. The increase in this item compared to 31 December 2011 is due to new contracts in place as at 31 December 2012. The 'Projects still to be invoiced' item included under provisions concerns the portion of the work on projects for third parties still to be invoiced based on the progress of work at year-end.

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

4) Cash and cash equivalents

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Bank balance	44.527	32.905
Deposit account	4.820	4.720
Total	49.347	37.625

Changes in cash and cash equivalents are presented in the cash flow statement.

These funds are at the free disposal of Statistics Netherlands.

5) Equity

<i>Amounts in thousands of euros</i>	Equalisation reserve	Unappropriated result	Total
Balance at 1/1/2011	-1,646	816	-830
Result appropriation for 2010	816	-816	0
Result for 2011	0	11,407	11,407
Balance at 31/12/2011	-830	11,407	10,577
Result appropriation for 2011	11,407	-11,407	0
Result for 2012	0	13,465	13,465
Balance at 31/12/2012	10,577	13,465	24,042

The equalisation reserve comprises the results for the years 2004 to 2011. The appropriation of the result for 2011 (which has been added to the equalisation reserve) is in accordance with the agreement made with the Ministry of Economic Affairs.

6) Provisions

Amounts in thousands of euros												
Total	Long-term sickness awards	Long-service awards	Restructuring 2000	Subtotal	Employment compensation	benefits	Restructuring 2004	Restructuring 2005	Restructuring 2007	Restructuring 2005	Restructuring 2010	Restructuring 2011
31,500	0	3,043	1,087	27,370	8,332		3,215	2,016	396	6,618	2,938	3,855
0	0	0	0	0	5,848		0	0	0	-5,848	0	0
1,133	575	542	0	16	0	16		0	0	0	0	0
-6,667	0	-315	-144	-6,208	-1,225		-1,516	-397	-93	-619	-803	-1,555
-1,469	0	0	-138	-1,331	-613		-9	-97	-117	0	-462	-33
24,497*	575	3,270	805	19,847	12,342		1,706	1,522	186	151	1,673	2,267

Included in the provisions is a provision of EUR 0.5 million for training and outplacement (31/12/2011: EUR 0.7 million)

** The release of the provision for the restructuring started in 2000 is payable to the Ministry of Economic Affairs.

Restructuring 2004 to 2011

The provisions have been formed to cover the costs of various schemes supporting employees who have become redundant due to government cuts in the civil service workforce, different priorities in preparing statistics, and the future IT budget. This includes employees designated as candidates for an alternative posting in the civil service, or going into early retirement with added pension benefits, and the cost of other restructurings already underway. The provisions have been determined based on the estimated and foreseeable obligations to employees. Besides the regular salary costs during the reposting period, these obligations include the agreed future benefits to be paid to former employees of Statistics Netherlands.

The table below shows the expected breakdown for each period of the obligations arising from the restructurings:

<i>Amounts in thousands of euros</i>	2013	2014-2016	2018 onwards	Total
Restructuring 2011	1.406	716	145	2.267
Restructuring 2010	367	582	724	1.673
Restructuring 2009	14	50	87	151
Restructuring 2007	44	142	0	186
Restructuring 2005	276	266	980	1.522
Restructuring 2004	1.369	275	62	1.706
Total	3.476	2.031	1.998	7.505

Employment compensation benefits

This provision concerns benefit obligations under the employment compensation benefit scheme for civil servants, whereby former employees receive benefits to compensate them for their loss of employment.

The table below shows the expected breakdown for each period of the obligations under the employment compensation benefit scheme:

<i>Amounts in thousands of euros</i>	2013	2014-2016	2018 onwards	Total
Employment compensation benefits	1.378	5.136	5.828	12.342
Total	1.378	5.136	5.828	12.342

Restructuring 2000

This provision covers the costs of the outflow of employees designated as candidates for alternative postings during the restructuring started in 2000, but whose employment was not terminated before 3 January 2004. The Ministry of Economic Affairs has made a commitment to pay approximately EUR 10.8 million to cover the costs of employee outflows. The total employee outflow costs comprise the total personnel costs of the 18-month reposting period and the subsequent employment compensation benefits and other benefits payable by Statistics Netherlands.

The table below shows the expected breakdown for each period of the obligations arising from the restructuring started in 2000:

<i>Amounts in thousands of euros</i>	2013	2014-2016	2018 onwards	Total
Restructuring 2000	162	414	229	805
Total	162	414	229	805

Long-service awards

This provision covers the cost of future long-service awards payable for 12.5, 25 and 40 years of service, respectively.

Long-term sickness

This provision concerns future obligations to employees on sick leave whose incapacity for work is expected to be permanent and who are therefore entitled to up to two years of continued salary payment.

7) Non-current liabilities

Ministry of Finance

The Ministry of Finance issued three loans totalling EUR 30.0 million for the relocation to the new office in The Hague.

The first tranche amounts to EUR 4.5 million and has a maturity of 5 years.

The second tranche amounts to EUR 12.0 million and has a maturity of 10 years.

The third tranche amounts to EUR 13.5 million and has a maturity of 15 years.

The average interest rate on these loans is 3.9%. The repayment obligation in 2013 amounts to 2.1 million and is presented under current liabilities. Of the total liability of EUR 15 million as at 31 December 2012, 4.5 million matures in more than 5 years.

In accordance with the conditions set by the Ministry of Finance, the Ministry of Economic Affairs guarantees the repayment of this loan.

8) Current liabilities

Ministry of Finance

The repayment obligation in 2013 for the loan agreements concluded on 3 December 2007 totals EUR 2.1 million

Taxes and social insurance contributions

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Wage tax and national insurance contributions	2,286	2,320
Pensions and social insurance contributions	2,978	2,787
Total	5,264	5,107

Other liabilities

<i>Amounts in thousands of euros</i>	31-12-2012	31-12-2011
Accrued expenses *)	8.027	9.595
Holiday allowances still to be paid	4.430	4.584
Creditors	5.283	3.995
Advance contribution project developer	2.307	2.770
Holidays still to be paid	2.787	2.476
Turnover billed in advance	6.025	5.145
Computerisation capacity still to be used	385	385
Year-end bonuses	625	646
Other	458	147
Totaal	30.327	29.743

*) Of this, an amount of € 2.2 million is owed to the Ministry of Economic Affairs with respect to the reorganisation in 2000 (year-end 2011: € 2.0 million).

Other liabilities consist mostly of recurring costs for which the invoice was still to be received as at year-end.

The advance contribution project developer concerns one-off contributions received for rental costs for the next ten years, one in 2008 for the office in The Hague and the other in 2009 for the Heerlen office.

Turnover billed in advance mostly comprises advance billing of Blaise licence fees and activities still to be performed. This item includes more than EUR 1.4 million in activities still to be performed to make adjustments to the General Business Register (31 December 2011: EUR 1.4 million). It also includes EUR 3.3 million in funds still to be spent for the European obligations (12th tranche of EU loan).

The Ministry of Economic Affairs has also provided a contribution for the costs of temporarily using extra computerisation capacity for the restructuring started in 2000. The unused portion will be repaid.

Year-end bonuses concern the amount reserved in December 2012 for the year-end bonuses that will be paid in November 2013.

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

Financial instruments

Treasury policy

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

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

Treasury banking is a way of maintaining a central treasury for public funds. Treasury banking is based on the principle that outflows of public funds from the treasury should be timed to occur only when they are needed to perform a public task. Through treasury financing, Statistics Netherlands maintains a cash flow policy that is as risk-free as possible.

Credit risk

As the debtors mostly concern government institutions, the credit risk exposure is limited.

Interest rate risk

The interest rate risk exposure is limited to potential changes in the market value of the loans drawn. These loans have a fixed interest rate over their entire maturity and are held to maturity. Therefore, Statistics Netherlands has a policy of not using financial instruments to control interest rate fluctuations.

Market value

The market value of the financial instruments on the balance sheet, including receivables, cash and cash equivalents and current liabilities is close to their carrying amount.

Off-balance sheet assets and liabilities

Multi-annual financial obligations

<i>Amounts in thousands of euros</i>	2013	2014 - 2017	2018 onwards
Rental premises in The Hague and Heerlen	6.500	29.700	42.900
Total	6.500	29.700	42.900

Rented premises

The rental agreement for the office in the Hague has been concluded for a period of 15 years and expires in 2023. The rental agreement for the office in Heerlen has been concluded for a period of 15 years and expires in 2024.

Finance agreements

It has been agreed with the Ministry of Economic Affairs that the financial obligations for the period prior to 3 January 2004 are for the account of the Ministry. The actual expenses incurred by Statistics Netherlands due to these obligations are compensated by the Ministry.

The Ministry of Economic Affairs has provided long-term financing through a credit facility currently amounting to EUR 50 million. The aim of the financing is to avoid temporary liquidity shortfalls due to the cost of support schemes for employees who have become redundant due to government cuts in the civil service workforce, different priorities in gathering statistics, and the future IT budget, and the setting of different priorities. If the required amount of credit were to exceed EUR 50 million, Statistics Netherlands will have to consult with the Ministry of Economic Affairs and the Ministry of Finance. To date, this credit facility has not been used.

7.6 Notes to the income statement for 2012

9) Net turnover

Net turnover comprises the following:

- contribution from the Ministry of Economic Affairs;
- third-party contracts;
- other operating revenues.

Contribution from Ministry of Economic Affairs

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
Budgetary contribution	181,138	181,138	187,431
Repayment of amount owed to EZ for restructuring 2004	0	0	-3,000
Repayment of amount owed to EZ for restructuring 2000	-681	-681	-643
Still to be spent from 12 th tranche of EU loan	-3,329	0	30
Wage compensation and price adjustments	1,619	0	2,351
Expansion of activities in Caribbean Netherlands	650	0	675
Contribution to Multi-Annual Plan 2003-2008	0	0	596
Contribution to support scheme for redundant employees	0	0	1,135
Compensation of pension shortfall	1,647	0	0
Other	84	0	-216
Safety monitor	300	300	300
One-off compensation	1,500	3,000	0
Total	182,928	183,757	188,659

The contribution from the Ministry of Economic Affairs is a budgetary contribution. Statistics Netherlands receives this contribution based on the Multi-Annual Plan for 2009-2013. At the end of this period, Statistics Netherlands must have achieved the work programme. If, in any year, part of the work programme is not achieved, the relevant funding is carried forward to the next year.

Third-party contracts

The table below shows the turnover from contracts with third parties by region.

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
Netherlands	16,578	13,502	14,098
EU member states	4,007	3,264	3,303
Other countries	1,671	1,361	2,210
Total	22,256	18,127	19,611

The 'Third-party contracts' item accounts for the sales revenue realised from performed activities. This includes contracts where the government provides a specific financial contribution and revenue from the sale of Blaise licences.

The breakdown of turnover from third-party contracts by type of client is as follows:

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
National government	13,359	10,881	9,434
Foreign statistics agencies	1,674	1,363	1,685
Research institutions	2,824	2,300	3,531
European Union and Eurostat	1,547	1,260	2,579
Other	2,852	2,323	2,382
Total	22,256	18,127	19,611

Other operating revenues

Other operating revenues mostly consist of revenue from data provision, penalties payments and publications.

10) Operating expenses

Wages and salaries

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
Wages and salaries	106,756	110,660	109,979
Insourced staff	11,030	11,101	11,768
Addition/release restructuring provisions	-1,315	3,000	6,623
Total	116,471	124,761	128,370

The 'Addition/release restructuring provisions' item includes the release of EUR 1.3 million from restructuring provisions for 2004 to 2011 and the provision for the obligations under the employment compensation benefit scheme.

In 2012, the average number of full-time employees (FTEs) at Statistics Netherlands was 1,875 (2011: 1,964 FTEs). Three employees work outside of the Netherlands

Remuneration of Director-General and Central Commission for Statistics

In 2012, the remuneration of the Director-General, consisting of the gross salary, fixed allowance, social security charges and pension charges, totalled EUR 220 thousand (2011: EUR 218 thousand).

The Central Commission for Statistics (CCS) has several duties relating to Statistics Netherlands and providing statistical information to the central government. In 2012, the CCS had 8 members, and its compensation for the year totalled EUR 92 thousand. In 2011, the CCS had 9 members and its compensation totalled EUR 95 thousand. The compensations are charged to the budget of Statistics Netherlands.

In 2012, Statistics Netherlands had to pay a 'crisis levy' of EUR 5 thousand over the total remuneration paid to the director and the supervising officials.

Notification pursuant to Executives' Pay (Disclosure) Act (WOPT)

<i>Amounts in thousands of euros</i>	2012	2013
Job title: Director-General		
Employment start date: 1/11/2003		
Taxable salary	176	176
Employer's and employees' pension contributions	41	38
Hours employed per week	36	36

The remuneration of the Director-General is set by the Minister for Economic Affairs based on a proposal from the Chair of the CCS.

Pension social security charges

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
Pension charges	16.085	14.806	15.439
Social security charges	11.615	10.183	10.803
Totaal	27.700	24.989	26.242

The pension scheme is administered by ABP, the pension fund for employees in the public sector. This is an industry-wide pension fund, and Statistics Netherlands is not obliged to make additional payments in the event of a deficit gap at the fund, other than paying in higher future contributions when necessary. In 2012, the coverage ratio of the pension fund for the public sector (ABP) was 96%.

The pension plan has the following characteristics:

Pension system	career average plan
Holiday allowance	8%
Pensionable age	60-70 years
Pension base	Pensionable salary less franchise
Surviving dependants' pension before age 65	50% of old-age pension at time of death 35% of old-age pension at time of death
Orphans' pension	10% of old-age pension
Franchise (2012)	EUR 10,850
Accrual rate	2.05% of pension base

Depreciation

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
Depreciation charges	9.269	9.501	5.710

Depreciation charges in 2012 were higher than in 2011. This is due to the fact that until year-end 2011, the IT intensification contribution received in 2009 was for a period of 3 years with an amount of 3.4 million per year deducted from the depreciation of IT resources.

Other operating expenses

<i>Amounts in thousands of euros</i>	Actual 2012	Budgeted 2012	Actual 2011
Accommodation	13,611	14,257	13,578
Other staff	3,533	3,883	4,020
Office	5,079	5,852	4,895
Official journeys	4,047	4,612	4,386
External consultancy costs	2,945	3,777	2,868
Computerisation	6,412	5,725	5,637
Other	3,540	5,032	2,636
Totaal	39,167	43,138	38,020

Accommodation costs include rental as well as energy costs and building-related costs such as cleaning, security and the operation of the company restaurant. Office costs were lower because of lower telephone costs, which was due to reduced rates and less telephone use. Computerisation costs were higher due to the forwarding of a number of activities originally scheduled for 2013. The 'Other' item in the operating expenses mostly concerns the cost of raw data for statistical analysis.

Auditor fees

<i>Amounts in thousands of euros</i>	2012	2013
Audit of financial statements	79	91
Other audit engagements	4	11
Tax advisory services	0	0
Other non-audit services	26	24
Total	109	126

11) Finance income and expenses

Interest income

The decrease in interest income is due to a lower interest rate.

The Hague/Heerlen, 22 March 2013

Director-General of Statistics Netherlands

G. van der Veen

Central Commission for Statistics

I. Brakman; Chair

S. Brakman

L.H. Hoogduin

C.M. Hooymans

M.B.G.M. Oostendorp; Vice Chair

J. Plantenga

C.G.M. Sterks

F. van der Wel, RA

J.T.M. van der Zee

Other Information

- Proposal for appropriation of the surplus

The 2012 annual accounts are presented before appropriation of the surplus. The transfer of the total surplus of €13.5 million to equity will result in a further increase of equity. The increase of equity will be discussed with the Ministry of Economic Affairs in 2013.

- Independent auditor's report

To the Director-General of Statistics Netherlands

Independent auditor's report

We have audited the accompanying financial statements 2012 of Statistics Netherlands, The Hague and Heerlen, which comprise the balance sheet as at 31 December 2012, the profit and loss account for the year then ended and the notes comprising a summary of the accounting policies and other explanatory information.

Management's responsibility

Management of Statistics Netherlands is on the basis of article 70 of the Statistics Netherlands Act responsible for the preparation and fair presentation of the financial statements and for the preparation of the management report, both in accordance with the stipulations in the Statistics Netherlands Act and the Other Requirements as agreed between the Ministry of Economic Affairs, Statistics Netherlands and CCS on March 16, 2006. Management is furthermore responsible for the financial lawfulness of the income, expenditure and balance sheet movements as presented in the financial statements. This means that the amounts comply with the provisions of the relevant legislation and regulations, as included in the Statistics Netherlands auditing protocol of 20 January 2009. Furthermore, management is responsible for such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit, as stipulated in article 35, paragraph 2 of the 'Kaderwet Zelfstandige Bestuursorganen'. We conducted our audit in accordance with Dutch Law, including the Dutch Standards on Auditing and in accordance with the Statistics Netherlands auditing protocol of 20 January 2009. This requires that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from 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 those risk assessments, the auditor considers internal control relevant to the preparation and fair presentation of the financial statements, as well as in the framework of financial lawfulness for the compliance with those 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 criteria used for financial lawfulness and the reasonableness of accounting estimates made by management of Statistics Netherlands, as well as evaluating the overall presentation of the financial statements.

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 2012, and of its result for the year then ended in accordance with the Statistics Netherlands Act and the Other Requirements as agreed between the Ministry of Economic Affairs, Statistics Netherlands and CCS on 16 March 2006.

Furthermore, in our opinion, the income, expenditure and balance sheet movements that occurred in 2012 and are accounted for in these financial statements satisfy the requirements of financial lawfulness. This means that the amounts comply with the provisions of the relevant legislation and regulations, as included in the Statistics Netherlands auditing protocol of 20 January 2009.

The Hague, 22 March 2013

KPMG ACCOUNTANTS N.V.

J.G.A. Bruinsma RA

² *Twenty foot equivalent units* (TEU): standardeenheid voor het tellen van containers van verschillende capaciteit en voor het beschrijven van de capaciteit van containerschepen of -terminals. Een ISO-container van 20 voet (6,10 m) is gelijk aan 1 TEU.

³ TEU-kilometer: meeteenheid die overeenkomt met de verplaatsing van één TEU over een afstand van één kilometer.

Appendix A Programme Renewal

This appendix contains a brief description of the current renewal projects and the results achieved in 2012. As such, it deals with the four main themes of the Strategic Multi-annual Programme in the same order: economic trends, socioeconomic and social trends, metropolitan area problems and quality of life. The accessibility of information has been added as a fifth main theme. In keeping with the aims of the Strategic Multi-annual Programme, projects have been carried out under this last theme to improve the standard of service and the accessibility of the statistical information of Statistics Netherlands.

4. Economic trends

International economic relations

In recent decades globalisation has acquired an extra dimension through the pace of advance in the field of ICT and information, which has greatly simplified worldwide communication. In consequence, socioeconomic trends in the Netherlands have become more dependent on what is happening abroad. As a policy priority International Economic Relations (SIER) describes and analyses the causes and consequences of globalisation and how they are interconnected. The results are published in the *Internationalisation Monitor*, in web articles and in research papers.

Actual output:

- *Internationalisation Monitor 2012*, including articles on business dynamics, in particular the start-up, insolvency and survival chances of businesses that trade internationally.
- Time series on the trends in international trade in goods and services, employment and turnover, characteristics of businesses that trade with BRIC countries, and the regional distribution of companies that are active internationally.
- The databases developed within SIER are also used, for example, in the economic diplomacy project for the Ministry of Foreign Affairs, the top sectors baseline measurement, and research in the context of the framework agreement with the Netherlands Environmental Assessment Agency.

Economic target group analysis and company behaviour

The objective of this policy priority is to combine information about the Dutch economy from the various statistics and sources in order to present figures on important target groups in combination with one another. This makes it possible to respond quickly and flexibly to topical themes and relevant target groups and provide an accurate picture of social phenomena and issues.

Actual output:

- Tables on business dynamics: the start-up and insolvency of businesses, broken down according to legal form, size and sector. The underlying database (with business data at a micro level) has already proved very usable for other Statistics Netherlands surveys and publications, such as the *Internationalisation Monitor* and regional breakdowns.
- Web publication on success and failure factors in the retail trade.

- StatLine table on the position of different sectors in the production chain.
- Publication about top sectors.
- Report on a survey of the income, capital and changing behaviour of self-employed workers without employees carried out by Statistics Netherlands in collaboration with the EIM Small Business and Policy Research Consultancy.

Business cycle

The aim of this policy priority is to obtain better and faster information about the business cycle. It focuses, for example, on faster publication of information, obtaining information to fill gaps and developing a coherent set of indicators for current phenomena. Another aim is to develop risk indicators for financial markets.

Actual output:

- Evaluation report on the research completed in 2012 into the development of a monthly indicator for economic growth. The building and description of a production system for this indicator has also been completed. Statistics Netherlands has decided not to publish the monthly indicator in its present form as yet, but to carry out additional research into the possibilities of basing the services sector information more on observations than at present.
- The export scan has been developed in order to pick up signals about the development of Dutch exports at an early stage. This visualization shows how demand is expected to develop in the main sales markets.
- In the context of the risk indicators for financial markets a plan has been made in cooperation with the Dutch central bank for the calculation of the annual and quarterly values for the Netherlands of the ten indicators of the European Macro-economic Imbalance Procedure score board. The aim is to publish them, together with a number of additional variables, on the Statistics Netherlands website.

Regional economic statistics

Both central government and the provincial and municipal authorities need information about the economic development of the regions. The aim of this policy priority is to expand and improve regional economic statistical information and make it more accessible.

Actual output:

- Regiobase: a database containing all business locations, together with a number of characteristics which allow analysis at regional level. This database for the years 2007-2011 is now available for researchers within Statistics Netherlands and, subject to certain conditions, for outside researchers as well.
- New StatLine tables (with the help of the Regiobase) about business locations broken down by economic data and province, by municipality and industry, by economic activity and region, by size, legal form, foreign control and region and by the start-up and winding up of business branches by region and sector.
- Publications about results of the research and developments concerning the regional economy, including an article in the *Internationalization Monitor 2012* about the position of international businesses in the Netherlands.
- A theoretical paper about measuring clusters of businesses and a joint essay on spatial economic policy with the Netherlands Environmental Assessment Agency.
- Various web and theme articles.

ICT impact

This project has two objectives: to develop new indicators that provide a clearer view of the impact of the internet on the economy and society as a whole and to study the possibilities of the internet as a source of data for generating statistics, especially new statistics. Various parts of the internet economy have been studied in the course of this project, for example webstores and the so-called C2C (consumer-to-consumer) market. Data from among other things the Marktplaats website have been used for this purpose. In addition, the project describes the effects of the internet economy on the system of national accounts.

Actual output:

- Statistical framework of the internet economy, including figures on the market for second-hand goods on the internet (C2C market).
- Publication on the use of social media by both individuals and businesses.
- Follow-up survey into the use of mobile services and consumer behaviour based on a small group of respondents whose purchases were recorded through an application on their smartphone.
- Exploratory survey into the possibilities of using smartphones as a new survey tool (e.g. for the survey of travel movements in the Netherlands) and into an innovative technology for transport statistics.
- A general infrastructure for observation on the internet using internet robots and specific research into the possibilities of using internet observation for statistics on job vacancies, the housing market and prices.
- Establishment of an internet panel at Statistics Netherlands for a small-scale experiment whose results are expected in 2013.

Income, tax expenditure and tax burden

This project is intended to provide an up-to-date picture of the distribution of the total tax burden over households. It sheds light on the redistributive effects of the tax system as a whole and of separate tax measures in relation to policy goals.

Actual output:

- The definite results for the years 2009 and 2010 have been added to the StatLine tables on income taxes and local taxes.
- Expansion of the overall picture of the tax burden: including StatLine tables based on newly acquired Tax Administration databases on car and motorcycle tax (BPM).
- The online Local Tax Comparison Tool (LLV) on Statistics Netherlands' website has been both updated and expanded. This applies both to the LLV per household (which users can use to calculate the amount and composition of the local taxes applicable to their own residential situation and compare this with other situations) and to the LLV per levy or tax (which can be used to compare the rate of a particular levy or tax between municipalities, provinces or water boards).
- The Personal Tax Calculator (PBC) on Statistics Netherlands' website was expanded in 2012 to include indirect taxes.
- Four web and other articles on the burden of income tax and national insurance contributions by type of household, the relationship between expenditure and income for the treasury, mortgage interest relief, and changes made by municipalities in the property tax rate.

Transport and logistics

The aim of this project is to provide a better understanding of the economic significance of transport and goods supply chains. In view of the economic importance of the transport sector to the Netherlands (in its role as the 'Gateway to Europe') and its contribution to road congestion and environmental and climate-related issues, there is considerable external demand for figures about the logistics sector. The project involves linking the functional and institutional statistics on transport, tapping new secondary sources of data and making intensive use of the combination of existing and new information.

Actual output:

- Linking the data on incoming and outgoing maritime goods flows to provide a better understanding of Rotterdam's role as a transit port.
- Four new products: distance matrices for the inland waterways, air and rail modes based on a new method for transformation of the container size unit TEU to TEU-kilometre. This method enables Statistics Netherlands to respond to important developments in the policy of the European Commission, the wishes of Eurostat and the obligations of the Dutch state on emissions records.
- An advisory report for Eurostat on maritime freight statistics. This report is serving as a guide for Eurostat in developing a reliable and usable distance tool for maritime freight statistics of the various European statistical authorities.

Mobility

The aim of this project is to describe mobility in relation to demographic, sociocultural, economic, spatial and technological trends. This is achieved by linking data at micro level from various registers and surveys. The policy to promote alternatives in order to reduce traffic congestion and the burden on the environment (public transport, teleworking, flexible working hours, etc.) can thus be assessed.

Actual output:

- Expansion of the SSB Mobility Satellite to include tables on car ownership among different households, tables on commuting and tables on the ownership of mopeds and electric bicycles.
- Expansion of the commercial vehicle database to include lorries and tractors and the traffic performance of delivery vans. The commercial vehicle database makes it possible to describe the ownership and use of motor vehicles from a business perspective.
- StatLine tables on numbers of delivery vans and mopeds, numbers of people owning a moped, car or motorcycle, and numbers of households owning a car or motorcycle.
- Five web and other articles on car ownership of households and individuals, ownership and use of delivery vans, kilometres driven and rush-hour driving.

5. Socioeconomic and social trends

Regionalisation of survey data

The aim of this project is to meet the growing demand for regional or sub-regional figures. Many users, such as government ministries and the Employee Insurance Agency, regularly make explicit requests for expansion of the existing statistics to include regional classifications. To a large extent this demand for information relates to data on the labour force (unemployment), education, security and health. With the help of advanced statistical methods it is possible to compile regional or sub-regional

statistical information on the basis of survey data (in combination with information from records where these are available).

Actual output:

- Model-based estimates (known as small-domain estimations) of the labour force, security and health.
- Report on the maximum extent of the regionalisation of statistical information from the Labour Force Survey, the Integrated Security Monitor and the Health Survey. This report also contains a list of the possible regional divisions in the case of personal and household surveys through a combination of records and survey data.
- The initial results of provincial monthly, quarterly and/or annual figures on labour force and security and health. The StatLine tables will be completed in the course of 2013, after intensive consultation with the most important users.

International labour migration in the 21st century

This project provides information about the influence of migration for employment on the labour market and vice versa. International migration for employment has taken on more different forms in the 21st century. Following the enlargement of the EU and the opening of national labour markets, immigrants have found work in the Netherlands both at the bottom end of the market (manufacturing and horticulture) and at the top end (knowledge workers). For the most part these migrants are young people who reside in the EU host country for varying periods of time. It is likely that in the future more migrants will 'commute' back and forth between the host country and their country of origin. For the purposes of population forecasts it is of the utmost importance to get a better understanding of these movements and their relationship with the labour market. Changes in the influx of this group can provide advance notice of developments in labour immigration in both the near and the more distant future. This would help to remove a major source of uncertainty in the migration forecasts. This policy priority is being implemented by Statistics Netherlands in close cooperation with the Netherlands Interdisciplinary Demographic Institute (NIDI).

Actual output:

- Research report concerning better substantiation of the migration assumptions in the national population forecast. As a result, new statistics on groups of labour migrants will be published in early 2013.

Life course

To an increasing extent policymakers and researchers view and interpret the position in which people find themselves from the life course perspective. This is connected, among other things, with the realisation that the various elements of the life course (career, benefits history, partnership, parenthood, criminality, migration, retirement, use of healthcare facilities and so forth) are often interconnected. Increasing attention is also paid to the connection between the life courses of parents and their children (different generations). In order to chart the diversity of life courses, it is not sufficient to compare individuals' positions at present with the positions of individuals of different ages. After all, society is changing around us. Both age effects and cohort effects therefore play a role. If we wish to know to what extent life courses have changed in recent decades, it is important above all to chart these cohort effects. This can be done by developing life course statistics on the basis of (birth) cohorts.

Actual output:

- Expansion and updating of StatLine tables and articles on growing up, flexible labour relations, transitions between employment and social security, ageing by sector, transition from employment to retirement, and estates and wealth of the elderly.
- Feasibility studies concerning statistics on pension benefits, healthy life expectancy projections, cumulating risk-taking behaviour by young people, regional labour market situation of young people, early school-leaving in relation to socioeconomic characteristics of parents, leaving home, transition from education to the labour market and career during life course.

Perceptions

The Perceptions project is designed to create a better understanding of feelings and trends in society by gathering and processing views, opinions and perceptions. Besides objective, factual information about behaviour, perceptions too play a major role in the social debate. The register information possessed by Statistics Netherlands constitutes an added value – not only because it enables Statistics Netherlands to form a better picture of the composition of the response, but also because subjective information can in this way be linked to the actual situation and the respondent's actual behaviour. Such linkage can provide greater insight into the mechanisms behind choices, behaviour and feelings.

Actual output:

- A second Perception pilot study on the theme of responsibilities of government and citizens has been carried out. The end result was a web article entitled 'Confidence in pension funds'.
- On the basis of the first pilot in 2011, an article on organ donation and an article on individuals' own healthcare contribution were published in 2012.
- A 2013 Perception survey question module on employment and ageing.

Security

The aim of this project is to provide a comprehensive description of the security field from complementary points of view. This policy priority provides information for policymakers, academics, implementing agencies and other departments of Statistics Netherlands. The Security Satellite of the Social Statistics Database entered into production in 2012. Statistics Netherlands also worked to chart the entire criminal justice system and the passage of suspects through the system and to include this information in the Security Satellite.

Actual output:

- Expansion of the Security Satellite of the Social Statistics Database to include information about recorded indictable offences, informants/victims and recorded suspects.
- New StatLine tables on recorded and arrested suspects (by demographic and socio-economic information from the Social Statistics Database) and three new StatLine tables on recorded victims.
- Establishment of a pilot based on information from the criminal records system (JDS) about non-appealable convictions. As these records must play a central role in the Security Satellite of the Social Statistics Database and may also in due course contribute to renewal of the existing criminal court cases statistics, they will continue to be developed in 2013.
- New StatLine table on custody, expansion and improvement of the existing StatLine table on penal institutions, and the number of people in custody by characteristics.

- The parts of the Security Satellite of the Social Statistics Database previously taken into production have been improved and all existing components renewed.

6. Metropolitan area problems

Housing market

By gathering together statistics on the housing market and improving the links between them, Statistics Netherlands aims to create a better understanding of the different aspects of the housing market. The themes on which statistics are to be collected (availability, quality, affordability, the role of housing associations and the value of the housing stock) have been derived from the conceptual framework previously developed for the housing market.

Actual output:

- Micro-database in which the characteristics of occupants and dwellings have been linked.
- Articles about the changing nature of the housing market.
- Article and tables on tenants living in social housing at a rent that is too low in relation to their income, the financial risk run by homeowners, and housing characteristics from the Key Registers for Addresses and Buildings (BAG);
- Updated tables and articles on housing characteristics, such as housing stock by type of ownership (own home, housing association, other landlord), empty properties, year of construction categories, and value for property tax purposes.
- Updated article and table on energy labels.

4. Quality of life

Sustainability

The aim of the sustainability policy priority is to provide relevant statistics for the public sustainability debate. In addition, Statistics Netherlands uses the products created by this project to contribute to the debate in the form of historical analyses and comparisons. Statistics Netherlands has a prominent position nationally and internationally in this field, and can build on this position thanks to this policy priority.

Actual output:

- Report on the international dimensions of sustainable development.
- Report on and historical series of the core indicators of the sustainability monitor, dating back where possible and meaningful to 1870, available for users on Statistics Netherlands' website.
- Report and extensive and improved experimental time series for human capital, available for users on Statistics Netherlands' website.
- Expansion of the sustainable development website/dossier page.

Green growth

The green growth policy is a product of the sustainability policy priority and involves a modification to international thinking on this subject. Green growth is defined as economic growth and development

that seeks to minimise pressure on the environment and the use of natural resources. Green growth is high on the agenda of a number of national and international organisations and within industry since there is a growing realisation that economic growth will be possible in due course only if it puts less of a burden on the environment and makes less use (or involves more recycling) of raw materials and other sources. This policy priority is limited to the Dutch situation.

Actual output:

- Expansion of the sustainable development website/dossier page to include green growth indicators.
- Visualisation of green growth indicators on the sustainable development website/dossier page.
- Report and database with a proposal for green growth indicators by sector.
- StatLine table with business energy consumption by Standard Industrial Classification (SBI) for 2010/2011.
- Research report into the costs of the public sector for mitigation (reduction of emissions of greenhouse gases by businesses and households) and adaptation (modifications to deal with the consequences of climate change, such as higher sea levels and water nuisance).
- Research report into the use of secondary raw materials by Standard Industrial Classification and by country of origin.
- Expansion of statistics on environmental costs.

The changing healthcare sector

The 'changing healthcare sector' project consists of three important themes: indicators for the impact of market forces, the relationship between costs, use and quality of care, and the consequences of the changing population profile (e.g. population ageing) and of changing lifestyles and dietary habits.

Actual output:

- New StatLine tables on the costs of healthcare at personal level based on data from insurers.
- Publication entitled Health & Care in Figures for 2012, including the subjects of profits of self-employed staff in the healthcare sector, labour productivity in hospital care, the Exceptional Medical Expenses Act (AWBZ) and user satisfaction with the care services delivered.
- New StatLine table on the profits of self-employed workers in the healthcare sector. Figures on patient satisfaction with care have been added to existing StatLine tables.

Well-being

The well-being project arose from the growing awareness of the inadequacy of GDP as the sole indicator of prosperity and well-being. There have therefore been calls for additional indicators relating to quality of life. Major impetus for the project has been provided by the OECD's *Global Project on Measuring the Progress of Societies* (see section 3.2) and the report of the *Commission on the Measurement of Economic Performance and Social Progress* (Stiglitz-Sen-Fitoussi Commission) presented in Paris in September 2009. Statistics Netherlands has set up its well-being project to develop indicators in this field.

Actual output:

- In 2012 various questions on subjective well-being were added to the questionnaire for the social cohesion survey. These questions were based on the well-being module developed by Eurostat

for the European statistics on income and living environment (EU-SILC 2013). The questions on well-being added to the social cohesion survey in 2012 were also expanded for the 2013 round. As a result of this expansion it will be possible in the future to produce the StatLine tables on the basis of a single source.

- A StatLine table has been developed for each of the eight core dimensions of well-being. These tables compare subjective well-being with indicators from the relevant dimension. The dimensions are material standard of living, economic risks, education and occupation, health, social links and relationships, participation and confidence, security, and the environment and living environment.
- StatLine table on the influence of changes in marital status and changes in labour market position on subjective well-being.
- Three articles in Population Trends and Socioeconomic Trends, two web magazines and one discussion paper.
- Contributions to the publication *De Nederlandse Samenleving 2012* (Dutch Society 2012) about income and wealth, poverty, housing, family, labour market and social relationships.

Households in the national accounts and Ageing Society

The households section of the national accounts implements various recommendations concerned with 'classical GDP issues' from the report of the Stiglitz-Sen-Fitoussi Commission mentioned above. These recommendations involve a shift in emphasis in the national accounts from production to the well-being of households. The implementation of this part strengthens and categorizes the outcomes of the national accounts for the analysis of well-being in the broader sense.

There are major areas of overlap with population ageing or, as it is called in the Stiglitz-Sen-Fitoussi report, the 'Ageing Society'. This means the changes in the age composition of the population. It is expected that this will lead to increased demand in the future for information on the effects of population ageing on government finances, the labour market, income and wealth distribution and demand for specific goods and services. The Ageing Society project is intended to generate data by age. These data will be developed initially for the relevant statistics and later incorporated in the national accounts.

The combined project has various aims. First, it is intended to create a statistical framework for describing and analysing the economic effects of ageing. Second, it sets out to classify households by background characteristics which are better aligned with the wishes of the users of the Social Accounting Matrix (SAM). And, third, it is intended to expand the SAM to include information on wealth distribution among different types of household.

Actual output:

- The emphasis in the Ageing Society project was on translating the conceptual work from 2011 into specific end products. In 2012 the first draft became available on the lifecycle deficit, defined as the difference between labour income and private and collective consumption, by age and gender. Material from external sources such as the National Institute of Public Health and the Environment (RIVM) and the Exceptional Medical Expenses Act was also used by Statistics Netherlands for this purpose.
- In the Households in the National Accounts project quantitative results were obtained for the distribution of incomes, spending and wealth of households. Further research is necessary if these experimental tables are to be published.
- Methodological and quantitative contributions have been made to the OECD Expert Group on Disparities in a National Accounts Framework (EGDNA). Statistics Netherlands was the driving force behind a subproject within the Expert Group and also supplied both methodological and quantity input for other parts. The data on distributions of income and spending according to type of household were ready for the Expert Group at the end of 2012.

5. Accessibility of information

Improving output presentation

The 'improving output presentation' programme is a combination of a number of projects whose common objective is to provide a better service to the users of Statistics Netherlands information:

- **Local authorities portal**
Municipalities and provinces have often expressed a wish for StatLine to be organised in such a way that it is easier to aggregate information about a specific municipality or province. Statistics Netherlands is meeting this wish by developing the local authorities portal.
- **GeoWeb services**
Some information which Statistics Netherlands provides, especially in the form of regional or spatial statistics, is better suited for other forms of presentation than traditional tables. This part of the programme focuses on providing data through GeoWeb services. This enables users themselves to select areas on screen and then inspect or download the relevant data.
- **Education site**
The education site provides information on how Statistics Netherlands' material can be used for school syllabuses. The site has been created by Statistics Netherlands in cooperation with secondary school teachers.
- **Improving findability in StatLine**
The search features are being expanded as one of the ways of making the information on StatLine easier to find. In addition, Statistics Netherlands is examining whether it would be possible to create a single search interface for StatLine and the main website and whether personalised search results could be saved (MijnCBS).
- **Visualisations**
Visualisations are an aid to make information understandable. Each year Statistics Netherlands develops a number of new visualisations. It is also working on technical improvements.
- **Information for companies**
Statistics Netherlands uses the CBSvooruwbedrijf.nl website to provide information about questionnaires which companies are required complete. It also provides benchmark figures that enable a business to compare itself with other businesses in the same sector.

Actual output:

- **Local authorities portal:** this portal, which is relevant above all for municipalities and provinces, was officially launched in December 2011. The portal has been promoted in 2012 in order to increase the use made of it.
- **GeoWeb services:** a large number of GeoWeb services have been placed on the PDOK (Public Services on the Map) government portal this year. In addition, various GeoWeb services have been introduced on the basis of statistics per square metre (100m and 500m).
- **Education Site:** the range of services provided on the education site has been expanded to include more lesson plans on the subject of economics. In addition, a business cycle trophy competition was organised in 2012 for schools in the province of Zuid-Holland. The schools were asked to predict variables connected with the business cycle. The prize-winners – pupils from the Thorbecke Secondary School in Rotterdam, the ID College in Zoetermeer and the Northgo College in Noordwijk – were received at Statistics Netherlands. This competition will be held nationally in 2013.
- **StatLine findability:** finding information has been made easier by the adoption of a new search suggestion functionality. This helps users who do not enter the exact term used by Statistics Netherlands for their searches. The underlying database is constantly being improved by analysing the search terms entered by users.
- **Visualisations:** a start was made in 2012 on modifying the technology behind the visualisations so that these can be run on mobile phones and tablets as well.

- Information for businesses: in 2012 more information about Statistics Netherlands surveys was provided on the website. For example, information about surveys was updated and descriptions of surveys were posted on the site.

The Centre for Statistical Research

The Centre for Statistical Research carries out one-off analyses. The aim is to ensure that, in addition to the existing output, analyses and articles that form the basis for social and political discussions can be produced more quickly than is now the case. The Centre also carries out one-off studies derived from other policy priorities.

The reports describing the results of the analyses and studies constitute an in-depth addition to statistics published by Statistics Netherlands, for example by linking databases. In many cases the reports are accompanied by a web article explaining the main points.

Actual output:

- Nine web articles on aggression at work, the emigration of elderly people of Dutch origin, the housing market crisis, working at any time and in any place, the number of people entitled to state pension under the new government measures, the effects of the euro on European trade, human capital and ageing, national wealth, the crisis and the use made by the elderly of healthcare facilities.

Appendix B Statistical programme

1. Labour and social security

A mixed-mode data collection design was introduced for the Labour Force Survey (EBB) in 2012. This meant that this large-scale continuous survey of households could be conducted by means of a personal meeting, by telephone or on the internet. This met the wishes of the respondents and also produced cost savings, because the new design made more use of cheaper forms of observation (the internet and telephone).

As one of the measures to reduce the burden on households, questions about whether or not the respondent is registered with the Employee Insurance Agency (UWV) were completely removed from the Labour Force Survey. This information is now obtained from the registers of the Employee Insurance Agency. Similarly, the data concerning the companies where employees work (with the exception of temporary staff) were no longer requested in 2012. This information is linked retrospectively on the basis of employee data drawn from the policy administration (based on payroll tax forms submitted by employers).

The processing and analysis process of the nominative data (the annual figures at a personal level) in relation to the employment and pay statistics were speeded up in 2012, as a result of which the outcomes were published for the first time through the Social Statistics Database and published on StatLine within a year of the end of the reporting period.

The preparations of Statistics Netherlands for modifications to the statistics in keeping with the new Work according to Ability Bill were completed in 2012, but the bill was withdrawn at the end of 2012. The draft legislation will be reintroduced in a different form in 2013. An important condition for the flexible adjustment of statistics in keeping with legislation that changes annually is that the automated processing of the statistics on social security is organised flexibly. Major progress was made with this in 2012.

2. Enterprises

In 2012 the business cycle publication was improved in a number of respects. For example, the new industrial classification (SBI 2008) was introduced and a regional subdivision is now published monthly. Contrary to previous plans, work started in 2012 on the study and compilation of non-seasonal series. Further research was also carried out in 2012 into the periodic composition of an expansion of the business confidence indicator, which – together with the current producer confidence indicators – should meet regional data needs. In 2012 it transpired that further research was necessary and publication of this indicator was delayed.

3. Population

On 28 March a seminar was held at Statistics Netherlands in The Hague on the subject of 'The training gradient in demography: how important is education in demographic behaviour?' This seminar was organised jointly by the Netherlands Demographic Society (NVD), the Dutch Interdisciplinary Demographic Institute (NIDI) and Statistics Netherlands. Among the subjects on which presentations were given were:

- Decision on whether to start a family, by educational attainment

- Partner choice and households, by educational attainment
- Significance of educational attainment for social dynamics
- Health and mortality, by educational attainment

The four-yearly *European Population Conference* (EPC) was held in Stockholm from 13 to 17 June. Staff of Statistics Netherlands were invited to give presentations on:

- Sensitivity of future life expectancy at birth and at age 65 due to different mortality forecasting methods
- Intergenerational transmission of age at first union and the effect of parental divorce
- Partner choice of the second generation: the importance of individual and neighbourhood characteristics
- Recent trends in cohort fertility of migrant women in the Netherlands
- Effects of parental structure and resources on children's educational outcomes at age 15 using Dutch register data (1999-2008)
- Partner relationships at the dawn of the 21st century

As the result of its introduction of a new information system, the Immigration and Naturalisation Service (IND) is unable for the time being to supply data on asylum and migration to Statistics Netherlands. No alternative source is available in the Netherlands. The publication in StatLine and deliveries to Eurostat pursuant to the EU Regulation have therefore been suspended.

On 13 December, the publication of the population forecast for 2012-2060 was published. An important part of this is the mortality forecast, which includes the life expectancy forecast, on the basis of which the state pension and retirement age are determined. The method of mortality forecasting was updated in 2012 in cooperation with the University of Groningen and the Dutch Interdisciplinary Demographic Institute (NIDI). As a result of the new method of forecasting, the mortality forecast is expected to be more stable and hence better suited for the new purposes for which it is to be used.

4. Construction and housing

Since 1 July 2012 government authorities that use address or building data to carrying out their tasks under public law have been obliged to obtain the data from the Key Registers for Addresses and Buildings (BAG). As a break in series in the course of a statistical year would be undesirable, Statistics Netherlands has been using the Key Registers for Addresses and Buildings since 1 January 2012. The (StatLine) publications on the housing stock and changes in the housing stock for 2012 are based on these Key Registers.

The three-yearly WoOn survey for the Ministry of the Interior and Kingdom Relations was completed in May 2012. The fieldwork was carried out entirely in keeping with the wishes of the commissioning organisation among almost 43,000 respondents.

In addition, 26 municipalities took advantage of the possibility of obtaining extra response in return for payment, so that reliable assessments could also be made at local level.

5. Financial and business services

The standard work programme for financial and business services statistics was completed. The figures for financial institutions have been updated, as have the tables on institutional investors and the money and capital market accounts.

6. Health and welfare

The development of the Health Monitor continued in 2012. The monitor is a joint project carried out for the Ministry of Health, Welfare and Sport (VWS) by the National Institute of Public Health and the Environment (RIVM), the Association of Community Health Services (GGD Nederland) and Statistics Netherlands. The aim of the Health Monitor is to obtain uniform nationwide figures on health and health determinants, which can be broken down by region and municipality. These figures serve as input for the national Public Health Status and Forecast, regional forecasts and health reports at local level. For this purpose a number of questions and part of the methodology of Statistics Netherlands' health survey and the health surveys of the Community Health Services have been coordinated and agreements have been made about the sampling, weighting, data collection, enhancement, and delivery of the databases.

The publication *Health & Care in Figures for 2012* containing the latest figures and trends in this field was published on 20 September. The first copy was presented during the National Healthcare Congress to Mr Rouvoet, chair of the health insurers' association Zorgverzekeraars Nederland.

2012 saw the first publication of statistics on the labour market position of qualified and registered medical staff.

Statistics on people with no medical insurance were discontinued in mid-2012 after it was found that the available records showing those not required to have medical insurance were incomplete. In close cooperation with the Social Insurance Bank (SVB) and the Healthcare Insurance Board (CvZ) Statistics Netherlands is now compiling a new series of statistics on uninsured persons.

In 2012 Statistics Netherlands calculated Hospital Standardised Mortality Ratios (HSMR) for 2011. The HSMR is an indicator for comparing mortality in hospitals, taking account of relevant characteristics of patients and admissions.

In collaboration with VU University Medical Centre and Erasmus MC, in 2012 Statistics Netherlands published the 2010 report on euthanasia and other medical decisions in connection with end-of-life situations and an article based on this research in the medical journal *The Lancet*.

7. Trade, hotels and restaurants

The standard programme of statistics on trade, hotels and restaurants was completed.

8. Manufacturing and energy

A new StatLine table on supplies of natural gas and electricity to non-industrial businesses was published in June 2012. Only an aggregate figure for this group of businesses had been available before this. Now, there is a breakdown by business category. The data are based on the connection records of the operators of public electricity and natural gas grids. Detailed data on energy consumption of households were previously compiled using these customer databases. As a result of the present energy-saving policy, there is growing interest in these data.

At the end of November 2012 Noordhoff Uitgevers published an energy atlas known as the '*Bosatlas van de Energie*'. Statistics Netherlands was involved in the organisation and content of the chapters and provided a large quantity of data for this atlas. A major part of the data has been included in the atlas in the form of maps, diagrams and graphs.

The initial meeting of the ESSnet Manual for Statistics on Energy Consumption in Households (MESH), in which Statistics Netherlands is taking part as one of the five partners, was held in early 2012. This two-year project is intended to provide a manual on household energy statistics for the EU

Member States. Two meetings were held for this project in 2012 (in Spain and Austria). Statistics Netherlands will host the final meeting in 2013.

9. Income and spending

The observation and processing methods of the budget survey were modified in 2012 to reduce the burden on the participating households. The main change concerned the introduction of internet versions of paper questionnaires.

May 2012 saw the publication of 'Prosperity in the Netherlands: income, wealth and expenditure of households and persons'. This was compiled to mark the 25th anniversary of the income panel survey carried out by Statistics Netherlands. This publication presents the latest national and regional figures on incomes, wealth and expenditure of households. It also focuses on the groups at the top and bottom of the prosperity ladder. For example, there is a description of the extent to which the accommodation and lifestyle of the most affluent differ from those of the least affluent.

The third edition of the *Armoedesignalement* (Poverty in the Netherlands) was published on 6 December (see also section 3.2).

10. International trade

Together with the Netherlands Bureau for Economic Policy Analysis, Statistics Netherlands published figures on export and re-export flows and their characteristics in the report entitled 'Characteristics of re-export companies'. This information is essential in estimating the significance of exports for the Dutch economy and the opportunities for exporting companies in the Netherlands.

As noted previously in the annual report, an Internationalisation Monitor was also published in 2012. This publication illustrates trends in internationalisation and their consequences for the Dutch economy, society and prosperity. The fifth edition places emphasis on business dynamics (start-ups and bankruptcies), how an international orientation affects the survival chances of businesses, and the influence of the financial crisis on these dynamics. The term international orientation is used here to mean either being engaged in international trade or being part of a group with a foreign parent company.

11. Agriculture

The initial results of the 2012 Agricultural Census were published on 25 September.

On behalf of the Ministry of Economic Affairs, Statistics Netherlands successfully carried out a feasibility study into the development of a (structural) Sustainable Agro Commodities Monitor. The use of sustainable commodities has a high priority on the political agenda. In recent years various covenants have been concluded with parties in the private sector for the use of sustainable agro commodities from third countries. This concerns agricultural commodities from countries in Central and South America, Africa and Asia, which are imported by companies in the Netherlands in order to be processed or traded. The purpose of the monitor is to check the progress of the covenants.

A pilot was started in cooperation with the firm Eleaf in 2012, in which satellite data are used to estimate the harvest of certain arable crops. Eleaf has developed a growth model for processing satellite data. The pilot project will end in 2013, after which the results per agricultural area will be compared with those of the arable harvest estimate for summer and winter wheat and for potatoes.

This will be the most important criterion for gauging whether the method provides a workable alternative to the current system of observation. In that case the response burden of arable farms can be reduced from 2013.

12. Macroeconomics

In 2012 Statistics Netherlands continued its work on the revision of the national accounts in the form of modifications to the new definitions and concepts in accordance with ESA 2010. At the same time, it took advantage of the opportunity to incorporate new statistical insights and sources into the national accounts. For this purpose a large number of substantive projects were implemented in 2012. The revision will lead, among other things, to an adjustment of the level of the main macroeconomic variables such as GDP and gross national income (GNI). The revised results will be published in 2014.

Organisational changes were made within Statistics Netherlands in 2012 when activities connected with micro and macro-productivity measurements were assigned to a single team. This merger and its spin-off have obtained concrete form above all in the three-year ICT and Economic Growth research programme which is being carried out at present on the instructions of the Ministry of Economic Affairs. Within this project the determinants of economic growth are illuminated from a micro and a macro perspective. The results of the project will be published in research papers. This is in addition to the usual production and analyses within the growth accounts and the contributions of both the micro and the macro research to international projects, for example of Eurostat and the OECD.

A start was made on publishing additional variables when the new core figure table for the sector accounts was introduced. The survey to determine the quality of a number of detailed series or variables requested in the context of the G20 Data Gaps Initiative will be completed in early 2013. In this initiative the finance ministers and the presidents of the central banks of the G20 countries give twenty recommendations for improving information relevant in the context of the financial crisis.

The quality of the credit card part of the Households Consumer Credit statistics was found to be insufficient owing to incorrect returns by the respondents. The questions have been rephrased in consultation with the respondents and the new series is expected to be published in 2013.

13. Nature and the environment

In 2012 Statistics Netherlands worked on the preparation of the six-yearly report of the Ministry of Economic Affairs to the European Commission on the implementation of the European Habitat Directive and Birds Directive. For the Habitat Directive, trends in numbers of protected flora and fauna have been supplied from the Ecological Monitoring Network (NEM) and large flora and fauna databases have been processed using new techniques, thereby making it possible to determine trends in the natural habitats of protected species.

In 2012 Statistics Netherlands developed and implemented a method for statistically assessing the reliability of nature criteria – an aggregated set of indicators of various flora and fauna species. In addition to using this method for criteria which Statistics Netherlands itself calculates for the Compendium for the Living Environment, the new method is being implemented at European level by the European Bird Census Council.

Together with PBL Netherlands Environmental Assessment Agency and Wageningen University and Research Centre (WUR), Statistics Netherlands has updated the Compendium for the Living Environment.

Both the method and the system for processing statistics on environmental costs were reorganised once again in 2012. For the environmental costs statistics a new time series from 1995 was also introduced on the installation and material costs of insulation in the case of newly constructed homes and as a consequence of energy performance standards.

In 2012 the effects of the 'animal feed chain' were charted by Statistics Netherlands. The agricultural industry (through the Dutch Federation of Agricultural and Horticultural Organisations / LTO) and the mixed feed industry are working together to reduce the production of phosphate in animal manure. The chain is one of the policy initiatives designed to reduce the production of animal manure below the ceiling fixed by the EU. Statistics Netherlands' figures on the production of animal manure and minerals are used to measure the results of the policy. In addition, Statistics Netherlands supplied figures to the Agricultural Economics Institute (LEI) for the Food Waste Monitor at the end of 2012.

14. Education

The annual joint supply of data to UNESCO (United Nations Educational, Scientific and Cultural Organisation), the OECD and Eurostat was compulsory for the first time in 2012 under the EU Regulation concerning the production and development of statistics on education and lifelong learning. The data from the statistics developed in recent years to fill the gaps in the annual supply of data were included for the first time in 2012. These are new statistics on the participation of 3 year-olds in child day care or pre-school education, first-year and first-time success in the upper forms of secondary school, PhD students and graduates in academic education and participants in non-government-funded education.

The latest edition of the *Jaarboek Onderwijs in cijfers* (Annual Education Review in figures) was published in December 2012, with Statistics Netherlands' most recent information on pupils, educational institutions and education expenditure.

15. Government finances and politics

As the European debt crisis continues, there continues to be great interest in public finance statistics. The StatLine tables on public finance have been extended to include quarterly information. In addition, tables which the Netherlands supplies to the EU in the context of the Excessive Deficit Procedure (EDP) have been published on the Statistics Netherlands website since 2012.

The main elements of the revision of the education expenditure statistics have been completed. In accordance with the commitment undertaken in 2012, the data have been supplied to Eurostat. In addition, articles have been written on the history of secondary education, on the financial position of educational institutions and on Dutch education expenditure from a European perspective. Internationally, Statistics Netherlands was active in carrying out research into the financing of the buildings of educational institutions in Europe.

Statistics Netherlands was asked in 2012 to carry out the Dutch general election opinion poll for the early elections. The results were published in 2013. During the elections various organisations made frequent use of Statistics Netherlands' figures to fact-check the pronouncements of politicians on a variety of subjects.

16. Prices

Since 2012 the price index of package holidays abroad has reflected the true monthly price change. Until 2011 this price index was adjusted only twice a year and was frozen at the same level for the remaining months. The improvement has been made possible by the advent of new sources and a new method. The air ticket index has also been improved. This index now relates to the prices of air travel for departures in the month concerned and not to prices which can be observed in that month. In this way the Netherlands now complies with the European requirements for the Harmonised Indices of Consumer Prices (HICP).

Thanks to a new estimation method, the HICP flash is now delivered monthly to Eurostat. The HICP flash is a fast indicator which is used to provide an initial estimate of inflation in the eurozone and the EU.

A table has been added to StatLine with the prices for motor fuels. In addition to the existing table of current prices for petrol, diesel and LPG, there is now also a table showing prices by location and per month.

In collaboration with the Agricultural Economics Institute a methodology was developed in 2012 that will allow figures to be published in the near future on the purchase price and rental value of agricultural land.

Besides the standard StatLine tables for producer prices which are based on the ProdCom goods classification, a separate table with the cost price index was published in 2012 in which the producer price indices were recalculated in accordance with the Classification of Individual Consumption by Purpose (COICOP). COICOP is an international classification of consumer spending which is prescribed by the EU in order to determine the harmonised consumer price index. This allows better linking of developments in producer and consumer prices.

The price index for existing residential properties (PBK) is broken down by province and large municipalities, but does not have a breakdown by postcode area. Further research showed that this was not feasible.

In accordance with the Eurostat guidelines for developing services price statistics, a base year change was carried out in 2012. The base year and reference year are now 2010 (2010=100).

17. Security and justice

The tenth edition of the annual *Criminaliteit en rechtshandhaving* (Crime and Law Enforcement) was published on 22 October. To mark this anniversary a symposium was held at the Council of State on 26 November. During the symposium various aspects of the publication and the underlying data were explained. The publication was presented to the Minister of Security and Justice, Ivo Opstelten.

In collaboration with the Netherlands Association of Fire and Disaster Control Services (NVBR), the Ministry of Security and Justice, and fire services volunteers, Statistics Netherlands invested in improving the quality of the data supplied for fire services statistics in 2012, partly on the basis of a report by Berenschot management consultants on the information needs of the fire services. In improving the statistics, account was also taken of the wishes of the security regions, the Dutch Association of Insurers, the Netherlands Institute of Physical Security and the Security and Justice Inspectorate. The revision of the fire services statistics is intended to improve data quality and reduce administrative burden in 2013.

The survey for the *Integrale Veiligheidsmonitor* (Integrated Security Monitor) was carried out on the basis of a new observation design and a revised questionnaire (see also section 3.2).

18. Traffic and transport

In 2012 the contacts with stakeholders were intensified, for example by organising conferences designed to achieve innovation in traffic and transport statistics.

A new simplified road transport survey was developed in 2012 for implementation from 1 January 2013. Various road transport operators (road hauliers and own account transport operators) and their respective trade associations (TLN and EVO) provided input for the new questionnaire in several sessions in 2012. The terminology and layout of the questionnaire are now more in keeping with practice. Tests carried out at companies have shown that the time needed to complete the questionnaire has been halved as a result of these changes. Furthermore, the more efficient sampling design introduced in 2012 means that the number of requests for information sent to larger road transport operators has been reduced by more than 20 percent on an annual basis.

19. Leisure and culture

The redesign of the two financial and economic culture surveys involving museums and the performing arts has been delayed. The redesign of the museum statistics has largely been completed. Active use is now made of the external data source (MUSEANA) at 200 museums. Figures for 2011 are expected in mid-2013.

Vakanties van Nederlanders 2011 (Dutch people's holidays in 2011) was published in July and *Toerisme in Nederland - Het gebruik van logiesaccommodaties 2011* (Tourism in the Netherlands - use of overnight accommodation 2011) in August. November saw the publication of *Toerisme en recreatie* (Tourism and recreation), a compilation of various national and international studies in the field of tourism and leisure and is produced in collaboration with Holland Marketing (NBTC).

On 12 September (Sport Research Day) Statistics Netherlands released figures on the relationship between the economy and sport (sport accounts) for the first time. This research was carried out with the assistance of the institutes of higher professional education in Arnhem and Nijmegen and with the financial assistance of the Ministry of Health, Welfare and Sport (VWS). It is now possible to compare the results with the macroeconomic figures of the national accounts and with those of other countries.

20. The Dutch Caribbean

Besides performing the duties set down in the Public Bodies of Bonaire, St Eustatius and Saba (Finances) Act, in 2012 Statistics Netherlands continued to work on developing the statistical programme for the Dutch Caribbean.

On the occasion of the opening of the new building on Bonaire in 2012 *The Dutch Caribbean in figures* appeared in print. This publication is similar in structure to the *Statistical Yearbook of Statistics Netherlands*.

In 2012 the Labour Force Survey was conducted on the three islands. This is a sample survey among households and is intended to identify trends in the global market. One of the most important items of data from this survey is the unemployment rate. The survey is carried out every two years. In 2012 it was conducted for the first time on Saba and St Eustatius.

Since 2011 Statistics Netherlands has published inflation figures for the separate islands every quarter. These figures attracted much media coverage on the islands in 2012. At the request of the National Office for the Dutch Caribbean presentations on the inflation figures were given on the three islands.

On 22 May 2012, Statistics Netherlands published figures on the composition of the population in districts on Bonaire. These included size, growth and country of birth and also dealt with the origins of the districts.

At the end of 2012 agreements were made with the Ministry of Economic Affairs about the short-term funding of the measurements of the number of guests and overnight stays on the islands of the Dutch Caribbean. The first figures for 2011 and 2012 are expected to be published in mid-2013. Ultimately, this measurement will form part of the standard statistical programme of Statistics Netherlands.

21. Dossiers

People with a foreign background

Statistics Netherlands published the 2012 Annual Integration Report in December 2012. In this publication Statistics Netherlands describes the integration of the various non-native population groups in Dutch society by reference to various themes. Other organisations which worked with Statistics Netherlands on the publication were the Netherlands Institute for Social Research (SCP), the Research and Documentation Centre (WODC) and the Netherlands Environmental Assessment Agency (PBL).

Women's rights

The seventh edition of the biennial *Emancipatiemonitor* (Women's Rights Monitor) appeared on 11 December and describes the progress of women's rights in the Netherlands. The position of men and women has been charted in many different fields. The publication gives the latest data on education, paid employment, combined work and care, incomes, top jobs and security. The monitor is a joint publication of Statistics Netherlands and the Netherlands Institute for Social Research (SCP) on behalf of the Ministry of Education, Culture and Science (OCW).

Young people

The 2012 Annual Report of the National Youth Monitor was published on 7 December. This report provides a broad overview of the life of the under-25s in the Netherlands. There are five angles of approach: Young people and family, health and well-being, education, labour market, and security and justice. In addition to this publication up-to-date figures were regularly published on the www.landelijkejeugdmonitor.nl website in 2012.

On 13 December Tanja Traag, a staff member of Statistics Netherlands, obtained her doctorate at Maastricht University on her dissertation *Early school-leaving in the Netherlands*.

The ageing population

On 19 October Statistics Netherlands and Netspar held a conference at Statistics Netherlands on the subject of *Pensions, retirement and the financial position of the elderly*. Various presentations were given on pensions and the financial situation of the elderly in the Netherlands.

Regional statistics

The Outcome Monitor for policy on priority districts was published on 15 October. This was the second progress report drawn up by Statistics Netherlands for the Ministry of the Interior and Kingdom Relations. The report describes and analyses the position in the forty priority districts by reference to key figures on themes such as accommodation, amenity, employment, education, income and debt, security, integration and health.

Under the European framework directive INSPIRE (*IN*frastructure for *S*patial *I*nfoRmation in *E*urope), Statistics Netherlands has been responsible since late 2012 for the Dutch figures on the themes of statistical units, land use, human health and safety, population distribution – demography, and energy resources. The figures based on the INSPIRE directives will be published in the years ahead in accordance with the INSPIRE schedule.

A new European Nomenclature of Territorial Units for Statistics (NUTS) became obligatory in 2012. All (regional) data supplies to Eurostat have fulfilled the new rules since the start of 2012. In addition, time series for statistical domains have been compiled on the basis of the new regional format.

A new data collection round for the 2011 reporting year of the European Urban Audit (*Urban Audit IV*) was started in 2012. The urban audit is being carried out under the auspices of the European Commission. The aim is to assess the quality of life in European cities. For this audit Statistics Netherlands is supplying available data on the quality of life in the Dutch cities covered by the audit.

Many social and economic statistics are based on the Social Statistics Database (SSB). Location coordinates were added to the addresses in this database in 2012 making it possible to calculate the straight-line distance between the addresses of the properties in the database (i.e. households/homes, schools, places of work and cultural facilities). On account of the growing interest in grid-based statistics (squares of 100m and 500m) the grid codes too have been added to the Social Statistics Database.

Census

A start was made in 2012 on the collection of data from registers and surveys for the European 2011 census programme. Statistics Netherlands is drawing only on data resources that are already available for this compulsory European census. New statistical techniques are being developed in 2012 and 2013 in order to meet all requirements. Statistics Netherlands has also invested in new techniques in order to make possible all data transfer to Eurostat. This data transfer is planned to take place in 2014 and makes great demands on the ICT owing to the large amount of data involved. A virtual census costs many millions of euros less than a standard (door-to-door) census or a virtual and standard mixed-mode census in comparable countries.

Output table 2012 (by theme and form of the output)

Output 2012 (number)	Press releases	Economic monitor updates	Web- and theme articles	StatLine-tables	Publications		Eurostat-deliveries	Micro-datasets	Enquiries (infoservice)	
				Of which: new	paper	digital	datasets		telephone (incl. automatic.)	e-mail (incl. letters and faxes)
Thema										
Labour and social security	21		41	567	21	5	21	83	338	1 370
Enterprises	2		14	112	17	2		43	76	789
Population	4		21	158	20	2	5	22	21	1 232
Construction and housing	2	12	8	226	1		25	38	12	372
Financial and business services		5	5	74				24		114
Health and welfare	3		23	112	16	3	7	7	30	614
Trade, hotels and restaurants	16		8	138			22	27		225
Manufacturing and energy		24	13	321	2		40	132	1	251
Income and spending	1	24	17	97	2	1	2	10	38	561
International trade		12	18	464			1	39		396
Agriculture			27	83	5	1	3	52		234
Macroeconomics	7		16	219	9	6	2	87		471
Nature and the environment			7	63	4	2	3	18		126
Education	2		11	83	10	1	2	13	62	328
Government and politics	1		18	77	2			1	4	153
Prices	12	12	14	474	6		1	72	6	1 462
Security and justice	3	6	22	154	12	5	3	90	11	338
Traffic and transport			18	143	16		5	103	3	286
Leisure and culture	1		7	106		3		26	4	349
Dutch Caribbean				20	2	1				
Dossier										
People with a foreign background	1					1				168
Business cycle		24	2	89	1					
Emancipation	1					2	1			
European Union										363
Historical series										244
Life cycle			1							
Regional Statistics			2	71	6	5	5			531
Investment climate						1	1			
Other	1			140	3	9	32		4	971
Total	78	119	309	3 991	155	50	181	887	610	11 704

Appendix C Advisory Boards

Advisory boards, each with a specific theme or subject, have been established to provide Statistics Netherlands with advice on the implementation of its statistical programme. The chairs of the six advisory boards jointly form an advisory council for the Director-General.

Composition of the Statistics Netherlands Advisory Council on 31 December 2012:

G. van der Veen	- chair
Ms M.I. Tóth Pál	- secretary
M.A. van Straalen	- Respondents' Advisory Board
E.E. van de Lustgraaf	- Economic Statistics Advisory Board
Prof. P.J. Boelhouwer	- Statistics of the Living Environment Advisory Board
H.M.M. Claassen	- Macroeconomic Statistics Advisory Board
Prof. P.H.B.F. Franses	- Methodology and Quality Advisory Board
Prof. H.B. Entzinger	- Social Statistics Advisory Board

Appendix D Organisation (31 December 2012)

Director-General

G. van der Veen

Deputy Director-General

G. Bruinooge

Central bureau for policy and management support

Vacant

Methods and statistical policy (pilot)

Dr C. Zeelenberg (director)

Knowledge and innovation programme

Ms M.J.M. Verbruggen (director)

Economic and business statistics and national accounts

Ms J.C.M. Imbens (director)

W.B.F. de Witte (deputy director)

Socioeconomic and spatial statistics

W. van Nunspeet (director)

J.A. Timmermans (deputy director)

Data collection

H.J.C.M. Hermans (director)

J.H. van Velzen (deputy director)

Process development, IT and methodology (pilot)

Dr A.H. Kroese (director)

Operational management and communication

F.W.M. Hendrikx (director)

Ms M. Renaud (deputy director)

Appendix E Guide

Statistics Netherlands collects data on persons, business and institutions and publishes the results of its studies using various methods at the earliest opportunity.

Statistics Netherlands website (www.cbs.nl)

The website provides access to the output of Statistics Netherlands research, together with information and key figures about the Netherlands organised by theme. All the publications are laid out clearly. Detailed figures are published in StatLine, the free databank.

The website also has an up-to-date publication calendar and product catalogue. There is also policy information and links to national statistical institutes and relevant international organisations.

Statistics Netherlands has four websites for specific target groups: www.werkenbijhetcbs.nl (for staff recruitment), www.cbsinuwbuurt.nl (for information about a person's own neighbourhood), www.cbsvooruwbedrijf.nl (for businesses) and www.cbs.nl/cbsindeklas (for schoolteachers).

New media

Alongside the existing channels, Statistics Netherlands has also distributed its output in the past year through YouTube (<http://www.youtube.com/statistiekpbs>) and Twitter (<http://www.twitter.com/statistiekpbs>). A StatLine app has also been developed for smartphones.

NOS teletext

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

Sales of Statistics Netherlands products

Statistics Netherlands products can be ordered through the Customer Service Department, P.O. Box 4481, 6401 CZ Heerlen, The Netherlands, by telephone on +31 (88) 5707070 or by e-mail at: verkoop@cbs.nl.

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European Statistical Data Support

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CBS Contact Centre

The central information desk for businesses, institutions and the public for questions about Statistics Netherlands questionnaires or other survey material can be contacted by telephone on +31 (45) 5706400, by e-mail at: contactcenter@cbs.nl or by filling in the web form at: www.cbs.nl/contactcenter.

Press office

The central information desk for the media can be contacted by telephone on +31 (70) 3374444 or by e-mail at: persdienst@cbs.nl. Additional information can be found at: www.cbs.nl/informatievoor/pers.

Research subject to conditions: Centre for Policy-related Statistics

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

- supplying micro-datasets on-site at Statistics Netherlands to researchers authorised under the Statistics Netherlands Act or by the CCS, for the purpose of performing their own analyses under strict security conditions (catalogue <http://www.cbs.nl/nl-NL/menu/informatie/beleid/catalogi>);
- carrying out studies using statistical basic material to answer questions of ministries and public policy and research institutes, large municipalities and other government agencies;
- advising customers, such as ministries and public policy and research institutes, large municipalities and other government agencies, on finding, organising and using information required for policy formulation and evaluation.

The Centre for Policy-related Statistics charges for its services. Additional information can be obtained by telephone on +31 (70) 3374792, on the website at www.cbs.nl/cvb or by e-mail at cvb@cbs.nl.

Appendix F List of Dutch and international abbreviations

ABR	General Business Register
AC	Audit Committee
AOW	General Old Age Pensions Act
AWBZ	Exceptional Medical Expenses Act
BAG	Key Registers for Addresses and Buildings
BBP	Gross Domestic Product
BNI	Gross National Income
BPM	Car and motorcycle tax
BRIC countries	Brazil, Russia, India and China
BuZa	Dutch Ministry of Foreign Affairs
BZK	Dutch Ministry of the Interior and Kingdom Relations
CBS	Statistics Netherlands
CCS	Central Commission for Statistics
COICOP	Classification of Individual Consumption by Purpose
CPB	Netherlands Bureau for Economic Policy Analysis
CPI	Consumer Price Index
CREEA	Compiling and Refining Environmental Economic Accounts
CRF	Corporate Research Foundation Institute
CvB	Centre for Policy-related Statistics
CvZ	Healthcare Insurance Board
C2C-market	Consumer-to-consumer market
DANS	Data Archiving and Networked Services
DG	Director-General
DNB	Dutch central bank
EBB	Labour Force Survey
EC	European Commission
ECLAC	Economic Commission for Latin America and the Caribbean
ECOFIN	Economic and Financial Affairs Council (of the Council of the EU)
EDM	Response burden meter

EDP	Excessive Deficit Procedure
EGDNA	Expert Group on Disparities in a National Accounts Framework
EIM	Small Business and Policy Business Consultancy
EPC	European Population Conference
EPN	Energy Performance Standards
European System of National and Regional Accounts in the Community	
ESS	European Statistical System
ESSnet	European Statistical System network
ESTP	European Statistical Training Programme
EU	European Union
Eurostat	Statistical office of the European Union
EU-SILC	European Union Statistics on Income and Living Conditions
EVO	Own Account Transporters Organisation
Ministry of Economic Affairs (formerly the Ministry of Economic Affairs, Agriculture and Innovation)	
FG	Data protection official
FRIBS	Framework Regulation for Integration of Business-related Statistics
GGD	Association of Community Healthcare Services
GVC	Global Value Chain
Harmonized Indices of Consumer Prices	
High Level Group for the Modernization of Statistical Production and Services	
HSMR	Hospital Standardized Mortality Ratios
ICP	International Comparison Programme
ICT	Information and Communication Technology
IenM	Infrastructure and the Environment
IND	Immigration and Naturalisation Service
European Directive for improving the availability, quality, organisation, accessibility and sharing of spatial information in Europe (INfrastructure for SPatial InfoRmation in Europe)	
IPA	Instrument for Pre-Accession Assistance
ISP	Index for Service Production
ISTAT	Italian statistical institute
IVM	Integrated Security Monitor

KB	National Library of the Netherlands
KING	Netherlands Municipalities Quality Institute
KvK	Chamber of Commerce
LEI	Agricultural Economics Institute
LLV	Local Taxation Comparison Tool
LTO	Dutch Federation of Agricultural and Horticultural Organisations
MEETS	Modernization of European Enterprise and Trade Statistics
MESH	Manual for Statistics on Energy Consumption in Households
MIG	Dutch Building Environmental Index
MJP	Multi-annual Programme
NBTC	Holland Marketing
NEM	Ecological Monitoring Network
NHR	New Trade Register
NIDI	Netherlands Interdisciplinary Demographic Institute
NKO	Dutch general election opinion poll
NPSO	Dutch-language Platform for Survey Research
NR	National accounts
NUTS	Nomenclature of Territorial Units for Statistics
NVBR	Netherlands Association of Fire and Disaster Control Services
NVD	Netherlands Demographic Society
OCW	Ministry of Education, Culture and Science
OECD	Organisation for Economic Cooperation and Development
OR	Works council
OVIN	Dutch National Travel Survey
OZB	Property tax
PBC	Personal Taxation Calculator
PBK	Price index for existing residential properties
PBL	Netherlands Environmental Assessment Agency
PDOK	Public Services on the Map
PIA	Privacy Impact Assessment

PRIMA	ICT Policy Programme Implementation Agenda
RI&E	Risk inventory and evaluation
RIVM	National Institute of Public Health and the Environment
RCN	National Office for the Caribbean Netherlands
SAM	Social Accounting Matrix
SBI	Statistics Netherlands' standard industrial classification
SBS	Structural business statistics
SCP	Netherlands Institute for Social Research
SEEA	System of Environmental and Economic Accounting Central Framework
SFB	Staff Compensation Policy
SFGO	Large Company Finances Statistics
SIER	International Economic Relations policy priority
SMEs	Small and medium-sized enterprises
SSB	Social Statistical Database
STS	Short-term business statistics
SVB	Social Insurance Bank
SZW	Ministry of Social Affairs and Employment
TEC	Trade by Enterprise Characteristics
TEU	Twenty foot equivalent units
TFSD	Task Force on Measuring Sustainable Development
TLN	Dutch Transport Operators Association
Netherlands Organisation for Applied Scientific Research	
UNECE	United Nations Economic Commission for Europe
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNSC	United Nations Statistical Commission
UNSD	United Nations Statistics Division
UWV	Employee Insurance Agency
V&J	Ministry of Security and Justice
VN	United Nations
VNG	Association of Netherlands Municipalities

VWS	Ministry of Health, Welfare and Sport
Wbp	Personal Data Protection Act
WODC	Research and Documentation Centre
WUR	Wageningen University and Research Centre
ZBO	Autonomous administrative authority
Zzp'er	Self-employed worker without employees

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Published by

Statistics Netherlands
