

Annual Report for 2014

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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.

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1.

Introduction

Statistics Netherlands is responsible for a significant proportion of published official statistics. This information is of great value to the public sector, politicians, academics, the media and enterprises. Statistics Netherlands makes it possible for public debate to be conducted on the basis of reliable statistical information: there is a reason why its slogan is 'Voor wat er feitelijk gebeurt' ('What is really happening'). Increasingly, Statistics Netherlands also allows others to benefit from its unique knowledge and infrastructure.

In this annual report, Statistics Netherlands is looking back on its activities and results in 2014. The report describes significant statistical products created in 2014 and explains changes made to the programme.

In 2014, Statistics Netherlands used related and underlying data for better analysis of social phenomena. Where possible, phenomena are described by presenting a cohesive set of figures, in addition to publishing individual figures.

One example of this is the monthly unemployment press release which since mid-2014 has included supplementary indicators to adequately describe developments in the various dimensions of the labour market, such as the number of jobs. Furthermore, the first Quarterly Labour Market Review, including a comprehensive picture of unutilised labour supply, jobs, vacancies and labour market dynamics, was published in 2014. The new quarterly industry monitors present a uniform and cohesive overview of eight industries. These enhance the impact of Statistics Netherlands' information.

Both content and the way it is presented are important. Technological developments and the phenomenon-based approach referred to above offer new opportunities. In 2014 Statistics Netherlands paid special attention to presenting information of data in ways attractive to a range of users. Since 2014, it has offered all tables in StatLine as open data in the form of datasets. Other – more visual – results, such as the open data and corporate news web applications, will follow in 2015.

Statistics Netherlands seizes opportunities, but it also faces a number of challenges. Firstly, it is dealing with ambitious targets for cost savings now and in future years. Since 2014, several statistics have been curtailed or ended, cutting back the non-mandatory statistical programme. In addition, many of the cost savings have been absorbed by more efficient methods and working processes, so that the same results can be achieved with fewer resources. Processes have been and are being examined and if necessary redesigned. The Lean Six Sigma method, which optimises processes on a small scale, was introduced in 2014 to achieve a more structured approach to efficiency. Currently, 139 employees have successfully completed a Lean Six Sigma training course (7 black belts: cross-department project leaders, 50 green belts: project leaders within their own departments, and 82 orange belts: project staff). 42 projects were started in the second half of 2014 and seven have since been completed. The expected savings from each project after one year are between 200 and 500 hours.

As well as cost cutting, the changing world in which Statistics Netherlands operates is a challenge. Users of statistical information want faster and better 'service'. As outlined above, Statistics Netherlands not only wants to provide them with information but also to show links and context. At the same time, Statistics Netherlands wants to carry out as few surveys as possible to minimise the burden these put on society. In addition there is great attention to protecting privacy, and Statistics Netherlands has to respect regulations from the central government and the European Union.

Structural improvements in the continuity of the IT environment are required to continue adjusting to new circumstances and meeting requirements. Statistics Netherlands has made huge changes to its processes and IT systems in the past decade in line with new sources of information and technical possibilities. Partly as a result of this, the stability of the IT landscape is under pressure and it is less adaptable than required to be able to use the new possibilities in the future. It is also a challenge to retain knowledge of the systems within the organisation, partly because of the impending outflow of employees who will be retiring. For this reason, it is necessary to invest in a more modular IT landscape and in sharing and retaining knowledge in the organisation in order to prevent continuity risks. The new vision for information provision, listing these and other challenges, was drawn up at the end of 2014. In the next few years, various projects will be carried out to meet these challenges.

Collecting data and maintaining the quality of the figures pose challenges, too. Statistics Netherlands has identified various areas for attention and drawn up implementation plans for this. It will be one of the first statistical institutes in the world to use Big Data for the production of official statistics. The development of new methods and techniques is required to access these voluminous and often poorly structured data and to be able to use them for statistical purposes. The first of the new methods will be used in 2015. A final point in this context is the information security policy; it was renewed in outline in 2014 and states that Statistics Netherlands aims to be compliant with the Civil Service Baseline Information Security (BIR), a set of standards that contains general measures on all relevant parts of operations for information security.

Continuous innovation is vital to meet these challenges. Innovation can also improve efficiency and keep existing processes and infrastructure in order. It is also important to keep renewing content and so continue providing the public with relevant information. Programme modernisation started on a limited scale in 2014. This expansion is a result of new European requirements and the Strategic Multi-annual Programme for 2014–2018, which states that new statistics must be developed on business developments, labour market flexibility and household wealth. Making information even more accessible is an additional objective.

Carrying out bespoke research commissioned by the central and local governments and other bodies and offering researchers access to microdata (anonymised personal and company data) have become natural services of Statistics Netherlands. The revenue from such activities rose in 2014 compared with 2013.

Continuing to invest in relationships with key stakeholders is important for the work and position of Statistics Netherlands. The relationships with departments, national policy analysis institutions, institutes and enterprises are usually good and were further expanded and strengthened in 2014. New contacts were also forged. Internationally too, Statistics Netherlands worked with many stakeholders and other parties in 2014. The European Statistical System and the implementation of the 2014 statistical programme of the European Commission played a leading role in this. Outside Europe, Statistics Netherlands was involved in various multilateral frameworks such as the Organisation for Economic Co-operation and Development (OECD), the United Nations (UN) and their regional and functional committees. As in earlier years, Statistics Netherlands used its knowledge and experience in 2014 to contribute to specific exchanges through bilateral and multilateral alliances and the provision of technical assistance.

Statistics Netherlands is jointly managed by the Director-General and the Central Commission for Statistics (CCS). At the end of 2013, the cabinet decided that these two bodies must be reduced to one as part of the government-wide review of the repositioning of autonomous administrative bodies. The Ministry of Economic Affairs started the legislative process at the end of 2014 and expects to introduce the bill in parliament in the first half of 2015.

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 CCS.

2.

Statistical

programme

and services

2.1 Communication and statistical services

Statistics Netherlands aims to provide statistical information to target groups effectively and at the right time. In 2014, it published media releases on subjects in line with social needs almost every day, and the media often included them in their reporting. Statistics Netherlands was cited as a source almost 19,000 times across the various news sources, including newspapers, internet news pages and broadcast news bulletins.

In 2014 Statistics Netherlands made its entire databank – 3,600 data collections containing 14 billion cells – available as open data so that the statistical information is more accessible and easier to reuse. Large users of Statistics Netherlands' data can save time and money with direct interfaces. This new approach allows app builders to make easier use of Statistics Netherlands' data to create new applications. The open data web application has been available since January 2015.

2014 saw a continuation of the improvements in the way statistical information is offered on the Statistics Netherlands website. Developing the new website proved more complicated and took longer than initially expected. The launch of the new website is now due in 2015.

In addition to the normal distribution of news reports, Twitter has become a standard way for Statistics Netherlands to distribute day-to-day information. The number of followers of @statistiekcbcs grew from 14,000 in early 2014 to almost 56,000 by the end of the year. In December, Statistics Netherlands' tweets were viewed a total of 3.6 million times which represents an average of almost 120,000 per day. In the final months of 2014, news reports were being retweeted on an average of 100 times a day. Statistics Netherlands also uses an English Twitter account, which has some 2,000 followers.

To respond better to current social developments and to reliably quantify social phenomena and their trends, Statistics Netherlands also organised a number of seminars and events with external parties in 2014.

For example, in February Statistics Netherlands organised the final conference in the E-Frame (European Framework for Measuring Progress) project, funded by the European Commission, with the aim of boosting the measurement of social progress. This goes further than just economic growth (GDP and beyond). The conference was attended by some two hundred statisticians, politicians and academics from almost thirty countries. Statistics Netherlands succeeded in getting many European countries to use the same language for sustainability and an international, harmonised measurement system has been agreed. The system developed by Statistics Netherlands is gradually being adopted in other European countries and by organisations such as Eurostat, the UN and the OECD.

In March, Statistics Netherlands organised the expert meeting Living and working in a cross-border perspective in Heerlen in cooperation with centres of expertise on shrinking regions from Groningen (KKNN, Kennisnetwerk Krimp Noord-Nederland), Zeeland (Scoop, Zeeuws Instituut voor Sociale en Culturele Ontwikkeling) and Limburg (Neimed, Nederlands

Expertise en Innovatiecentrum Maatschappelijke Effecten Demografische Krimp). Workshops on themes including working, living, commerce, statistics and policy served as a platform for discussion and knowledge sharing. The meeting was received favourably by the delegates and the reactions reflected the great need for figures to support cross-border policy.

Also in March, a seminar was organised by the Netherlands Interdisciplinary Demographic Institute (NIDI), the Netherlands Demographic Society (NVD) and Statistics Netherlands on the theme of Crisis and lifecycle, (more) kinks in demographic trends? The participants discussed the effects of the economic crisis on a range of demographic themes, including relationships and births, demographic profiles of three generations of people in their 30s, gender and educational level dynamics, moving home in times of crisis and international migration and migrant groups.

Statistics Netherlands organised and hosted the 33rd General Conference of the International Association for Research in Income and Wealth (IARIW) in Rotterdam in August. Several topics were discussed, from poverty and income distribution to more conceptual subjects such as how to measure the state of the economy, poverty, welfare and human capital. The conference was attended by over 250 delegates from thirty countries including statisticians, academics and representatives of international organisations.

Statistics Netherlands was also active online and developed products to improve current statistical information in cooperation with external parties.

One example of this is the participation of Statistics Netherlands, together with other public sector organisations, in Ondernemersplein.nl, which went online in 2014. Ondernemersplein.nl is designed to be the government's digital counter for enterprises. On the site, Statistics Netherlands uses information focused on enterprises to show how it can help them. The first sections added by Statistics Netherlands concern industry information from the Netherlands Business Survey (COEN), figures on self-employment and information from the renewed quarterly industry monitors. Statistics Netherlands has also added figures that can assist enterprises in drawing up a business plan.

In 2014, Statistics Netherlands, the Tax Administration and several market parties started developing a Reference Ledger System (RGS) for enterprises. When combined with the Standard Business Reporting (SBR) programme this will make it easier for enterprises to submit reports to the authorities in future. Several charts of accounts with fewer standard data elements have been developed in cooperation with accountants and software suppliers, so that enterprises can easily submit financial information to organisations such as the Tax Administration, Chamber of Commerce, banks and Statistics Netherlands.

In 2014, the New Trade Register (NHR) became the basis for Statistics Netherlands' General Business Register (ABR), which records all businesses in the Netherlands including significant information such as owner, number of branches and corporate structure. Statistics Netherlands worked on this with the Chamber of Commerce and the Ministry of Economic Affairs to create links that meet the needs of several users such as the Tax Administration and Justis, the national screening authority. The main improvements to the ABR are the greater coverage of Dutch businesses, the quality of the data and the current relevance of the information.

For more than 10 years, the Centre for Policy-related Statistics, a part of Statistics Netherlands, has carried out research commissioned by central and local governments and other bodies. Most of this research was undertaken in the office in The Hague. On 20 March 2014 the Centre for Policy-related Statistics opened a department in the office in Heerlen.

2.2 Standard statistical programme

The standard output is the core of Statistics Netherlands' work programme. Appendix A has a table showing the standard output per theme in 2014. Some developments during the year are set out below.

The frequency and timing of Statistics Netherlands' national forecasts of the number of households and the population by origin and the frequency of the regional population and household forecast by Statistics Netherlands and the Netherlands Environmental Assessment Agency (PBL) was changed in 2014. The frequency has been reduced from once every two years to once every three years and the publication date for the regional population and household forecasts and the national forecast of households has been advanced by a few months. These changes allow Statistics Netherlands to improve the quality of all forecasts and respond better to the wish of key users to have the forecast figures available at a fixed time in the year. The population forecast by age and gender and the related figures on migration, births, deaths and life expectancy continue to be published annually.

The municipal council elections dossier was published in March in connection with these elections. It discussed five themes: living, work and income, social provision, municipal finances and health care, education and safety.

In March, Statistics Netherlands published the first results of the revision of the National Accounts for the report year 2010. The immediate reason was the use of mandatory new international methodological guidelines. All EU countries were obliged to publish their national accounts using these guidelines in 2014. New estimates for many key macro-economic indicators became available as a result of the revision. Revised figures for earlier years became available in June.

The first results of the Family Formation Survey 2013 were presented during a seminar in June organised jointly by Statistics Netherlands and the Netherlands Interdisciplinary Demographic Institute (NIDI). This research focuses on today's situation with regard to families: relationships and family formation in the Netherlands, and it explores the backgrounds.

The new Producer Confidence Sentiment Indicator was published for the first time in August. This figure gives an indication of how business people perceive the current developments in the Dutch business sector (excluding banks and insurance companies). In addition to an indicator for business as a whole, quarterly confidence figures are published for specific sectors such as manufacturing, construction, retailing, wholesaling, hotels and restaurants, transport, business services and mineral extraction.

A supplement has been added to the business cycle updates since September in the form of a monthly economic update which summarises the business cycle indicators that Statistics Netherlands published during the month and includes a commentary on how they relate to each other.

The Dutch Economy was published for the last time as an integrated publication in September. It has been replaced by in-depth themed articles published during the year to give background information to the current situation faster, together with the The Netherlands in 20XX publication in March each year, which presents an outline of the economic developments of the previous year. Developments by industry and sector are published from time to time as a comprehensive overview of the developments within a single industry in previous years.

The third edition of the Sustainability Monitor for the Netherlands was handed over to the secretary-general of the Ministry of Infrastructure and the Environment in November. Unlike in previous years, this edition was in two parts: a report of indicators for which Statistics Netherlands is responsible and a survey of energy innovation which is the responsibility of the three policy analysis institutions. A Sustainability Monitor for the Netherlands website (<http://www.monitorduurzaamnederland.nl/>), incorporating all products published since the start of the project, was launched to coincide with this publication.

In November, Statistics Netherlands issued the Annual Report on Integration 2014. This report is an overview of the position of immigrants (first generation) and their children (second generation) in Dutch society and pays particular attention to the position six years after having left school without a diploma, housing situation and careers of young adult women of the second generation of non-western immigrants.

Tourism 2014 appeared in November and merges Holidays by Dutch people, Tourism in the Netherlands: Accommodation and Tourism and Recreation in Figures which were published until 2013. Bringing them together in a single publication gives a better and more cohesive view of tourism in the Netherlands and the way Dutch people take holidays. A new feature is greater attention to the financial side of tourism in the Netherlands.

In November Statistics Netherlands published a book on the 2011 census entitled The Dutch Census 2011. Traditional censuses in the Netherlands ended in 1971, when an enumeration with questionnaires completed by all households was done for the last time. Since then Statistics Netherlands has relied on existing records for the census. This saves many millions of euros and is easier in terms of administration than a traditional census. All tables for the Netherlands and other European countries became available in 2014 on the European Census hub, a new tool for distributing European statistics.

A new chair has been established at the Department of Social Medicine of the Academic Medical Centre Amsterdam (AMC) to modernise Statistics Netherlands' cause of death statistics. Since 1 November 2014, Jan Kardaun of Statistics Netherlands has been professor by special appointment in the registration and statistics of causes of death at the University of Amsterdam. Revision of the cause of death statistic is needed because more and more people are dying at a great age while suffering from several chronic illnesses. The chair is focused on redefining the concept of 'cause of death'. This will make it possible to indicate one cause of death where that is clearly the case but more than one cause when the situation warrants this. From this year, automatic classification is applied to achieve better

international comparability and a better reproducibility of the data, in addition to gains in efficiency.

In November, Statistics Netherlands published the initial results of a far-reaching revision of labour force statistics. This revision had two elements. The definitions of the working and the unemployed labour force have been adjusted in line with the internationally agreed definition of the International Labour Organization (ILO). This is part of a wider strategy by Statistics Netherlands to be in line with internationally accepted definitions where possible to increase the international comparability of statistics. In addition, data collection by Statistics Netherlands has been improved with Statistics Netherlands becoming the first statistical institution in Europe to undertake an internet survey for these statistics. This is a response to the wish of respondents to decide when to complete the questionnaire rather than having to plan an appointment with an interviewer. Internet surveys are also cheaper.

From December, Statistics Netherlands started a new series for collectively negotiated wages, an important indicator for the business cycle. The base year for the collectively negotiated wages index was changed from 2000 to 2010 and from now on indices will be published for more industries. For the renewal, Statistics Netherlands reconsidered all collectively negotiated wages in the statistic and compared them with information on employees from the Tax Administration and the Employee Insurance Agency (UWV). This established the number of employees covered by the various collective negotiations, and movements in the number and type of jobs in the period 2000-2010 were incorporated. In addition, the collectively negotiated wages statistic has adopted a different classification of economic activities so that it is more in line with other economic statistics. With this transition, the number of industries for which collectively negotiated wages information is available was increased from 38 to 52.

The Poverty Survey 2014 by Statistics Netherlands and the Netherlands Institute for Social Research (SCP) was published in December. Researchers of Statistics Netherlands and SCP present the most recent possible picture of the level, development and features of poverty in the Netherlands in this joint annual report.

After preparations in 2013, observation of source data for the state balance sheet (list of the state's assets and liabilities) was taken over from the Ministry of Finance in 2014. A new table was placed on StatLine with the government's balance sheet; figures for the entire public sector of which the national state is a part. The figures on financial assets and tangible fixed assets on StatLine were previously not available together.

Various articles on the finances of local and regional authorities were published in December. Subjects included the budgeted income from taxes and levies of municipalities (advanced by about one month compared with previous years) and provinces (road tax) and the income of local governments in European perspective.

In 2014, estimates of the size of the economies (in terms of the gross domestic product) of the three individual islands of the Caribbean Netherlands became available for the first time. In addition, results of the omnibus survey that Statistics Netherlands performed in 2013 in the Caribbean Netherlands became available. This survey provides information on the living conditions of residents of Bonaire, Saba and Sint Eustatius, in particular on health, security, communications, housing, transport, holidays and leisure. There was also an extensive report on tourism in the Caribbean Netherlands.

2.3 Commissioned statistical research

Statistics Netherlands frequently works with other organisations and undertakes a number of large research projects commissioned by various public sector organisations and of which some are set out below.

This year Statistics Netherlands has begun to publish the Red List Indicator (RLI), an indicator of biodiversity, on a yearly basis and with more detailed data. Combining data from the Ecological Monitoring Network with unstructured information on the internet helped make this possible. The new RLI shows that biodiversity is improving significantly more than previously thought and attracted considerable interest. Statistics Netherlands and PBL will use the new indicator for the policy on nature conservation in the future.

A number of key indicators giving insight into the developments in the SME sector were developed by order of the Ministry of Economic Affairs. In March various tables of information on the internationalisation of SMEs were published by order of the Ministry of Foreign Affairs. These related to international trade in goods and foreign investment. The information was broken down into the countries of the Dutch Good Growth Fund, a group of developing countries, and countries with whom the Netherlands has major economic links, such as Germany. Statistics Netherlands also collected new information on the Netherlands and international value chains by order of this ministry, examining Dutch participation and integration in international value chains and its consequences, such as the link between trade and employment.

The National Energy Outlook 2014 was issued in October. This report is the result of collaboration between the Energy Research Centre of the Netherlands (ECN), PBL, Statistics Netherlands and the Netherlands Enterprise Agency (RVO) by order of the Ministry of Economic Affairs. Statistics Netherlands and RVO are responsible for the actual figures, including new research by Statistics Netherlands into employment in energy-related activities. ECN and PBL are both responsible for future studies.

The eighth edition of the two-yearly Emancipation Monitor was published in December. It analysed the position of men and women in the Netherlands in various areas such as education, labour, income, combining work and care, senior positions, safety and health. It also compares emancipation in the Netherlands with that in other member states of the European Union. The Emancipation Monitor is a joint publication of Statistics Netherlands and SCP and commissioned by the Ministry of Education, Culture and Science.

A pilot for FEDA, the industry association for propulsion and automation companies, examined how its members' information can be linked to Statistics Netherlands data, such as turnover as well as data from the Social Statistical Database, and be processed into publishable data. This commissioned research has also been undertaken and published for various other industry organisations.

A number of commercial aspects of logistics services in the transport sector were mapped out by order of the Ministry of Infrastructure and the Environment. The results are used to monitor the effectiveness of the top sector policy on transport and logistics.

During 2014, a number of agreements for specific research in 2015 were signed with parties, including an agreement with TNO and the Ministry of Social Affairs and Employment for the Dutch Working Conditions Survey, the Survey of Accidents at Work in the Netherlands (NEA-BON) and the Employment Survey for Self-employed Workers (ZEA). In June, Statistics Netherlands, the Ministries of Health, Welfare and Sport and of Security and Justice and the Association of Netherlands Municipalities signed an agreement under which Statistics Netherlands will compile policy information on young people for the central government and municipalities from 1 January 2015. This information on the use of youth services, child protection and juvenile rehabilitation is important for the central government and municipalities because of the new Youth Act. From 2015 Statistics Netherlands will receive regular, nationally established datasets from youth services providers and certified institutions. A contract was signed with SCP for the Social Domain Monitor, which from 2015 will use a 'social domain index' to provide cabinet and parliament with information on the situation of citizens as a result of decentralisation in the social domain. The Ministry of the Interior and Kingdom Relations commissioned this monitor. An alliance for the Dutch National Travel Survey for the years 2015 to 2017 was entered into with the Directorate-General for Public Works and Water Management in December.

2.4 New European obligations in 2014

In 2014, Statistics Netherlands started preparatory work to meet the following European obligations.

- Under EU obligations, Statistics Netherlands introduced a mandatory health survey. In the Netherlands, this led to some amended and additional questions in the annual Statistics Netherlands health survey.
- A new European regulation on the annual delivery of data on normal education to Eurostat came into force in 2014. From 2014, all education data are being classified according to the new international standard classification (ISCED 2011). As a result of new European policy on international student mobility and the associated data wanted by the European Commission, the regulation has been extended to include information on higher education graduates who have completed their studies partially or entirely abroad.
- From 2014, Statistics Netherlands has to supply information on tourism by calendar year (instead of the customary holiday season from October to September) and some supplementary information for European statistics. For this purpose, Statistics Netherlands uses the Dagrecreatie Onderzoek (Day Trip Survey) and the Continu Vakantie Onderzoek (Ongoing Holiday Survey) by NBTC-NIPO Research.
- As of 2014, additional information will be collected on traffic performance by sector and on special vehicles to monitor European rules on National Emission Ceilings for cross-border air pollution (NEC Directive) for road traffic. The calculation method was further developed.
- Statistics Netherlands is providing a number of datasets (statistical units, land usage, health and demography) in connection with implementation of the European INSPIRE

- (INfrastructure for SPatial InfoRmation in Europe) framework directive for a European geographic information infrastructure. This duty of Statistics Netherlands is governed by legislation implementing the EC Directive on infrastructure for spatial information.
- Sixpack, a set of five regulations and one directive issued by the EU in 2011, is an extension of the Stability and Growth Pact. Its requirements include new statistics on government finances, including monthly statistics on central government income and expenditure. This rapid indicator for trends in government finances will increase the European Commission's ability to take speedy action. The monthly data flows required for this have been set up in close consultation with the Ministry of Finance and individual departments. Monthly provision of source datasets have also been agreed with the organisations implementing statutory insurance schemes with regard to unemployment, pensions, child benefits and health care (UWV, SVB and CVZ). Parallel to this, Statistics Netherlands has developed a new statistic on the income and expenditure of central government and the statutory social security institutions.

2.5 Programme renewal

The Multi-annual Programme for 2014-2018 identifies three main themes for programme renewal: business developments, labour market flexibility and household wealth. Further improvements to the accessibility and availability of information are another priority.

Business developments

In March, Statistics Netherlands and the VU University Amsterdam organised a workshop on 'International trade and transport in the Netherlands at national and regional level' for participants from the world of policy-making, business and academia. It concentrated on the importance of visualisations, agreement on definitions, including internationally, further development of regional trade and transport figures and analysis of the effects of location-determined policy.

From 2014, the results of the Netherlands Business Survey have been expanded to include, in particular, results series by region and industry. In addition to results by province and group of provinces, the StatLine table by region now includes outcomes by COROP region and urban region. This expansion was possible without increasing observations.

In 2014 a start was made on better analysis of sales to consumers by the Internet as a phenomenon in the sales statistics (digital trade and webstores). A methodology was developed and the first figures were produced. It is expected that the figures for Internet sales will be published on the website in the first half of 2015.

The number of indicators for monitoring green growth in the Netherlands was expanded and improved. The methodology for establishing the Dutch CO₂ footprint has been improved and figures covering several years have been prepared. These figures make it possible to measure raw material efficiency of the Netherlands taking into account global raw material extraction. A new indicator for water quality was developed based on information available for monitoring under the water directive. Finally the Red List Indicator (RLI), a measure of biodiversity, was added to the set of green growth indicators. These new

indicators were presented for the first time in the green growth section of the Sustainability Monitor for the Netherlands published in November.

The National Energy Outlook (NEV) referred to in Section 2.3 reported on energy-saving measures in the Netherlands and the rate of energy saving since 2000.

From April 2014, the Internationalisation Monitor is issued four times a year. The quarterly publications in 2014 included figures and analyses on a range of subjects where large enterprises, foreign enterprises and SMEs play a role in themes such as international trade in goods and services, the trade surplus and the role of foreign enterprises, labour productivity, international ownership and employment. This publication also includes information on the role and position of Dutch industries in global production chains, examining the way in which relocating production sites affects employment and income.

A set of economic, social and environmental indicators for corporate social responsibility (MVO) were defined to analyse ways of measuring MVO activities of enterprises. The indicators have to meet the condition that they are measurable at both the business and the macro-economic and sector levels. An internal report on the findings of the preliminary research will be completed in early 2015. Decisions on subsequent action will be made on the basis of the recommendations in this report.

Labour market flexibility

Progress on various sub-projects, such as the flexible shell from the employer's perspective, self-employed workers without personnel, labour migration and motives for labour market conduct, was discussed during a meeting with external experts on the theme of labour market flexibility in November.

A themed article on labour migration in the 21st century was published in March. In December, Statistics Netherlands published a report on self-employed workers without personnel, compiled as part of interdepartmental policy research on this category of workers. Statistics Netherlands also reported in 2014 on the income of their households.

During 2014, new results on changes that occur after one year of employment were published in StatLine. The table shows the extent to which people in different labour market situations (permanent employment, flexible employment, self-employment and not working) changed jobs after one year.

Household wealth

Statistics Netherlands published Welvaart in Nederland (Welfare in The Netherlands) on wealth positions in June 2014, presenting the most recent national and regional figures on household wealth. It offered information on the wealth of an average household, what it consisted of, how many households have a mortgage where the fiscal debt is higher than the value of the property, the distribution of wealth across households and the regional share of wealth.

In November, following to the report by the Scientific Council for Government Policy (WRR) on economic inequality and the publication of the Dutch edition of Thomas Piketty's book *Capital in the Twenty-First Century* during the year, Statistics Netherlands published a

themed article Het interpreteren van cijfers over vermogensongelijkheid heeft nuance explaining that interpreting key figures on wealth inequality needs to be done with caution. This article described the effects which are and are not included in the figures of Statistics Netherlands and other statistical institutes.

Availability of information

There was work in 2014 on improving the StatLine mapping module so that it can also be used more widely for developing visualisations based on open data. The open data web application developed in 2014 and to be launched in early 2015 uses this functionality.

The launch of the open data portal in July and development of the open data web application involved a LinkedIn group to share users' questions and reactions. User sessions were also started to obtain more specific information on user wishes. This input was used to further develop the open data portal and web application.

Statistics Netherlands issued a new District and Neighbourhood Map in 2014 to improve the availability of low regional information. As well as digital geometrics (geographical coordinates) of the boundaries of neighbourhoods, neighbourhood areas and municipalities, this comprehensive map includes all key figures for neighbourhood areas (such as details of population and household composition, surface area, motor vehicles and facilities in each area) and aggregated key figures on neighbourhoods and municipalities. Two maps with grid square statistics were also published: one with statistics per grid square of 500 x 500 metres and one with statistics per grid square of 100 x 100 metres.

There is a specific tool to link Statistics Netherlands' geographical information to geocodes. This information is also accessible via the Public Services on the Map (PDOK) website, a central government facility that makes digital geo-information of various organisations available as data services and datasets.

2.6 Programme reductions

The Multi-annual Programme for 2014-2018 lists the reductions in the programme, alongside measures to improve efficiency, required to meet the financial targets set by the first government under Mark Rutte. In 2014 a number of statistics were terminated, reduced in frequency or cut back. Almost all proposals for reductions as set out in the Annual Plan for 2014 were achieved in 2014. The statistics cut back in 2015 or later are listed in the Annual Plan for 2015.

3.

**Innovation and
research**

3.1 Innovation and process renewal

Statistics Netherlands is working hard on innovation and process renewal so that it can continue to provide high quality statistical information now and in the future. As a result, its processes will remain state-of-the-art and its services can be improved and modernised at lower cost for society.

The innovation programme supplements the standard research programme set out in the following section. The aim is to enhance the innovative strength of Statistics Netherlands by encouraging and supporting promising ideas and it has an expressly external focus. Where possible, Statistics Netherlands works on innovation processes with external partners with specific knowledge or expertise. Unlike the research programme, which is largely focused on theoretical research, the innovation programme concentrates on short-term practical experiments that are designed to be a proof of concept.

Successful innovations lead to specific applications in Statistics Netherlands' processes. For example, experiments with process mining (a technique to draw relevant information from all available process data) have led to regular use of this technique in Lean Six Sigma analyses that Statistics Netherlands uses to improve its operating processes. Statistics Netherlands worked on this proof of concept with Rabobank, which already had experience of process mining, and with Fluxicon, a spin-off of the Eindhoven University of Technology. Another example is an app based on HTML5, built for Statistics Netherlands' team of price observers in the purchasing price parity programme who now no longer have to note prices in shops on paper forms. This makes the process more efficient. Five foreign statistical institutes have shown an interest in this app so far. Statistics Netherlands' innovation programme is also being taken up abroad and staff of the Canadian, Danish, Irish and Swedish statistical institutes visited Statistics Netherlands for this reason in 2014. One result of this was support to the Irish Central Statistics Office on introducing tablets for observations, a Statistics Netherlands innovation from 2013.

A significant proportion of the development projects contribute to reducing the number of requests for information and to making more and better use of information already available in registers, the public sector and company records. Alongside the introduction of the price observation app, price observation for the consumer price index (CPI) has been replaced at an increasing number of retail chains by scanner datasets and by prices available on the Internet or collected by web scrapers. Other examples of process renewals that contribute to reducing the administrative burden are described in Section 4.3.

In consultation with the Chamber of Commerce and other external stakeholders, Statistics Netherlands has introduced a webservice that assists the Chamber of Commerce and other organisations to classify enterprises in accordance with the standard industrial classification (SBI). Better SBI classification contributes to improving the quality of business information statistics.

3.2 Research programme

The main results of the research programme in 2014 are set out below.

Big Data has a high profile and its uses are very promising but, at the same time, its use in official statistics is still limited. Statistics Netherlands is one of the first statistical institutes in the world to use Big Data to produce statistical information, specifically traffic index figures and information on the day population. These methods were developed in 2014 and will be put into effect in 2015.

By making even better use of register data instead of survey data, Statistics Netherlands can save costs and at the same time reduce the response burden. In 2014 a method was developed to quickly determine if data from a new, or existing but revised register source can be used to replace survey data. This method has been used to automatically determine in which branches of trade, where work is currently being done manually, VAT data can be used. A follow-up method is now being developed for cases where decisions cannot be made using this 'quick method'. Meanwhile, the latter method has been implemented in the motor trade and transport industries, and the decision on whether or not such data can be used will be taken shortly.

Research into more efficient internal processing focuses on the development of generic software tools so that Statistics Netherlands can process raw data as efficiently as possible into statistical information. A new checking and correction system for statistics on health care institutions has been built using these tools.

Users of Statistics Netherlands' data appreciate visualisations. Methods for visualisation of margins of uncertainty and multi-dimensional distributions were developed in 2014 to improve ease of use. A method for calculating a monthly indicator of economic growth in addition to the quarterly indicator was developed in 2014 to meet the wishes of users of Statistics Netherlands' data to have the most up-to-date figures on the economy. A decision on taking the monthly indicator into production will be taken in 2015 after a trial period with this method. A method to determine the influence of unusual weather on GDP growth was also developed in 2014.

4.

Operations

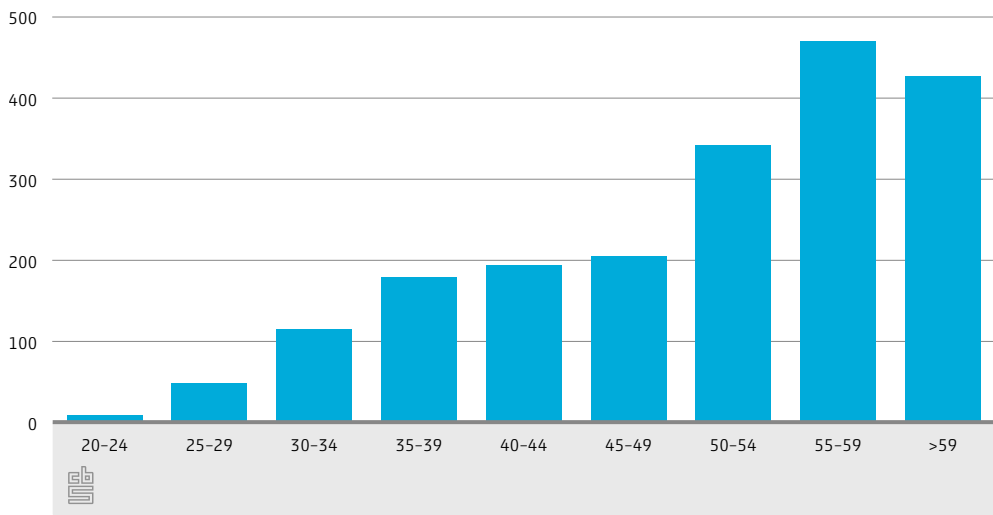
4.1 Human resources

Staff profile

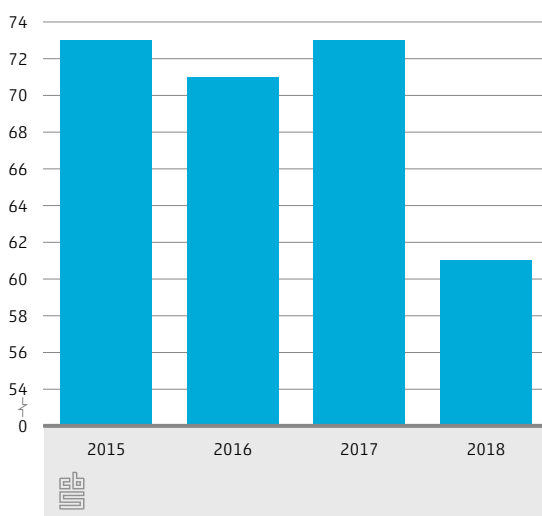
In 2014 the average operational workforce fell by 3 percent, from 1,833 to 1,777 FTEs. At the end of 2014, Statistics Netherlands had 1,991 employees of whom 62 percent were 50 years of age or older. The average age of the employees continued to rise, from 50.5 years at the end of 2013 to 50.7 at the end of 2014 (year-end 2000: 44.8 years). It is expected that a total of 275 (or about one in seven) employees will leave Statistics Netherlands between 2015 and 2018 as they reach the state retirement age.

At the end of 2014, 39 percent of Statistics Netherlands employees were females. Approximately 30 percent of senior positions (grade 11 and higher) are now held by women. Both figures are slightly higher than in 2013.

4.1.1 Number of employees by age group

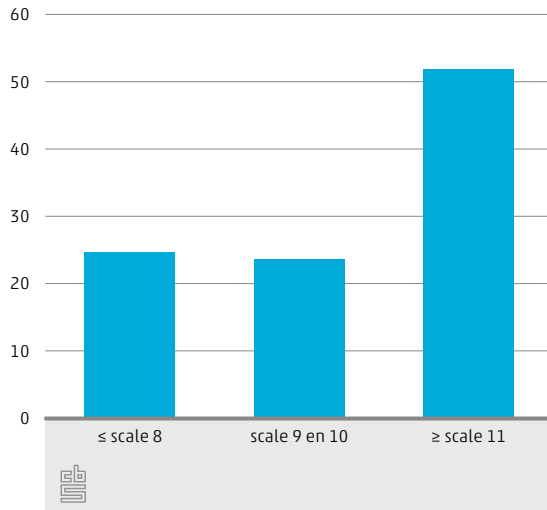


4.1.2 Expected level of separations by year



The increasing complexity of statistical processes contributes to the decline in the quantity of semi-skilled and unskilled work and increases the need for more highly educated staff. This is reflected in the composition of the workforce by job grade. In 2014, 75 percent of staff were in scale 9 or above. By comparison, the proportion in 2000 was only 60 percent.

4.1.3 Employees by job level (%)



Mobility

The imposed targets mean that the workforce must be reduced while they hamper the inflow of employees. As far as possible, the natural outflow of older employees will be used to achieve this and avoid overstaffing. To ensure that a satisfactory supply of the competences required to perform the statistical programme remains despite the outflow, a lot of attention was given in 2014 to promoting internal mobility and enhancing employability. Various mobility enhancing activities, such as simplifying opportunities for building up broad internal and external experience, have been implemented.

In view of the targets, it has been established that some overstaffing at Statistics Netherlands will have a structural nature for the next few years. The trade unions and central government have agreed that the 'from work to work' (VWNW) policy will be applied in such cases and so Statistics Netherlands started implementing the voluntary VWNW policy in 2014. Information meetings were held for the staff involved. Personal interviews and VWNW studies were also started as the basis for drawing up personal VWNW plans for employees.

Statistics Netherlands aspires to be and remain an attractive employer by offering its staff interesting and challenging work, with attractive terms of employment, mobility and career and personal development opportunities.

Working conditions

Statistics Netherlands started using the non-allotted work spaces concept in May 2014 and currently 0.9 of a workplace is available per FTE. This step is in line with the 'Physical Working Environment' standard (FWR) applying to all national government work places leading eventually to 0.7 of a workplace per FTE from 2016.

In addition to the annual work satisfaction survey, in 2014 Statistics Netherlands undertook the first work perception survey of its staff using a questionnaire developed in-house. The results show that employees give a generally positive rating to themes such as content of work, independence, pressure of work, health, colleagues and supervisors.

Sickness absence fell to 4.6 percent in 2014. A year earlier it had been 4.8 percent. Absences thus reached their lowest level since the 1990s and meet the Verbaan standard for Statistics Netherlands of 4.59 percent.

Employee participation

Statistics Netherlands attaches great importance to employee participation. In 2014 topics discussed in the meetings between the Director-General and the Works Council (OR) included the targets imposed on Statistics Netherlands and their consequences for the directorates, the preparations for and application of the VWNW policy, the expenses policy in place from 2015, the travel plan covering all domestic commuting and business trips, the use of external staff, the obligation to comply with the physical working environment standards for national government work places (FWR) from 2016 and initiatives to revise the HR appraisal cycle.

Topics in the meetings with the occupational health and safety committee included the approach to absence through illness by focusing on self-steering employability, the first stage of the implementation of non-allotted work spaces from May 2014 and the follow-up in January 2016, the annual work satisfaction survey and the preparations and implementation of the work perception survey.

There were collective bargaining talks between management and unions about the VWNW policy and the expense allowance scheme.

Corporate social responsibility

In 2014, a number of energy saving measures were implemented in the air conditioning of Statistics Netherlands buildings, including the installation of time-controlled thermostats and reduced cooling loads in the ICT rooms. A plan was also developed for adjusting the lighting in the car park by using motion sensors and it will be implemented in 2015. Statistics Netherlands again took part in the national annual 'Night of the Night' event to draw attention to light pollution by turning off all the lights in and around both buildings for one night. The return from using water from disused mines in Heerlen to heat the building has increased since heat or cooling is now supplied on demand rather than using summer and winter settings.

4.2 Risk management and quality assurance

As part of the risk management process, Statistics Netherlands re-examined its risks during 2014, looking in particular at the relationship between these risks and the targets in the

Multi-annual Programme. It was concluded that certain things previously seen as risks are now 'in control' but a number of risks still require attention.

IT environment

A significant precondition for a sound statistical process and reliable operations is the continuity of the IT infrastructure, including the hardware, corresponding software and computer centre. If the continuity of the IT infrastructure cannot be guaranteed, there is a threat to the reliability of the electronic data processing in the statistical process and operations. Structural improvements are always needed to meet ever changing circumstances and requirements. Two major projects have been started in the past two years to ensure the future availability of the generic IT infrastructure. The computer centres have been relocated, with updated equipment, and the software platform for the workstations and the servers were upgraded. The workstation upgrade is largely complete, the upgrade of the servers will be completed in 2015.

The continuity of the IT environment is very important to the stability of surveys of enterprises and persons. There were some brief disruptions to Internet surveys in 2014 meaning that respondents to personal surveys and enterprises could not log in to complete questionnaires. Some software changes have been made to improve the Internet questionnaire environment and, with the participation of an external party, stress tests are carried out before large-scale surveys commence.

The response to personal surveys is falling. Ways of improving Internet surveys are being examined. At the same time, Statistics Netherlands is investing in modernising its IT facilities for data collection.

Quality assurance

Statistical processes are a complex mixture of IT, statistical methodology and human action. This involves risks that may necessitate correction of published figures. To avoid this, Statistics Netherlands continues to monitor and improve working processes. Quality must become evidence-based, and one of the ways to achieve this is by examining whether ISO standards can contribute to this. The causes of errors are analysed and measures are taken to prevent them from recurring. Lean Six Sigma projects are in place to make continuous improvement in quality a standard part of working processes.

In the next few years, a considerable number of Statistics Netherlands' older employees will be retiring while the inflow of new employees is under pressure as a result of cost cutting. This may lead to lacks of competencies. Statistical professionals and potential managers, IT specialists and project leaders may not have all required competencies. A strategic staff plan has been drawn up to ensure that Statistics Netherlands' workforce is qualitatively and quantitatively in line with its needs now and in the future. The discrepancy between the competencies that are available and required is being identified by looking at the numbers of employees and also at their levels and abilities to develop. Statistics Netherlands is continuing its policy of having the labour market profile of a modern and attractive employer. In addition, attention will also be given to internal career paths and knowledge management. Central recruitment and selection will continue.

Information security

Statistics Netherlands has substantial quantities of confidential data in its possession and data security is vital. People, enterprises and institutions that entrust their data to Statistics Netherlands must be able to rely on this information remaining confidential. Under the Statistics Netherlands Act, the data may be used only for statistical purposes, and Statistics Netherlands is required to put in place technical and organisational facilities to secure these data. To this end, Statistics Netherlands has created the positions of security officer and data protection officer. The security officer advises management on specific measures to improve information security and sees to Statistics Netherlands' compliance with relevant legislation. The data protection officer supervises the protection of data about persons, enterprises and institutions.

Statistics Netherlands has high internal standards for the quality of information security. The main provisions of the information security policy were reasserted in 2014 and state that Statistics Netherlands wishes to be compliant with the Civil Service Baseline Information Security (BIR), a set of standards for general information security measures for all relevant parts of operations. A roadmap has been drawn up for 2015 for further alignment of Statistics Netherlands' security measures with these standards where this is not already the case. A privacy audit based on the standards of the Dutch Data Protection Authority (CBP) was started in 2014 to ensure that Statistics Netherlands continues to meet the strictest data protection standards.

4.3 Performance indicators

Statistics Netherlands has eight non-financial indicators representing its performance numerically. These performance indicators have been agreed with the Ministry of Economic Affairs. The table shows the results and targets for the indicators. Statistics Netherlands has met the targets for all indicators.

Reduction of response burden

The reduction of response burden performance indicator is based on the definitive response burden for a calendar year in money terms and specifies that the response burden must not increase relative to the previous year. The reporting burden attributable to Statistics Netherlands for 2014 is not yet known. The reporting burden for 2013 was € 19 million, which was the same as in 2012.

As in earlier years, the various decreases and increases in the response burden attributable to different statistics cancelled each other out. A new questionnaire on goods transport by road was introduced in 2013. The new questionnaire is more user-friendly and more compatible with the transport operators' ability to respond, which means less time is needed for answering and a smaller sample can suffice. Response has improved. It has resulted in a reduction of 65 percent in the actual response burden for this survey. The questionnaire was developed in close cooperation with the Dutch Shippers Council (EVO), the Dutch Association for Transport and Logistics (TLN) and transport companies. In addition, the quarterly new business census was replaced by the use of other administrative sources in 2013.

On the other hand, the total number of enterprises, in particular the number of self-employed workers without employees, has grown. This has moderated the reduction in the overall administrative response burden. The number of enterprises with a trade volume above the observation threshold for the statistic on international trade in goods (Intrastat) has grown as a result of the steady increase in international trade but the number of business required to make returns was cut in 2014 following the increase in the threshold from € 900 000 to € 1,500,000 for both imports and exports from 1 January 2014. This was a consequence of a reduction in Eurostat's mandatory coverage factor. The effect on the response burden will be presented in the Annual Report for 2015.

Where requests still have to be made, this is increasingly being done digitally. In 2014, written observation for the finances of large businesses statistic was replaced by digital observation. The transition to digital observation for the producer price index and the producer price index for services will be made in early 2015.

The reduction targets that Statistics Netherlands has committed itself to during this government's term of office have led to several measures, in particular in the international trade in goods statistic. Along with the increase in the observation threshold for international trade mentioned above, Statistics Netherlands has redesigned the survey. From 2015, enterprises can use the user-friendly IDEP (Intrastat Data Entry Package) online application to deliver their data. In addition, the monthly Intrastat return requirement will be replaced by an annual return for some medium-sized importers and exporters from January 2015. The effect on the response burden will be presented in the Annual Report for 2016.

Statistics Netherlands is making more and better use of information already available to the government. In 2014, Statistics Netherlands was the first public sector customer linked to the key registers of the New Trade Register. The www.loonaangifteketen.nl website opened in December. The owners of the payroll tax chain are Statistics Netherlands, the Tax Administration and the Employee Insurance Agency. The payroll tax chain has been one of the largest government information chains since 2006. Data are obtained just once and then provided to various users, including Statistics Netherlands. This means enterprises save on the administrative burden and the government saves implementation costs.

Additionally, Statistics Netherlands seeks other ways to make participating in its surveys as convenient as possible. One example of this is the development of the Reference Ledger System (RGS) discussed in Section 2.1. When combined with the Standard Business Reporting (SBR) programme, it will allow enterprises to meet their external and internal reporting requirements in future without complicated conversion in their financial records.

Non-financial performance indicators

Name and description	Target for 2014	2014 outturn	2013 outturn	2012 outturn	2011 outturn	2010 outturn
<p>Publication calendar – press releases Proportion of press releases published on the planned date.</p>	At least 90% of planned press releases must be released on the planned publication date.	100%	99%	94%	94%	91%
<p>Publication calendar – compulsory deliveries to Eurostat Proportion of deliveries to Eurostat made on the planned date.</p>	At least 90% of data deliveries to Eurostat must be made on the planned date.	96%	91%	90%	93%	93%
<p>Number of formal corrections to publications Number of press releases corrected or replaced with another press release.</p>	A maximum of three press releases a year.	0	0	0	1	0
<p>Discrepancies between provisional and final figures – economic growth The number of times the final quarterly economic growth figures for a year differ by more than 0.75 percentage points from the flash estimates for the quarters of that year.</p>	The discrepancy for at least 3 quarters of a year must be less than 0.75 percentage points.	(reference year 2011) satisfactory (4 quarters OK)	(reference year 2010) satisfactory (4 quarters OK)	(reference year 2009) satisfactory (4 quarters OK)	(reference year 2008) satisfactory (4 quarters OK)	(reference year 2007) satisfactory (4 quarters OK)
<p>Discrepancies between provisional and definitive figures – international trade The number of discrepancies of more than 4% between the provisional and definitive figures of the components of the six-week version of the monthly international trade figures.</p>	At least 80% of the discrepancies must be less than 4%.	100%	96%	88%	98%	92%
<p>Discrepancies between provisional and definitive figures – population growth Subindicator, annual figure: the absolute discrepancy between the sum of the provisional monthly population growth figures and the definitive annual figure. Subindicator, monthly figures: the number of times the definitive population growth figures for the months of the previous calendar year differ by more than 4,000 from the provisional figures.</p>	Accumulated over 12 months the discrepancy must be no greater than 16,000. For at least 8 of the 12 months the discrepancy in the monthly figure must be less than 4,000.	(reference year 2013) satisfactory (annual total: 1,514; all months discrepancy <4,000)	(reference year 2012) satisfactory (annual total: 1,550; all months discrepancy <4,000)	(reference year 2011) satisfactory (annual total: 4,446 all months discrepancy <4,000)	(reference year 2010) satisfactory (annual total: 820 all months discrepancy <4,000)	(reference year 2009) satisfactory (annual total: 2,623; all months discrepancy <4,000)
<p>Reduction of response burden The outcome of the annual response burden measurement with the 'Response Burden Meter' (EDM).</p>	The response burden for the business sector must be no greater in 2013 than in 2012, and will be reduced as much as possible in line with the reduction target for 2015 of between 20% and 30% (reference year 2009).	Satisfactory Definite figure 2013: €19 million	Satisfactory Definite figure 2012: €19 million	Satisfactory Definite figure 2011: €19 million	Satisfactory Definite figure 2010: €19 million	Satisfactory Definite figure 2009: €20 million

4.4 External accounting model

The accounting model allocates the total full cost for 2014 of €182.6 million (excluding restructuring expenses) to the activities for compiling statistical datasets and the publication of statistical information for each theme. The model also specifies the costs of presenting Statistics Netherlands figures on the website and StatLine, the costs of the Centre for Policy Statistics supplying bespoke information for research and policy and the costs of Blaise Survey Software, which is used for generating questionnaires.

The table below gives the results for 2014, distinguishing between costs for the standard statistical year programme and costs for products on request.

Costs per product group

	Regular programme	Demand-driven	Total
	in millions of euros		
Statistical datasets	33.0	0.0	33.0
Labour and social security	9.9	4.5	14.4
Enterprises	15.6	0.2	15.8
Population	3.7	1.8	5.5
Construction and housing	3.0	0.4	3.4
Financial and business services	2.6	0.0	2.6
Health and welfare	6.4	1.3	7.7
Trade, hotels and restaurants	2.6	0.0	2.6
Manufacturing and energy	5.1	0.0	5.1
Income and spending	3.2	0.0	3.2
International trade	8.3	0.1	8.4
Agriculture	1.2	0.3	1.5
Macroeconomics	13.2	1.4	14.6
Nature and environment	3.9	1.9	5.8
Education	2.5	0.5	3.0
Government and politics	8.1	0.2	8.3
Prices	8.5	0.7	9.2
Security and justice	2.9	0.0	2.9
Traffic and transport	7.5	0.1	7.6
Leisure and culture	1.7	0.5	2.2
Dossiers (cross-theme)	9.3	1.7	11.0
Presentation of Statistics Netherlands data	7.5	0.0	7.5
Centre for Policy-related Statistics	0.0	4.9	4.9
Blaise	0.0	2.2	2.2
Totaal	159.7	22.9	182.6

The table below shows a number of key financial indicators for Statistics Netherlands for recent years.

Indicators for 2009-2014

	2009	2010	2011	2012	2013	2014
	in millions of euros					
Wages and salaries	113.0	112.9	110.0	106.8	104.4	101.7
Pension charges and social security contributions	25.1	26.0	26.2	27.7	28.5	28.1
Insourced staff	16.0	15.6	11.8	11.0	11.7	8.5
Other operating expenses ¹⁾	41.0	39.0	39.3	39.1	39.4	36.9
Depreciation charges ²⁾	9.4	12.5	9.1	9.3	9.3	7.4
Demand-driven costs	-17.9	-21.4	-22.0	-25.0	-22.3	-22.9
Costs of statistical programme	186.6	184.6	174.4	168.9	171.0	159.7
Additional costs for EU programme from 2009	-1.7	-2.4	-4.3	-4.3	-7.1	-7.2
Cost reduction as a result of reduction of the statistical programme	0.0	0.0	0.0	0.0	0.0	4.0
Costs of statistical programme excluding EU programme extension and reduction of the regular programme	184.9	182.2	170.1	164.6	163.9	156.5
Price rises compared with previous year		3.80%	0.30%	0.60%	2.00%	0.60%
Costs of statistical programme excluding EU programme extension adjusted for price rises	184.9	175.5	163.4	157.2	153.4	145.6
Average number of FTEs	2,140.0	2,059.0	1,964.0	1,875.0	1,833.0	1,777.0
Labour costs per FTE (thousands of euros)	64.5	67.5	69.3	71.7	72.5	73.0

¹⁾ Excluding adjustment for one-off provision for a major debtor in 2010 and 2011 (€ 1.3 million).

²⁾ Excluding contribution for additional ICT of € 3.4 million annually (2009-2011).

The programme for the statistical year remained constant until 2013, but since 2014 there has been a contraction of the non-mandatory statistical programme as a number of statistics have been curtailed or ended while new European obligations have been added (total approximately € 7 million). In the period from 2009 to 2014, labour costs (wages, salaries, pension charges and social security contributions) decreased because of lower staff numbers (2009: 2,140 FTEs, 2014: 1,777 FTEs). However, employee benefits per FTE rose in the same period as a result of collective agreements in 2009 and 2010 and higher pension contributions.

The cost of temporary staff has fallen sharply as a result of strict hiring guidelines. In 2010, the depreciation charge was higher than in other years as a result of non-recurring accelerated depreciation of IT hardware. Despite price rises (such as the VAT increase from 19 percent to 21 percent in 2012), other operating expenses fell by over 10 percent in the period from 2009 to 2014 as a consequence of the policy of restraint and further retrenchment.

On balance, the total cost of the statistical programme fell from €184.9 million in 2009 to €156.5 million in 2014. Adjusted for wage and price rises (in total approximately 7 percent in the period from 2009 to 2014), total costs fell to €145.6 million in 2014.

5.

Financial statements

for 2014

Balance sheet as at 31 December 2014 (before result appropriation)

	31 december 2014	31 december 2013
	Amounts in thousands of euros	
NON-CURRENT ASSETS		
1. Tangible fixed assets		
New-build (modifications of building shell)	11,048	14,323
IT resources	4,818	5,126
Plant and equipment	1,708	1,924
Other fixed operating assets	791	1,185
	18,365	22,558
2. Financial fixed assets		
Ministry of Economic Affairs	350	962
Other financial fixed assets	6,341	7,908
	6,691	8,870
Total non-current assets	25,056	31,428
CURRENT ASSETS		
3. Receivables		
Debtors	3,280	3,577
Other receivables	6,139	8,116
	9,419	11,693
4. Cash and cash equivalents		
Cash and cash equivalents	32,133	31,929
TOTAL ASSETS	41,552	43,622
TOTAL	66,608	75,050

The total result for 2014 of EUR 6.2 million negative includes the operating result of EUR 6.0 million negative and changes in the restructuring provisions of EUR 0.2 million negative on balance. The result for 2014 is EUR 1.0 million higher than budgeted (for the long term).

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

	31 december 2014	31 december 2013
	Amounts in thousands of euros	
LIABILITIES		
5. Equity		
Equalisation reserve	24,341	24,042
Unappropriated result	-6,175	299
	18,166	24,341
6. Provisions		
Restructuring 2014 and 2015	240	1,539
Restructuring 2011	353	755
Restructuring 2010	0	2
Restructuring 2005	1,164	1,223
Restructuring 2004	393	427
Unemployment benefit obligations	13,443	14,891
Restructuring 2000	282	413
Long-service awards	3,308	3,238
Long-term sickness	910	675
	20,093	23,163
7. Non-current liabilities		
Taxes and social insurance contributions	5,057	5,572
Other liabilities	23,292	21,974
	28,349	27,546
TOTAL LIABILITIES	66,608	75,050

Income statement for 2014

	Actual 2014	Budgeted 2014	Actual 2013
Amounts in thousands of euros			
OPERATING REVENUE			
8. Net turnover			
Ministry of Economic Affairs	153,934	154,373	177,294
Third-party contracts	20,681	18,325	20,020
	174,615	172,698	197,314
Other operating income	1,978	1,650	1,733
TOTAL OPERATING REVENUE	176,593	174,348	199,047
9. Operating expenses			
Wages and salaries	110,170	109,463	116,039
Pension and social security charges	28,103	26,250	28,484
Addition/release provisions	236	0	3,634
Depreciation charges	7,407	7,327	9,325
Other operating expenses	36,929	38,745	39,407
TOTAL OPERATING EXPENSES	182,845	181,785	196,889
Operating profit/(loss)	-6,252	-7,437	2,158
10. Financial income and expenses			
Interest received	77	250	87
Interest paid	0	0	-1,946
	77	250	-1,859
RESULT FOR THE YEAR	-6,175	-7,187	299

Cash flow statement for 2014

	2014	2013
	Amounts in thousands of euros	
Result for the year	-6,252	2,158
Adjusted for:		
Addition less release from provisions	1,428	3,806
Depreciation	7,407	9,325
Value adjustment of financial fixed assets	1,567	1,567
Withdrawal from provisions	-4,498	-5,140
Change in working capital, excluding cash and cash equivalents	3,077	-11,160
	8,981	-1,602
Interest received	77	87
Interest paid	0	-1,946
Cash flow from (used in) operating activities	2,806	-1,303
Investments in tangible fixed assets	-3,736	-2,191
Disposals of tangible fixed assets	522	423
Repayment of amount owed to Ministry of Economic Affairs	612	653
Cash flow from (used in) investing activities	-2,602	-1,115
Repayment of loan	0	-15,000
Cash flow from (used in) financing activities	0	-15,000
Net cash flow	204	-17,418
Net cash and cash equivalents		
Balance at 31 December	32,133	31,929
Balance at 1 January	-31,929	-49,347
	204	-17,418

Notes to the financial statements for 2014

General

Statistics Netherlands, with offices in The Hague, Heerlen and Bonaire, 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. Regarding implementing the Act on Remuneration of Senior Officials in the Public and Semi-public Sector (WNT), Statistics Netherlands has complied with the policy rules on the application of this Act, and has applied these policy rules as the framework of standards for the preparation of these financial statements.

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, the amounts presented in the financial statements are in thousands of euros. Income and expenses are attributed to 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, for calculating the size of the provisions. The useful economic life of tangible fixed assets is also estimated. Actual outcomes may differ from these estimates. Making reasonable estimates is an important aspect of the preparation of the 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. Upon initial recognition, financial instruments are stated at fair value, with any share premium/discount and the directly attributable transaction costs being included in the initial recognition. Subsequently, financial instruments are stated at amortised cost using the effective interest rate method, less any impairment losses. Unless financial instruments give rise to a share premium, share discount or transaction costs, their amortised cost is equal to their nominal value.

Impairment of financial assets

A financial asset not stated at (1) fair value through profit or loss or (2) the lower of amortised cost and market value, is tested at each reporting date to determine whether there are any objective indications that the asset has been impaired. A financial asset is deemed to have been impaired if there are objective indications that an event has occurred after initial recognition that had a negative effect on the expected future cash flows of that asset that can be determined reliably. Objective indications that an asset has been impaired include a debtor defaulting on payment obligations or being in arrears on payments, the restructuring of an amount owed to Statistics Netherlands under conditions that Statistics Netherlands would otherwise not have considered, and indications that a debtor will become insolvent.

Indications of impairment losses on receivables stated at amortised cost by Statistics Netherlands are taken into account at both the level of specific assets and at collective level. Separate significant receivables are individually tested for impairment. Separate significant receivables that are not individually impaired and separate non-significant receivables are collectively tested for impairment. This is done by grouping together receivables with comparable risk profiles. Statistics Netherlands bases this collective impairment test on historical trends regarding the likelihood of a default on payment obligations, the collection schedule, and the amount of losses incurred. The outcomes are adjusted if management believes that the current economic and credit conditions make it likely that the actual losses will be higher or lower than suggested by historical trends.

An impairment loss on a financial asset stated at amortised cost is calculated as the difference between the carrying amount and the present value of the expected future cash flows, discounted at the original effective interest rate of the asset. Losses are recognised in the income statement.

If the value of an impaired asset increases in a future period and the value recovery can be objectively related to an event that took place after recognising the impairment loss, the amount of the value recovery (up to a maximum of the original cost price) is recognised in the income statement.

Assets

Non-current assets

Tangible fixed assets

The tangible fixed assets are recognised at cost, less cumulative depreciation and any impairment losses. The cost comprises the cost of acquisition or manufacture price and other costs of the installation and commissioning of the asset for its intended use.

Depreciation is calculated as a percentage of the cost of acquisition using the straight-line method based on the useful economic life. The depreciation period for each asset category is shown in the table below.

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

At each reporting date, tangible fixed assets are tested for impairment. If indications of impairment are found, the recoverable amount of the asset is estimated. The recoverable amount is the higher of the value in use and the realisable value. If it is impossible to determine the recoverable amount of an individual asset, the recoverable amount of the cash-generating unit to which the asset belongs is determined.

If the carrying amount of an asset (or a cash-generating unit) exceeds the recoverable amount, an impairment loss is recognised for the difference between the carrying amount and the recoverable amount. If an impairment loss is recognised for a cash-generating unit, the loss is allocated to the assets of the unit proportional to their carrying amount.

An assessment is also made at each reporting date of whether there is any indication that an impairment loss recognised in prior years has been reduced. If such an indication exists, the recoverable amount of the relevant asset (or cash-generating unit) is estimated. A previously recognised impairment loss is only reversed insofar as there has been a change in the estimates applied to determining the recoverable amount since the recognition of the last impairment loss. In that case, the carrying amount of the asset (or cash-generating unit) is increased to the estimated recoverable amount, but not exceeding the carrying amount that would have been calculated (after depreciation) if an impairment loss had not been recognised for the asset (or cash-generating unit) in prior years.

Disposal of non-current assets

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

Financial fixed assets

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

Current assets

Receivables

The principles for receivables are contained in the financial instruments section.

The item 'yet to be billed' included under receivables concerns the portion of the work on contracts for third parties yet to be billed based on the progress of the work at year-end. The portion of the work on projects for third parties that has been billed in advance is included under the other liabilities in the item 'turnover billed in advance'.

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 if:

- a present legal or constructive obligation has arisen from a past event; and
- if the amount 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 benefits, 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.

Current liabilities

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

Revenue recognition

The contribution from the ministry of Economic Affairs is recognised in profit or loss in the financial year in which the corresponding (statutory) tasks were performed.

Revenue from third-party contracts is taken to profit or loss when the amount of the revenues can be reliably determined, the collection of the amounts due is probable, the stage of completion the contract as at balance sheet date can be reliably determined, and the costs already incurred and the costs that (possibly) still have to be incurred to complete the contract can be reliably determined.

Revenue from third-party contracts is included in profit or loss as net turnover in proportion to the stage of completion of the contract at the reporting date. The stage of completion is

determined based on the costs incurred up to that date in relation to the estimated costs of completing the entire contract.

Other operating income is recognised in the profit or loss after completion of the performed activities.

Government grants

Government grants are initially recognised in the balance sheet as deferred income as soon as it is reasonably certain that they will be received and that the applicable terms and conditions will be met. Grants received as compensation for costs incurred are systematically recognised as revenue in the income statement in the period in which the costs are incurred. Grants received as compensation for the costs of an asset are systematically taken to profit or loss over the service life of the asset.

Cost recognition

Costs are recognised in profit or loss in the year to which they relate.

Leasing

Statistics Netherlands can contract financial and operational leases. A lease agreement whereby the rewards and risks associated with the ownership of the leased asset are borne entirely or almost entirely by the lessee, classifies as a financial lease. All other lease agreements classify as operational leases. The lease classification depends on the economic substance rather than the legal form.

Where Statistics Netherlands acts as lessee in a financial lease, the leased asset (and the corresponding obligation) is recognised in the balance sheet at the start of the lease period at its fair value or, if lower, at the present value of the minimum lease payments. Both these values are determined at the inception of the lease. The initial direct costs are included in the initial valuation of the leased asset.

The principles for the subsequent valuation of the leased asset are described under the heading 'Tangible fixed assets'. If there is no reasonable certainty that Statistics Netherlands will obtain ownership of a leased asset at the end of the lease period, the asset is depreciated over the asset's lease period or service life, whichever is shorter. The minimum lease payments are split into interest charges and repayment of the outstanding lease obligation. During the lease period, the interest charges are allocated to each period such that it results in a constant periodic interest rate over the residual net obligation with respect to the financial lease. Contingent lease payments are charged to the period in which the payment conditions are met.

Where Statistics Netherlands acts as lessee in an operational lease, the leased asset is not recognised. Lease payments for the operational lease are amortised over the lease period according to the straight-line method and charged to profit or loss.

Taxes

Statistics Netherlands is not liable for corporation tax.

Statistics Netherlands is not liable for VAT, except for income from secondment that turns out not to be exempt from or free of VAT.

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 income and expenses during the financial year and for changes in financing, provisions and working capital.

Determining fair value

A number of accounting principles and the disclosures in the financial statements require determining the fair value of financial and non-financial assets and liabilities. Where applicable, detailed information about the principles for determining the fair value is provided in the parts of these notes that specifically apply to the relevant asset or liability. The fair value of receivables is estimated at the present value of the future cash flows. The fair value of non-derivative financial liabilities is only determined for disclosure purposes and is calculated based on the present value of future principal and interest payments, discounted at the market interest rate, which includes a premium for the relevant risks as at reporting date.

Notes to the balance sheet as at 31 December 2014

1. Tangible fixed assets

Tangible fixed assets

	New-build (modifications of building shell)	IT resources	Plant and equipment	Other fixed operating assets	Total
Amounts in thousands of euros					
Balance at 31 December 2013					
Cost of acquisition	29,038	20,135	4,200	12,879	66,252
Accumulated depreciation	-14,715	-15,009	-2,276	-11,694	-43,694
Book value at 31 December 2013	14,323	5,126	1,924	1,185	22,558
Change in book value					
Investments	163	3,062	169	342	3,736
Disposals	-1,996	-1,225	-5	-491	-3,717
Depreciation for the year	-3,299	-2,990	-382	-736	-7,407
Accumulated depreciation disposals	1,857	845	2	491	3,195
Change in book value	-3,275	-308	-216	-394	-4,193
Balance at 31 December 2014					
Cost of acquisition	27,205	21,972	4,364	12,730	66,271
Accumulated depreciation	-16,157	-17,154	-2,656	-11,939	-47,906
Book value at 31 December 2014	11,048	4,818	1,708	791	18,365

2. Financial fixed assets

Ministry of Economic Affairs

The amount receivable from the Ministry of Economic Affairs comprises the following:

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Restructuring 2000	350	962

This receivable has a maturity of less than one year.

Other financial fixed assets

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Advance compensation of loss due to VAT	6,341	7,908

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. The maximum period for offsetting VAT losses is ten years. In 2014, EUR 1.6 million was charged to the result (2013: EUR 1.6 million).

Current assets

3. Receivables

Debtors

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Debtors	3,571	3,676
Bad debt provision	-291	-99
Total	3,280	3,577

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

Other receivables

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Prepaid expenses	6,087	5,938
Projects yet to be billed	0	1,527
Amounts receivable from staff	10	10
Other amounts receivable	42	641
Total	6,139	8,116

The 'prepaid expenses' item mostly consist of prepaid maintenance contracts and prepaid rent. The other receivables mostly have maturities of less than one year.

4. Cash and cash equivalents

Cash and cash equivalents

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Bank balance	27,253	27,076
Deposit account	4,880	4,853
Total	32,133	31,929

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

The bank balance is at the free disposal of Statistics Netherlands.

The deposit has a maturity of one year. If required for performing the public task, the deposit is immediately due and payable.

5. Equity

Equity

	Equalisation reserve	Unappropriated result	Total
	Amounts in thousands of euros		
Balance at 1 January 2013	10,577	13,465	24,042
Result appropriation for 2012	13,465	-13,465	0
Result for 2013	0	299	299
Balance at 31 December 2013	24,042	299	24,341
Result appropriation for 2013	299	-299	0
Result for 2014	0	-6,175	-6,175
Balance at 31 December 2014	24,341	-6,175	18,166

The equalisation reserve comprises the results for the years 2004 to 2013.

The appropriation of the result for 2013 (which has been added to the equalisation reserve) is in accordance with the agreement made with the Ministry of Economic Affairs.

6. Provisions

Provisions

	Target 2014 and 2015	Restruc- turing 2011	Restruc- turing 2010	Restruc- turing 2005	Restruc- turing 2004	Unem- ployment benefits	Subtotal	Restruc- turing 2000 ¹⁾	Long- service awards	Long- term sickness	Total
Amounts in thousands of euros											
Balance at 31 December 2013	1,539	755	2	1,223	427	14,891	18,837	413	3,238	675	23,163
Addition in 2014	240	169	0	7	122	966	1,504	3	407	782	2,696
Withdrawal in 2014	-1,113	-571	0	-66	-116	-1,614	-3,480	-134	-337	-547	-4,498
Release	-426	0	-2	0	-40	-800	-1,268	0	0	0	-1,268
Balance at 31 December 2014	240	353	0	1,164	393	13,443	15,593	282	3,308	910	20,093

¹⁾ The release from the provision for restructuring 2000 is payable to the Ministry of Economic Affairs.

Target for 2014 and 2015

To achieve the target for 2014 and 2015, efficiency will be improved and there will be limited cuts in the programme, leading to the redundancy of a number of positions. Statistics Netherlands has decided to award a resignation incentive to staff whose position has become redundant and who submit their resignation. The provision for this incentive has a maximum term of one year.

Restructuring 2004 until 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:

Restructuring

	2015	2016 t/m 2019	2020 e.v.	Total
Amounts in thousands of euros				
Restructuring 2011	47	144	162	353
Restructuring 2005	66	264	834	1,164
Restructuring 2004	215	178	0	393
Total	328	586	996	1,910

Unemployment benefits

This provision concerns obligations under the unemployment 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 unemployment benefit obligations:

	2015	2016 t/m 2019	2020 e.v.	Total
	Amounts in thousands of euros			
Unemployment benefits	1,711	5,706	6,026	13,443
Total	1,711	5,706	6,026	13,443

Restructuring 2000

The provision was made to cover the cost of the termination of the employment of staff who were designated as candidates for reposting under the restructuring in 2000, but whose employment was not terminated prior to 3 January 2004. The Ministry of Economic Affairs has committed EUR 10.8 million to cover the employment termination costs. The employment termination costs comprise the personnel expenses during the 18-month reposting period and the expected unemployment 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:

	2015	2016 t/m 2019	2020 e.v.	Total
	Amounts in thousands of euros			
Restructuring 2000	74	145	63	282
Total	74	145	63	282

Long-service awards

This provision concerns future obligations for 12.5-, 25- or 40-year service awards and is calculated at the nominal value.

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. Current liabilities

Taxes and social insurance contributions

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Wage tax and national insurance contributions	2,294	2,521
Pensions and social insurance contributions	2,763	3,051
Total	5,057	5,572

Other liabilities

	31-12-2014	31-12-2013
	Amounts in thousands of euros	
Accrued expenses ¹⁾	7,292	8,507
Holiday allowances still to be paid	4,275	4,378
Creditors	3,374	1,098
Advance contribution project developer	1,566	1,937
Holidays still to be paid	2,925	2,917
Turnover billed in advance	2,486	1,844
Year-end bonuses	619	603
Other	755	690
Total	23,292	21,974

¹⁾ Including EUR 2.5 million payable to Ministry of Economic Affairs in connection with restructuring 2000 (31 December 2013: EUR 2.5 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' item 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 0.8 million in activities still to be performed to make adjustments to the General Business Register (31 December 2013: EUR 0.8 million).

Year-end bonuses concern the amount reserved in December 2014 for the year-end bonuses that will be paid in November 2015.

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

Financial instruments

Statistics Netherlands only holds financial instruments that are stated in the balance sheet, being cash and cash equivalents and current liabilities. Statistics Netherlands does not

trade in these financial instruments. Statistics Netherlands does not use derivative financial instruments. Statistics Netherlands is exposed to credit risk on the debtors included under receivables in the balance sheet. The credit risk is limited because the receivables from these debtors are concentrated at government institutions.

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.

Market value

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

Off-balance sheet assets and liabilities

	2015	2016 t/m 2019	2020 e.v.
	Amounts in thousands of euros		
Rental premises in The Hague and Heerlen	7 ,000	27 ,000	25 ,000
Total	7 ,000	27 ,000	25 ,000

Multi-annual financial obligations

Rented premises

The rental agreement for the office in The Hague has been concluded for a period of 5 to 15 years and expires in 2023. The rental agreement for the office in Heerlen has been concluded for a period of 5 to 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.

In addition, Statistics Netherlands has a current account overdraft limit of EUR 10 million with the Ministry of Finances.

Notes to the income statement for 2014

8. Operating revenue

The operating revenue is the sum of:

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

Contribution from Ministry of Economic Affairs (EZ)

	Actual 2014	Budgeted 2014	Actual 2013
Amounts in thousands of euros			
Budgetary contribution	180,188	180,188	181,749
Government target for 2015	-31,671	-31,671	-16,022
Repayment of amount owed to EZ for restructuring 2000	-612	-612	-653
Still to be spent from 12th tranche of EU loan	0	0	3,329
EU obligation 12th tranche in 2014 and 2013	2,418	2,418	3,201
EU obligation 13th tranche in 2014 and 2013	601	601	0
Wage compensation/price adjustment 2012 in 2014 and 2013	1,329	1,329	1,482
Expansion of activities in Caribbean Netherlands	650	650	650
Still to be spent from 13th tranche of EU loan	0	900	919
Price adjustment 2013	195	195	221
Compensation of pension shortfall	0	0	1,647
Price adjustment 2014	249	0	0
Contribution to General Business Register/New Trade Register	0	0	471
Contribution to Digitaal Ondernemings Plein	212	0	0
Safety monitor	300	300	300
EU obligation 14th tranche in 2014	75	75	0
Total	153,934	154,373	177,294

The contribution from the Ministry of Economic Affairs is a budgetary contribution. Statistics Netherlands receives this contribution based on the Multi-Annual Plan for 2014-2018. 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 following table provides insight into the turnover from third-party contracts per region.

Third-party contracts per region

	Actual 2014	Budgeted 2014	Actual 2013
Amounts in thousands of euros			
Netherlands	15,302	12,722	13,899
EU member states	2,498	4,245	4,638
Other countries	2,881	1,358	1,483
Total	20,681	18,325	20,020

The 'third-party contracts' item accounts for the revenue realised from performed activities. This includes contracts to which the government makes a specific financial contribution and the turnover from sales of Blaise licences (a software system developed by Statistics Netherlands for computerised research methods).

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

Third-party contracts by type of client

	Actual 2014	Budgeted 2014	Actual 2013
Amounts in thousands of euros			
National government	14,123	10,885	11,892
Foreign statistics agencies	1,068	1,611	1,760
Research institutions	2,074	2,233	2,439
European Union and Eurostat	959	2,196	2,399
Other	2,457	1,400	1,530
Total	20,681	18,325	20,020

Other operating income

Other operating income mostly consists of revenue from data provision, penalty payments and publications.

9. Operating expenses

Wages and salaries

	Actual 2014	Budgeted 2014	Actual 2013
	Amounts in thousands of euros		
Wages and salaries of own staff	101,636	99,947	104,346
Insourced staff	8,534	9,516	11,693
Total	110,170	109,463	116,039

The cost of wages and salaries of own staff was higher than budgeted. This is largely caused by extra work under third-party contracts for which staff was hired in. The wages and salaries dropped compared to 2013 because we had fewer employees due to the target set by the first government under Mark Rutte.

The costs of insourced staff were lower than budgeted and also decreased compared to 2013 because of an ever-decreasing demand for external expertise. Insourced staff account for 7% of the total personnel costs, which is within the limit of 10% set by the government.

In 2014, the average number of full-time employees (FTEs) at Statistics Netherlands was 1,777 (2013: 1,833 FTEs). Three employees work outside of the Netherlands.

Remuneration of Director-General and Central Commission for Statistics

2014 (from 1 April to 31 December), the remuneration of the Director-General, consisting of the gross salary, social charges and pension charges, totalled EUR 130 thousand.

The Central Commission for Statistics (CCS) has several duties relating to Statistics Netherlands and providing statistical information to the government. In 2014, the CCS had nine members, and their compensation for the year totalled EUR 93 thousand (EUR 88 thousand for remuneration and EUR 5 thousand for tax-free expense allowances). (2013: EUR 95 thousand). The compensation of the CCS is charged to the budget of Statistics Netherlands.

Disclosure pursuant to Act on Remuneration of Senior Officials in the Public and Semi-public Sector (WNT).

In 2014, the maximum remuneration for Statistics Netherlands was EUR 230,474. The applicable WNT maximum shown per person or per position is calculated in proportion to the working hours under the employment contract (and for senior officials also the period of service), with the working hours never exceeding 1.0 FTE for the calculation.

Senior officials

Amounts x EUR 1.00	Mr T.B.P.M. Tjin-A-Tsoi	Mr A.H. Kroese
Position(s)	Director-General	Acting Director-General
Employment term in 2014	01/04-31/12	01/01-31/12
Employment in FTE	1	1
Former senior official (implied) employment	no yes	no yes
Remuneration		
Benefits	104,072	120,686
Taxable expense allowance	4,800	4,800
Benefits payable in future	21,261	23,389
Total remuneration	130,133	148,875
Applicable maximum under WNT	173,645	230,474
Substantiation if exceeded	n/a	n/a

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

In the first quarter of 2014, Mr Kroese served as the acting Director-General. For the remainder of 2014, he performed other executive tasks.

Disclosure of remuneration of current and former senior officials, (Section 4.1 WNT), amounts in thousands of euros

Remuneration senior officials

CCS members	Position	Remuneration in thousands of euros	Appointment term
I. Brakman	Chair CCS/ member Audit Committee	25.0	from 1/1/2010 to 1/1/2018
J. van Hall RA RE	Member CCS/member Audit Committee	11.3	from 1/4/2014 to 1/1/2018 ¹⁾
F. van der Wel RA	Member CCS/member Audit Committee	11.3	from 1/1/2013 to 1/1/2017 ¹⁾
L.H. Hoogduin	Member CCS/member Audit Committee	11.3	from 1/1/2010 to 1/1/2018
C.M. Hooymans	Member CCS	7.0	from 1/1/2012 to 1/1/2016 ¹⁾
J. Plantenga	Member CCS	7.0	from 1/1/2009 to 1/1/2017
S. Brakman	Member CCS	7.0	from 1/1/2013 to 1/1/2017 ¹⁾
J.T.M. van der Zee	Member CCS	3.5	from 1/7/2006 to 1/7/2014
C.W. Wortmann-Kool	Member CCS	4.1	from 1/6/2014 to 1/6/2018 ¹⁾

¹⁾ Can be reappointed for a period of four years.

The CCS has a broad remit, which includes supervisory and managerial duties relating to the reporting of statistical data to the government. As WNT does define specific limits for the remuneration of officials who perform both supervisory and managerial duties, their remuneration cannot be reviewed on the basis of the WNT framework. The remuneration of the members of the CCS complies with the regulations on the compensation of members of the CCS (Regeling vaststelling schadeloosstelling leden CCS) drawn up by the Minister for Economic Affairs in 2005.

Pension and social charges

	Actual 2014	Budgeted 2014	Actual 2013
Amounts in thousands of euros			
Pension charges	15,734	14,700	16,779
Social charges	12,369	11,550	11,705
Total	28,103	26,250	28,484

The pension charges decreased because of lower pension contributions. The pension scheme is administered by ABP, the pension fund for employees in the public sector. This is an industry-wide pension fund, and Statistics Netherlands is not obliged to make additional payments in the event of a deficit at the fund, other than paying in higher future contributions when necessary. As at year-end 2014, the coverage ratio at ABP was 101.1%.

In 2014, the pension scheme had the following characteristics:

Type of pension scheme	Career average scheme
Holiday allowance	8%
Pensionable age	67 years
Pensionable salary less franchise before age 65	Surviving dependants' pension 50% of old-age pension at time of death
after age 65	35% of old-age pension at time of death
Orphans' pension	10% of old-age pension
Franchise (2014)	EUR 11,150
Accrual rate	1.95% of pension base

Addition/release provisions for target for 2014/2015, restructuring provision for 2004 until 2011 and provision for unemployment benefit obligations

	Actual 2014	Budgeted 2014	Actual 2013
Amounts in thousands of euros			
Release/addition to provision for target for 2014/2015	-186	0	1,539
Addition/release restructuring provision	422	0	2,095
Total	236	0	3,634

The addition to (total EUR 1.5 million) minus the release from (EUR 1.3 million) the provisions is recognised under addition/release provisions.

Depreciation of tangible fixed assets

	Actual 2014	Budgeted 2014	Actual 2013
	Amounts in thousands of euros		
Depreciation charges	7,407	7,327	9,325

Depreciation was lower in 2014 because the office fixtures and fittings were written off in full in 2013.

Other operating expenses

	Actual 2014	Budgeted 2014	Actual 2013
	Amounts in thousands of euros		
Accommodation	13,691	13,741	14,394
Other staff	3,086	3,341	3,663
Office	3,968	4,946	4,224
Official journeys	4,070	3,884	3,918
External consultancy costs	2,277	2,981	3,590
Computerisation	6,913	6,435	6,308
Other	2,924	3,417	3,310
Total	36,929	38,745	39,407

Accommodation costs include rental as well as energy costs and building-related costs such as cleaning, security and the operation of the company restaurant. The accommodation costs decreased because a section of the premises in Heerlen was disposed of in 2014.

Office costs were lower because of lower telephone costs, which was due to reduced rates and less telephone use.

Advisory costs decreased because of lower demand.

The IT costs were higher than budgeted because of further digitisation and, consequently, increasing use of hardware and software.

The 'other' item under operating expenses mostly concerns the costs of raw data for statistical analysis. These costs decreased due to lower costs of raw data and other material costs incurred in obtaining data.

The following fees of KPMG (auditor and other KPMG network) were billed to Statistics Netherlands:

Fees of KPMG 2014

	KPMG Accountants NV 2014	Other KPMG network 2014	Total KPMG 2014
Amounts in thousands of euros			
Audit of financial statements	79	0	79
Other audit engagements	0	0	0
Tax advisory services	0	41	41
Other non-audit services	0	67	67
	79	108	187

Fees of KPMG 2013

	KPMG Accountants NV 2013	Other KPMG network 2013	Total KPMG 2013
Amounts in thousands of euros			
Audit of financial statements	79	0	79
Other audit engagements	2	0	2
Tax advisory services	0	15	15
Other non-audit services	0	59	59
	81	74	155

10. Financial income and expenses

Interest income

The drop in interest income is the result of a lower interest rate.

The Hague/Heerlen, 27 March 2015
 Director-General of Statistics Netherlands
 T.B.P.M. Tjin-A-Tsoi

Central Statistics Committee
 I. Brakman, chair
 S. Brakman
 J. van Hall RA RE
 L.H. Hoogduin, acting chair
 C.M. Hooymans
 J. Plantenga
 F. van der Wel RA
 C.W. Wortmann-Kool

Other information

Proposed result appropriation

The financial statements for 2014 were prepared prior to the result appropriation. After the addition of the loss for 2014 of EUR 6.2 million, equity will decrease. Additional arrangements have been made on this with the Ministry of Economic Affairs in 2013.

Independent auditor's report

To the Director-General of Statistics Netherlands

We have audited the accompanying financial statements 2014 of Statistics Netherlands, The Hague, Heerlen and Bonaire, included in this Annual Report. The financial statements comprise the balance sheet as at 31 December 2014, 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 in accordance with the stipulations in the Statistics Netherlands Act, the other requirements as agreed between the Ministry of Economic Affairs, Statistics Netherlands and CCS on March 16, 2006 and the 'Wet normering bezoldiging topfunctionarissen publieke en semipublieke sector (WNT)'. 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 and the WNT auditing protocol. 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 2014, and of its result for the year then ended in accordance with the Statistics Netherlands Act, the other requirements as agreed between the Ministry of Economic Affairs, Statistics Netherlands and CCS on March 16, 2006 and the WNT.

Furthermore, in our opinion, the income, expenditure and balance sheet movements that occurred in 2014 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, 31 March 2015
KPMG Accountants N.V.

J.G.A. Bruinsma RA

6.

**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 CCS is involved in drawing up Statistics Netherlands' budget and financial statements, which are adopted by the Director-General in consultation with the CCS. The Director-General also submits the Annual Report of Statistics Netherlands to the CCS for approval.

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

The Audit Committee (AC) of the CCS prepares the discussion of management issues. The AC is chiefly concerned with the review of internal financial reports, the budget and the financial statements. The CCS produces its own annual report for the Minister of Economic Affairs to account for the performance of its duties. The Annual Report is posted on the Statistics Netherlands website.

The term of office of Han van der Zee ended on 1 July 2014. The Minister of Economic Affairs has appointed Johan van Hall (as of 1 January 2014) and Corien Wortmann-Kool (as of 1 June 2014) as members of the CCS. On 1 January 2014, Lex Hoogduin was appointed deputy chair of the CCS and Frans van der Wel was appointed chair of the Audit Committee.

At the start of 2015, the members of the CCS were:

Inge Brakman, chair (AC member)

Lex Hoogduin (deputy chair, AC member)

Tini Hooymans

Janneke Plantenga

Steven Brakman

Frans van der Wel (chair of the AC)

Johan van Hall (AC member)

Corien Wortmann-Kool

Pursuant to Section 22 of the Statistics Netherlands Act, the CCS will make a recommendation to the Minister of Economic Affairs on filling the vacancy.

Statement of the Central Commission for Statistics

The Central Commission for Statistics has taken cognisance of the Annual Report for 2014 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 516), it hereby approves the Annual Report for 2014 of Statistics Netherlands. Further, based on this authority, it consents to the adoption of the financial statements of Statistics Netherlands for 2014 by the Director-General of Statistics Netherlands.

The Hague, 27 March 2015

Inge Brakman, chair

Monique Tóth Pál, secretary

7.

Annex

Appendix A: Actual output

Output for 2014

Theme	StatLine tables			Publications			Eurostat deliveries	Micro-data sets	Enquiries (info service)		email (incl. letters and faxes)
	Press releases	Business cycle updates	Web and theme articles	of which new	paper	digital	Datasets	telephone (incl. automatic)			
	numbers										
Labour and social security	25		47	415	22	2	19	103	476	937	1,114
Enterprises	2		6	135	15	2	3	23	56	549	610
Population	6		19	274	23	5	22	7	34	814	908
Construction and housing	1	12	12	223	5	0	0	41	84	160	229
Financial and business services		4	7	60	7	0	2	15		50	66
Health and welfare	2		29	146	28	1	11	10	52	386	529
Trade, hotels and restaurants	16		14	56	1	0	0	21		180	193
Manufacturing and energy	1	24	13	380	6	1	9	133	2	97	233
Income and spending	4	24	15	82		0	6	10	79	416	586
International trade		12	25	156	3	0	1	39	1	313	334
Agriculture			17	103	4	1	0	74		111	177
Macroeconomics	9		22	226	37	5	18	134		195	463
Nature and environment			7	67	3	2	23	14		60	127
Education			10	66		0	1	7	78	191	203
Government and politics	3		14	68	8	0	2	0	6	108	126
Prices	12		15	118		0	3	95	5	6,357	1,089
Security and justice	2	12	22	75	7	2	4	91	105	204	261
Traffic and transport			20	150	13	0	13	97	10	134	208
Leisure and culture			20	142	4	0	3	30		264	254
People with a foreign background											
Caribbean Netherlands				50	17					165	107
Business cycle		24									
Emancipation	1					1	1				
European Union										226	292
Globalisation						0	4				
Historical series				4							
Life course											
Regional statistics				60	6	5	2			397	542
Investment climate						1	1				
Ageing population											
Census											
Other	2			253	6	9	66	1	21	1,606	741
Total	86	112	334	3,309	215	37	214	945	1,009	13,920	9,392

Appendix B: Advisory Boards

Six 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 these advisory boards jointly form an advisory council for the Director-General, the Statistics Netherlands Advisory Council.

Members of the Statistics Netherlands Advisory Council on 31 December 2014:

Tjark Tjin-A-Tsoi - chair

Monique Tóth Pál - secretary

Michaël van Straalen - Business Respondents' Advisory Board

Eduard van de Lustgraaf - Economic Statistics Advisory Board

Pim Claassen - Macroeconomic Statistics Advisory Board

Philip Hans Franses - Methodology Advisory Board

Han Entzinger - Social Statistics Advisory Board

Peter Boelhouwer - Statistics of the Living Environment Advisory Board

Appendix C: Organisation (31 December 2014)

Director-General

Tjark Tjin-A-Tsoi

Deputy Director-General

Bert Kroese

Central bureau for policy and management support

Cecile Schut

Methods and statistical policy

Kees Zeelenberg

Operational management and communication

Wim van Nunspeet

Marijke Renaud (deputy)

Data collection

Harry Wijnhoven (acting)

Jeroen van Velzen (deputy)

Economic and business statistics and national accounts

Hanneke Imbens

Hank Hermans (deputy)

Process development, IT and methodology

Wim van Nunspeet (acting)

Socioeconomic and spatial statistics

Huib van de Stadt

Marleen Verbruggen (deputy)

Appendix D: Guide

Statistics Netherlands collects data from persons, enterprises 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 a free databank, StatLine.

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

Statistics Netherlands has developed websites for four target groups:

www.werkenbijhetcbs.nl (recruitment); www.cbsinuwbuurt.nl (local communities); www.cbsvooruwbedrijf.nl (companies) and the education site www.cbs.nl/cbsindeklas.

New media

Statistics Netherlands distributed its output last year on YouTube (<http://www.youtube.com/statistiekpbs>) and Twitter (<http://www.twitter.com/statistiekpbs>) in addition to its existing channels. From 2014, Statistics Netherlands is providing all tables in StatLine as open data in the form of datasets (http://opendata.cbs.nl/dataportaal/portal.html#_la=nl). There is also a web application that uses open data and which can display all tables in StatLine as graphs or maps (<http://opendata.cbs.nl/dataportaal/index.html>). The web application has been optimised for tablets.

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) 570 70 70, or by e-mail at: verkoop@cbs.nl.

Information service

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

European Statistical Data Support

Statistical information about Europe and sourced from Eurostat can be requested by telephone on +31 (88) 570 70 70 (option 5), or by e-mail at infoservice@cbs.nl.

Statistics Netherlands Contact Center

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

Press office

The central information desk for the media can be contacted by telephone on +31 (70) 337 44 44, or by e-mail at persservice@cbs.nl. There is more information on the Statistics Netherlands website: [www.cbs.nl/information voor/pers](http://www.cbs.nl/information-voor/pers).

Research subject to conditions: Centre for Policy-related Statistics

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

- Bespoke research into available source material to answer questions from 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.
- Providing, subject to authority from the Director-General, microdatasets to researchers to perform their own analyses at the offices of Statistics Netherlands and under strict security conditions (catalogue <http://www.cbs.nl/nl-NL/menu/information/policy/catalogi>).

The Centre for Policy-related Statistics charges for its services. Additional information can be obtained by telephone on +31 (70) 337 47 92, on the website at www.cbs.nl/cvb, or by e-mail at cvb@cbs.nl.