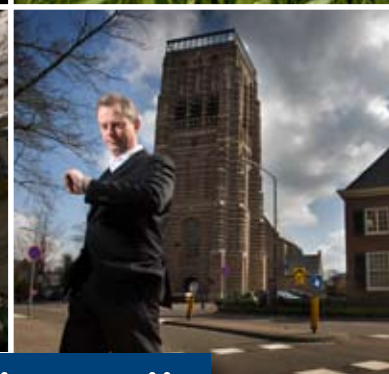
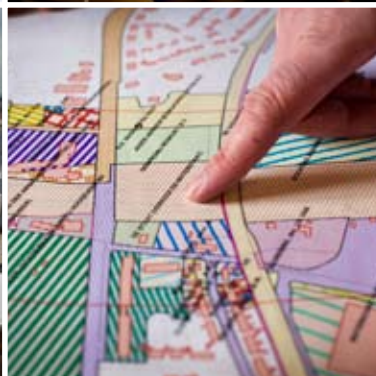


kadaster



“Working with Partners  
to meet society’s expectations”

Long-Term Policy Plan 2010-2014



An aerial photograph of a busy pedestrian street. Several people are walking in various directions. In the center, a woman with short dark hair and glasses, wearing a black jacket and grey leggings, is walking towards the camera. To her right, a woman with blonde hair, wearing a purple jacket and a patterned scarf, is pushing a grey and red stroller. She is holding a pink and blue patterned shopping bag. To the left of the woman in the black jacket, another woman with short brown hair, wearing a black jacket and blue pants, is walking away from the camera, carrying a red shopping bag. In the bottom left corner, the head and shoulders of a woman with dark hair are visible. In the bottom right corner, the head and shoulders of a man with brown hair are visible. A circular manhole cover is visible on the pavement in the upper left quadrant. The overall scene is a busy, everyday urban environment.

What is the best location  
for a supermarket?

How have land prices changed  
over the past 5 years?



How many homeowners  
are younger than 30?

How do I get to school?

What is the best route  
for a new railway line?

Parcel number 6,982

160m<sup>2</sup> residence, no garage

Purchase price € 315,0000

Mortgage € 345,000

Owner J. de Vries,  
since 26/01/2009

TE KOOP

# Your interests, our plan. In 10 steps.

# 1

Perhaps you know us because you requested purchase price information from us about your new home. Perhaps you asked us to survey the boundaries of the new construction project you are developing. Or a new motorway. Maybe you draw up deeds every day using our online legal information, or you have requested information from us about the location of cables and pipelines in order to avoid damage during excavation work.

Whoever you are, we want to ensure that our services are – and continue to be – valuable for your needs. To achieve this result, it is important that we make good plans. Therefore we draw up a long-term policy plan every year. In this plan we outline how we take your wishes into account, as well as developments relating to both your activities and ours. The complete Long-Term Policy Plan 2010-2014 can be found through our website. Here, we would like to acquaint you with its main features – in 10 steps. You have already taken the first step.

## **Would you like to give us tips or suggestions? Please feel free!**

You will have the opportunity to do so at Step 10. Tell us how we can tailor our plans to best suit your wishes.

## **Our approach?**

*“Working with partners to meet society’s expectations”*

## **Our mission**

Kadaster maintains records of who owns which rights to land and buildings and the characteristics of the land and buildings concerned. We do the same for ships and aircraft. This prevents any misunderstandings regarding what belongs to whom. In addition, we provide an optimum infrastructure for geographic information. Our data is available at the lowest possible price.

## **Our core values**

We base our activities on our core values: open, certain and ambition. These values guide our choices and our behaviour. They help us continue doing the things we do well and developing in areas where we can still grow.

Parcel number 1,476

Land use

area 40 ha

High-pressure gas pipe

Owner

Leidingswerk B.V.,

since 01/01/2003

# Where do we stand?

## **A broad base**

We have developed extensively in recent years, including by adding new tasks to our traditional ones. For example, while we still manage data on parcels of land, their owners and their location, we now do the same for underground networks as well. We still make maps, but now we also provide data on energy labels, as well as on the location of cables and pipelines. Our role as independent consultant on land use has expanded to include spatial planning issues. We have become administrator of two key registers. You can refer to us for an increasing amount of information – we have a broad base on which to build.

## **What do we have to take into consideration?**

Our statutory tasks remain the point of departure. We are expected to take on an increasingly broad role with respect to provision of information in the geographic and property sector. We can see that the connections between our activities in that sector and those of other parties are constantly increasing. Our new tasks require a great deal of coordination and our systems are becoming more complex. Our financial reserves need to be replenished and our workforce needs to be rejuvenated. We are aware that the world around us is constantly changing at a rapid pace. Technology in particular continues to develop at lightning speed. As a result, your expectations are changing just as fast – and rightly so.

## **Cables & Pipelines**

Kadaster has been responsible for the exchange of information regarding underground cables and pipelines since the end of 2008. Good information prevents damage resulting from excavation work. Starting in 2010, excavators and network operators will be able to register and request information from us online.

## **Addresses & Buildings**

In the Netherlands, municipal authorities are responsible for maintaining precise data on addresses and buildings. They do so in their own Key Registers of Addresses & Buildings. We administer a national IT facility which provides access to all this unique key data regarding the built environment.



Online 24/7

Social significance

Bundling together  
government information

Knowledge and  
expertise centre

32% female managers  
by 2012

# Where do we want to go?

## **Usefulness to society**

Whether you are a private citizen, a business or a government agency, we want you to find our services useful. You can expect us to provide you with at least the same quality of IT that you will come across in other aspects of your daily life. You can also expect us to coordinate our activities well with other parties. By clearly agreeing on who does what, we will all be able to make our information available to you as efficiently as possible. We are using our knowledge to continue to shape e-government.

## **Ability to change as expectations change**

We want to respond to your expectations, whatever they may be. When our income falls as a result of the decline in the property market, we do not want to have to confront you with a rate increase. You can expect us to be capable of adjusting our costs. In addition, we believe that you can assume we have the knowledge and expertise to provide answers to all of your questions. This requires a workforce with an appropriate mix of gender, age, knowledge and experience.

## **E-government**

Government information is becoming more and more accessible to private citizens because the government is making use of the Internet. Property data and geographic information are playing an increasing role in this process. As a large-scale supplier of this type of data, we are continuing to contribute to the development of web portals such as 'MijnOverheid.nl' ['My Government.nl'] for government information.

## **Diversity**

Our employees are the ones who take Kadaster where it wants to go. We believe in a good mix of gender, age, knowledge and experience in our workforce. Accordingly, we aim to have 32% of management positions filled by women by 2012. To underline this goal we have signed the 'Talent to the Top' Charter.

An aerial photograph of a city with various colored overlays and text boxes. A large white number '4' is on the left. A yellow box at the top left says 'Cooperating with partners'. A white box at the top right says 'Electric cable, length 16 km'. A dark blue box on the left says 'Oostwijk new build, 121 ha'. A green box in the middle says 'Municipal topography'. A teal box at the bottom says 'Protected nature conservation area, 55 ha'. A blurred image of a person in a suit is on the right.

Cooperating with partners

Electric cable,  
length 16 km

Oostwijk new build, 121 ha

Municipal topography

Protected nature  
conservation area, 55 ha

# How will we do this?

## **Carrying out current tasks and continuing to develop them in the best way possible**

We ensure that we carry out our tasks well and we also continue to develop these tasks:

- acquisition and registration;
- provision of information;
- providing advice both domestically and abroad.

## **Developing new activities with partners**

There are increasing links between the activities of all parties in the geographic and property sector. We share a common interest: meeting your expectations. However, adapting to changes requires cooperation. Therefore, we will be coordinating the development of new activities with partners from the business sector or the government. We work on those innovations which best suit your needs at a given moment.

## **Making our way of working even more flexible**

You can expect us to work as efficiently as possible and to keep our costs as low as possible. In doing so, we will also look at the extent to which we can outsource activities. We want to have options other than increasing our rates to absorb drops in income. In addition, we are continuing to develop as a knowledge and expertise centre. This will enable us to continue providing answers to any new questions you may have.

## **Allocation maps**

We will be administering allocation map topography for the foundations which are responsible for the Large-Scale Base Map of the Netherlands (GBKN). These digital maps enable pipeline operators, for example, to clearly see where construction projects are planned on the ground.

## **Eliminating work overlap**

Different parties are involved in the acquisition of geographic data. We aim to acquire a greater portion of data from other parties instead of acquiring it ourselves. This will include the topographic data kept by municipal authorities. In this way we prevent work overlap.



Catholic church

Shop, owner  
B. Blokzijl,  
since 01/05/1977

Apartment,  
parcel surface area 60 m<sup>2</sup>

Residence, nationally listed building

Shop, owner Z. Jansen,  
right of way

# How will we continue developing our acquisition and registration?

# 5

## **New means of acquiring data**

Our success online shows how you like to receive our products and services. We will be further modifying the way in which we acquire and administer the data that is required. The key words in this process are quality, efficiency, reliability and cohesion.

## **Responding to the desire for linked data**

We can see that it is more efficient for you if you can purchase a combined package of our administrative and our geographic data. We have responded to this desire by no longer sending surveyors and topographers out separately, for example. Instead, we send out employees who can process both types of data. These employees can also conduct surveys individually rather than in pairs. The data can be processed via mobile Internet. This approach provides both cohesion and efficiency.

## **Expanding the content and reliability of registers**

We understand that you value most of all the fact that our registers contain a wide range of data that is also reliable. We would therefore like to do such things as register new parcels faster. By registering provisional boundaries, our register will be updated faster and will therefore be more reliable. We are also going to record more data, such as data regarding hereditary succession. Even more data will be processed entirely automatically. For example, our systems will register mortgage documents using model deeds. There will be less manual work and more quality.

## **Parcel forming process**

We will be including new parcels in the register with provisional boundaries. Because of this simplification of the registration process, the new situation will be shown faster on the cadastral map. In this way the data we provide to you online will also be up-to-date faster and will therefore be more reliable.

## **Easements**

The current provision of information regarding easements is highly labour-intensive. By compiling a new register, we will be able to give our answers to your easement questions faster. At a later date, this data will also be posted online.



Online web services

MijnKadaster

Linking with  
international data



MijnOverheid.nl

Public services mapped

# How will we continue developing our provision of information? 6

## **Key word: digital**

We are all familiar with the advantages of the Internet. It provides quick and easy access to information, regardless of time and place, with the possibility of digitally editing data files for one's own use. Our online products and services offer all the same advantages in many areas already. However, we realise that it would be even easier for you if the connection between our geographic information and our property information is apparent more quickly. We will therefore be making our data and files more accessible in a way that is logical for you.

## **Expanding access and links**

Naturally, you will always find our information online on our website. However, it can also be found on other websites, such as [www.MijnOverheid.nl](http://www.MijnOverheid.nl) and [www.nationaalgeoportaal.nl](http://www.nationaalgeoportaal.nl), where various organisations link their data and make it more accessible. We are continuing to expand our own web portal, MijnKadaster [MyKadaster]. As a result, the portal offers you access to more and more property data online. We will be revamping our online Mass Provision of Information service to make it easier for you to acquire large files. We are making more and more data available via web services, which allows you to use the data immediately in your own applications. We continue to work on setting up a solid geographic information structure so that you can find the information you need quickly and easily. We are also carrying out this work beyond the Dutch national borders using the European INSPIRE directive for geographic data. This makes it easy for you to connect international data to your own data.

## **Public services**

Geographic information is administered and provided by many parties. We are a participant in the Public Services Mapped (PDOM) partnership in order to make sure that it is easier for you to find this information. Our partners are the Directorate-General for Public Works and Water Management, the Netherlands Organisation for Applied Scientific Research (TNO), the Ministry of Housing, Spatial Planning and the Environment and the Ministry of Agriculture, Nature and Food Quality.

## **Crossing borders**

Issues such as disaster control and pipeline management do not stop at the border. Therefore, in order for countries to coordinate policy, each country's maps must connect up properly with one another at the border. Our X-border GDI system achieves this result based on topographic maps which we make available online together with German states.



Rail route scenarios

Area covered by  
Natura2000 directive: 55 ha

Land use area: 6 ha

Supporting Romania: monitoring  
the immovable property market

Number of farms  
crossed: 16

# How are we going to continue developing our advisory services? 7

## **Acquiring a more detailed picture of our clients' needs**

We have noticed that users of geographic and property information increasingly need advice and support when applying this data in practice. We will therefore be intensifying our contacts with you in order to better determine what kind of advice you need. We will look not only at your direct request, but also at how we can take into account your working process and the developments in your field of work. In the Netherlands, our advice mainly concerns area development and issues related to spatial planning. However, we also see it as our social responsibility to use our knowledge abroad as well in countries which need it.

## **Expanding customised work and adapting it to the customer's needs**

We will provide advice in a way that suits your particular motivations. By taking a more project-based approach, we will be able to answer specific questions more quickly. By exchanging the knowledge within our organisation more actively, our employees will have a wider range of knowledge at their disposal. We will also look into which partners from the business sector or government we can collaborate with to answer your questions even better.

## **Route planner**

When building new roads, various scenarios often have to be considered. For example, what kind of effects will the building of the road have on current owners and existing buildings? We are able to quickly analyse these scenarios in order to find the one which offers the most for all parties involved.

## **Kadaster-on-line, in Russia**

We are also applying our knowledge abroad, for instance, our knowledge of how to set up web services. A counterpart organisation in Russia has asked for our advice about developing online access to their cadastral register, based on Kadaster-on-line.

Information  
on location

Spatial Planning

Knowledge Partners

Online  
zoning Plan

Online WOZ valuation

# How are we going to develop new activities?



## **Cooperating with partners**

We will develop new activities in cooperation with partners in the Property, Use of Space and Public Order and Safety sectors. These partners may include government bodies as well as parties from the business sector. We will be entering into talks to see who will take up what role and what the most efficient way is for you to profit from these new activities. This may mean that we will do the work ourselves, leave it to other parties, or work with other parties to carry out the activities that are required. The roles will include managing national facilities for valuation of immovable property or for Spatial Planning, as well as the roles in the European geographic infrastructure. We will translate the outcome of the talks into activities specified in our Long-Term Policy Plan.

## **Developing several initiatives simultaneously**

The speed of technological developments makes it more and more difficult to respond to expectations in the most effective and efficient way possible. We intend to anticipate by developing various innovations simultaneously – in cooperation with our partners. In this way we will share knowledge, opportunities and investments. Since we will be maintaining more intensive contact with you, we will know exactly which initiatives you would like to see developed into products and services.

## **Spatial planning online**

Spatial plans will be available online by mid-2010. It will then be easier for private individuals, businesses and the government to determine actions based on, for example, online municipal zoning plans. We will be administering the Spatial Planning Online national IT facility together with Geonovum.

## **Augmented reality**

Mobile equipment offers more and more options for acquiring information in situ. A mobile phone can add real-time data to the image shown on its camera. This is a development for which we can definitely see applications for our location-based geographic data.

Budget financing

Rate financing

Outsourcing

New media

Developing  
Knowledge and talent



# How do we become even more flexible?

9

## **Outsourcing activities or carrying them out in cooperation with other parties**

In 2009, the downturn in the property market prompted a large and unforeseen drop in our workload. However, the possibilities for our organisation to adapt to fluctuations in workload are limited. We are therefore examining to what extent we can make our organisation more flexible. Which activities can be outsourced? Are there possibilities as regards IT management or product development? Which activities can we simplify or carry out in cooperation with other parties?

## **Introducing additional means of financing**

Our activities are financed through our rates for our products and services. Aside from increasing our rates, however, we want to have more options for absorbing drops in income. We are therefore researching alternatives to the current financing model, which should enable us to create and maintain financial buffers.

## **Expanding knowledge and expertise to respond to changing requests**

We want to continually be able to respond to your new requests. This is why we are continuing our development as a knowledge and expertise centre. We enable our employees to develop and manage their own knowledge and talent. We will be less dependent on office hours and locations for our work, which means that we are able to carry out our work for you more efficiently. We will do so using the latest IT developments. This approach allows us to provide the possibilities and answers you can expect from us.

## **The new way of working**

The new way of working is all about doing the same work in a new way. People in society are adapting their way of working to what the times call for and what technology offers. We make sure that we stay connected with each other and with you via the new media – whether we are working at the office or from home. We are bringing our services closer to you.

## **Adaptability**

In order to keep up with the changing environment, we enable our employees to fully develop their talents and knowledge. We look for the position that best suits each employee's potential. Every year, we determine together what kind of development and support the employee needs to fully develop his or her potential.



“Working with Partners

to meet society’s expectations”

BOARD OF MANAGEMENT KADASTER DORINE BURMANJE, ARCO GROOTHEDDE EN GODFRIED BARNASCONI

# A brief summary of our plans

## **Where do we stand?**

We can build on a broad base: a streamlined organisational structure and a broad set of tasks. We can see that developments and expectations in the world around us are changing at an increasingly fast pace.

## **Where do we want to go?**

We want to be useful and be of value to you.  
We want to continue to meet your expectations.

## **How will we do this?**

We will carry out and continue to develop our current tasks in the best possible way. We will acquire data more efficiently and register more data – always with an optimum level of quality. We will make information and data even more accessible and linkable for you online. We will delve even more deeply into your wishes in order to provide you with the right answers to your questions.

## **We will develop new activities together with partners**

Together with related organisations and businesses, we will look into what we do together, what we at Kadaster do alone and what we leave for other parties to do. We will develop a range of initiatives at the same time in order to optimise the chances of innovations being successful.

## **We will make our way of working even more flexible**

We will outsource certain activities or carry them out in cooperation with other parties. We examine alternative means of financing. We will expand our knowledge and expertise so that we can continue to respond to your requests.

## **Your suggestions**

How can we tailor our plans to best suit your wishes? Please let us know at [www.kadaster.nl/longtermpolicyplan](http://www.kadaster.nl/longtermpolicyplan). We want to continue our improvements.

## **Complete version?**

If this information about Kadaster has inspired you to find out even more, you can find our complete Long-Term Policy Plan 2010-2014 at [www.kadaster.nl/longtermpolicyplan](http://www.kadaster.nl/longtermpolicyplan).

## About this publication

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