
About Wolters Kluwer

2024



Content

- **Welcome and Wolters Kluwer on a page**
- Why Wolters Kluwer
- Strategy
- Financials
- Our people
- Innovation
- Sustainability
- Highlighted expert solutions



Welcome



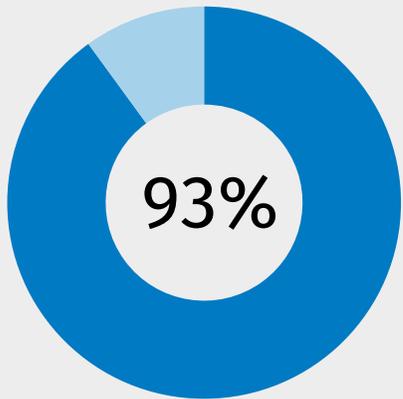
Wolters Kluwer on a page

Tagline

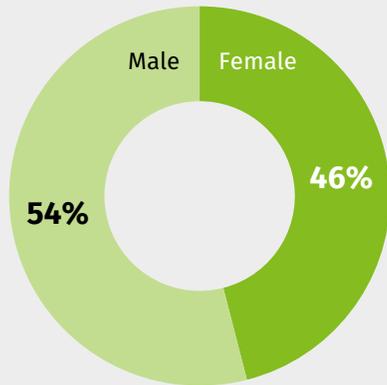
When you have to be right

Purpose

Our purpose is to help professionals deliver **deep impact when it matters most**



of Fortune 500 companies are served by Wolters Kluwer



Gender diversity

Serving customers in

180+

countries. Operations in 40+ countries

21,400+

employees worldwide

€5.6

billion revenues

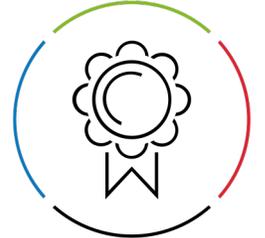
Values

How we behave



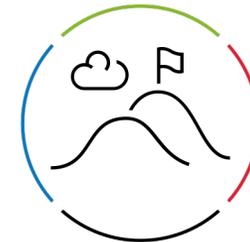
Focus on customer success

Customers are at the center of everything we do



Make it Better

We're committed to continuous improvement and innovation



Aim high and deliver

We're responsible for the right results



Win as a team

We're stronger together

Wolters Kluwer on a page

€5.6
billion revenues

21,400+
employees

26.4%
adjusted operating
profit margin

Serving professionals in
180+ countries

94%
of revenues from
digital & services

82%
of revenues
recurring

6%
organic growth
in revenues

16.8%
return on
invested capital



Wolters Kluwer on a page



82%

of total revenues is recurring, up 7% organically



94%

of total revenues is digital & services, up 6% organically



€5.6bn

revenues, up 6% organically

58%

of total revenues is from *expert solutions*, up 8% organically



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Why us?

In every second,
important
decisions
impacting our
lives are being
taken

doctors and
nurses deciding
on patients'
treatments

accountants
filing our
taxes

companies
improving
sustainability
efforts

banks granting
loans and
mortgages

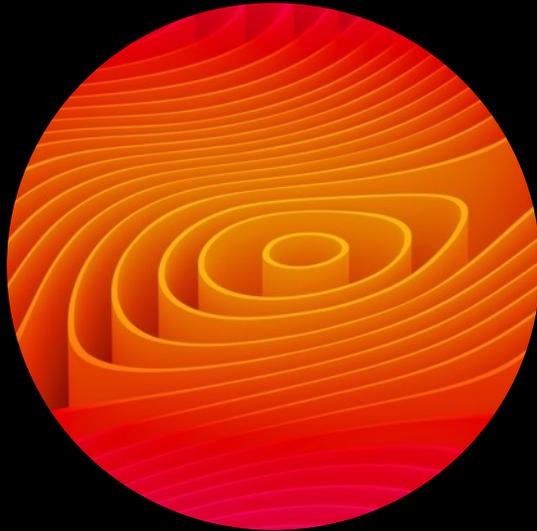
governments
ensuring good use
of taxpayer money

Behind all these decisions, it is us, Wolters Kluwer. We deliver deep impact when it matters most: when our customers are fighting for your health, wealth and security.

Present in more than 180 countries, and serving more than 93% of Fortune 500 companies, we are the invisible hand improving everybody's lives.

What makes us different

Established in 1836 in the Netherlands, Wolters Kluwer has been on the edge of deep domain knowledge and technology for 188 years.



Our extensive network of subject matter experts, and our forward thinking in technology, ensure our *expert solutions* make a difference to the lives of millions of people everyday.



Our 21,400+ employees are an engaged, creative powerhouse working in close collaboration with our customers to positively impact society, everyday.

Present in +180 countries



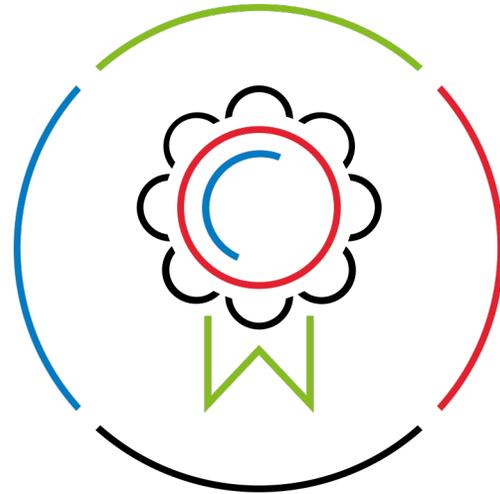
Knowledge expands and technology changes, yet we continue to combine both like few other companies can do.



Putting our values into action



Focus on
customer
success



Make it
better

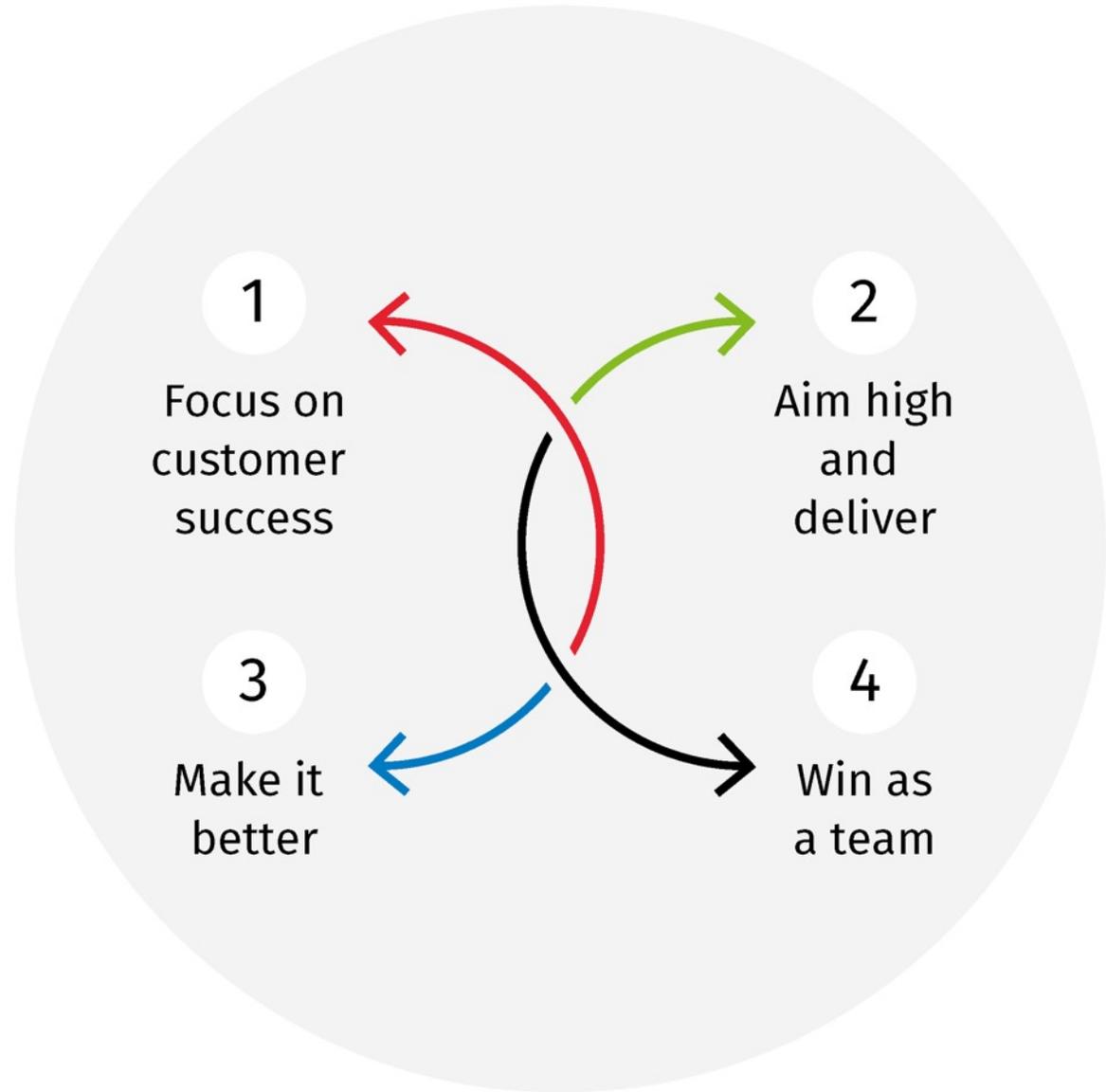


Aim high
and deliver



Win as
a team

Putting our values into action





Side-by-side with our customers

- Allied Health Professionals
- Corporate Finance Professionals
- Environmental, Health & Safety Professionals
- Risk & Compliance Professionals
- Medical & Nursing Students
- Corporate Legal Counsels
- Financial Institutions

- Leasing Companies
- Notaries
- Nurses
- Payers
- Pharmacists
- Physicians
- Small Businesses
- Tax Professionals
- Universities

- Accounting Firms
- Banks
- Corporations
- Government Agencies
- Hedge & Mutual Funds
- Insurance Companies
- Law Firms
- Law Schools
- Legal Professionals
- Corporate Legal Departments

One portfolio of solutions

Health

UpToDate
Medi-Span
Senti7
Simplifi+
Ovid
Lippincott

Tax & Accounting

CCH Axxess
CCH ProSystem fx
CCH Axxess Engagement
CCH Axxess Workflow
CCH AnswerConnect
CCH iFirm
A3 Software
ADDISON
Genya
Twinfield

Finance & Corporate Compliance

CT Corporation
ComplianceOne
Expere
eOriginal
GainsKeeper
Lien Solutions

Legal & Regulatory

VitalLaw
LEX
ONE
Navigator
Schulinck
Passport
TyMetrix 360°
Legisway
Kleos

Corporate Performance & ESG

Enablon
CCH Tagetik
TeamMate
OneSumX

One portfolio of solutions



Health

UpToDate
Medi-Span
Sentri7
Simplifi+
Ovid
Lippincott



Tax & Accounting

CCH Axxess
CCH ProSystem fx
CCH Axxess Engagement
CCH Axxess Workflow
CCH AnswerConnect
CCH iFirm
A3 Software
ADDISON
Genya
Twinfield



Finance & Corporate Compliance

CT Corporation
ComplianceOne
Expere
eOriginal
GainsKeeper
Lien Solutions



Legal & Regulatory

VitalLaw
LEX
ONE
Navigator
Schulinck
Passport
TyMetrix 360°
Legisway
Kleos



Corporate Performance & ESG

Enablon
CCH Tagetik
TeamMate
OneSumX

Selected 2023 external recognitions



Health

Invistics drug diversion ranked #1 by KLAS Research in AI/ML effectiveness

Sentri7 and Simplifi+ received Black Book award for top client satisfaction

Tax & Accounting

CCH iFirm named a Bronze Stevie Award winner for Innovation in Digital Transformation at APAC Stevie Awards

CCH Axxess Engagement named a 2023 Artificial Intelligence Award winner by the Business Intelligence Group

Finance & Corporate Compliance

Compliance Solutions named Category Leader in Regulatory Intelligence in Chartis RiskTech100® Rankings

Wolters Kluwer FCC recognized with ABF Journal's 2023 Most Innovative Companies designation

Legal & Regulatory

VitalLaw winner of Gold Stevie Award for Legal Information Solution

ELM named Company of the Year, Legal, in American Business Awards

Corporate Performance & ESG

Wolters Kluwer named Leader in Verdantix Green Quadrant for ESG Reporting & Data Management

Gartner named CCH Tagetik Leader in Magic Quadrant for Financial Close and Consolidation

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2022 – 2024 Strategy: *Elevate Our Value*



Accelerate
Expert Solutions

- Drive focused investments in cloud-based *expert solutions*
- Continue to transform digital information products into *expert solutions*
- Enrich customer experience leveraging **data analytics**



Expand
Our Reach

- Extend into high-growth **adjacencies**
- Reposition solutions for new segments
- Drive revenue through **partnerships and ecosystem** development



Evolve
Core Capabilities

- Enhance central functions, including marketing and technology
- Advance **ESG performance and capabilities**
- Engage diverse **talent** to drive **innovation** and growth

Our business portfolio and market facing divisions



Health

Trusted clinical technology and solutions that drive effective decision-making and outcomes across the continuum of healthcare.

Global reach

180+ countries; 2 million clinicians, 44,000 healthcare institutions and practices globally



Tax & Accounting

Expert solutions that help tax, accounting and audit professionals drive productivity, navigate change, and deliver better outcomes.

210,000+

tax and accounting firms, incl. the Big 4 and U.S. top 100 firms



Finance & Corporate Compliance

Expert solutions for legal entity compliance, legal operations management, banking product compliance, and risk management.

200,000+

businesses, including 90%+ of Fortune 500 and 80%+ of top 100 U.S. banks



Legal & Regulatory

Information, insights, and workflow solutions, for changing regulatory obligations, managing risk, increasing efficiency.

450,000+

law firm and corporate customers, including 90%+ of Am Law 100



Corporate Performance & ESG

Help customers manage risks, meet finance, risk and disclosure requirements, increase worker safety & productivity, and reduce environmental impact.

Global scale

150 countries, top Global Audit firms, 100% of largest oil & gas companies and 92% of worlds top 50 banks.

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2023 Full-Year Financial highlights

€5.6

billion total
revenues

26.4%

adjusted operating
profit margin

€1.2

billion adjusted
free cash flow

58%

of revenues from
expert solutions

94%

of revenues from
digital products
and services

16.8%

return on
invested capital

€4.55

diluted adjusted
earnings per share

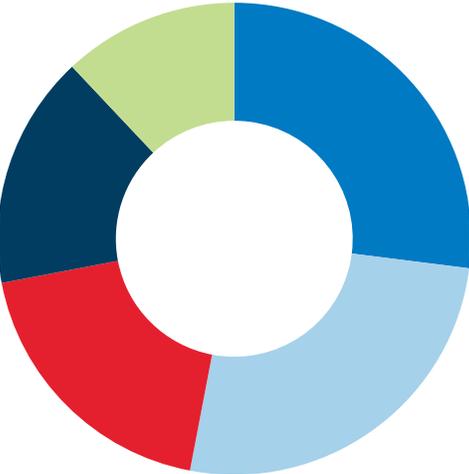
82%

of revenues
are recurring

Balanced Portfolio with 94% digital revenues

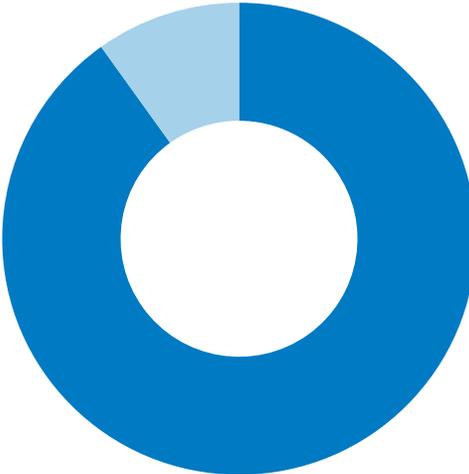
FY 2023 Revenues by:

Segment



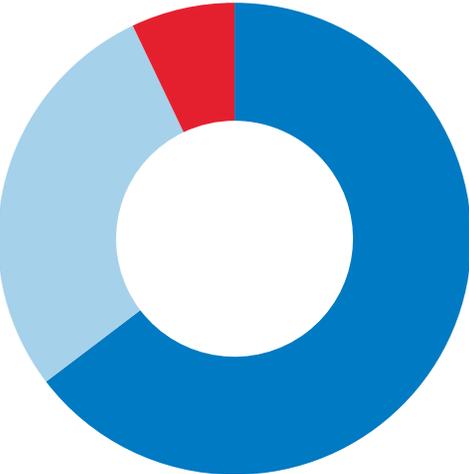
- Health 27%
- Tax & Accounting 26%
- Finance & Corporate Compliance 19%
- Legal & Regulatory 16%
- Corporate Performance & ESG 12%

Type



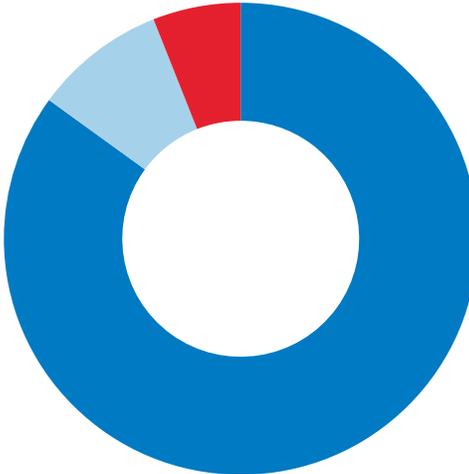
- Recurring 82%
- Non-recurring 18%

Geographic Market



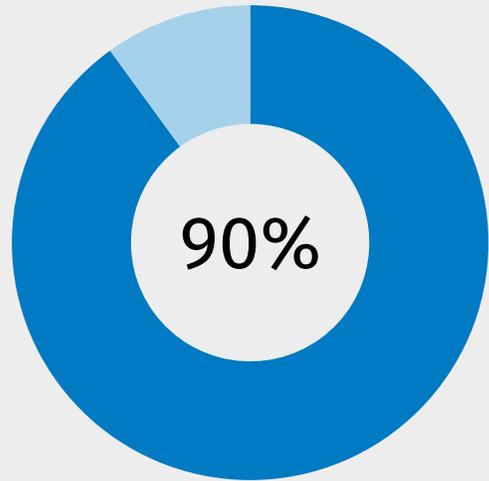
- North America 64%
- Europe 28%
- Asia Pacific & ROW 8%

Media Format

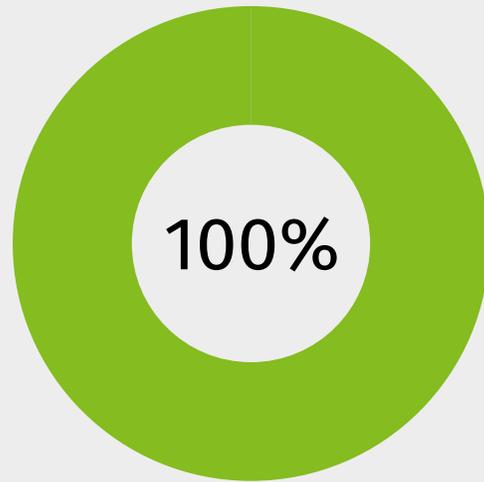


- Digital 85%
- Services 9%
- Print 6%

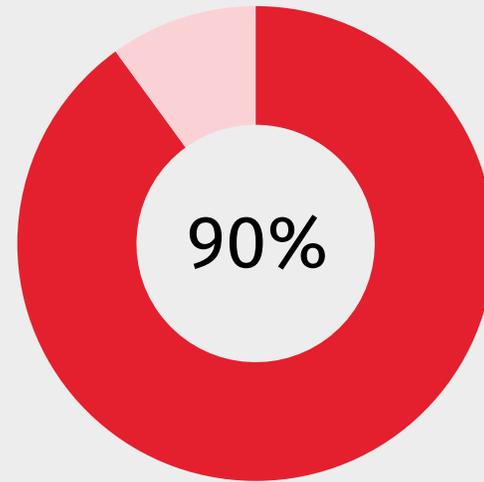
Customer portfolio



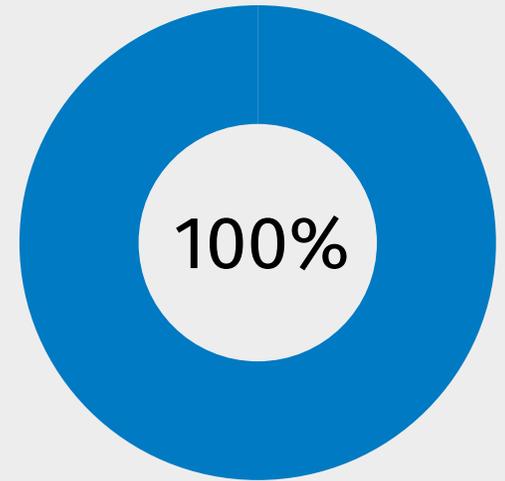
of U.S. academic
medical institutions



of top 100 U.S.
accounting firms



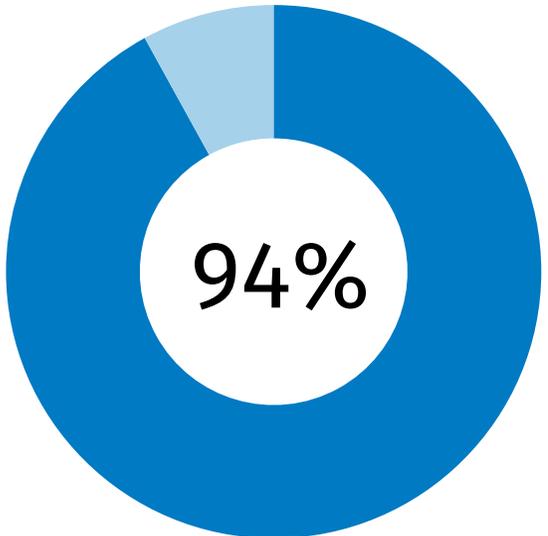
of the world's
top banks



of top 100 global
law firms

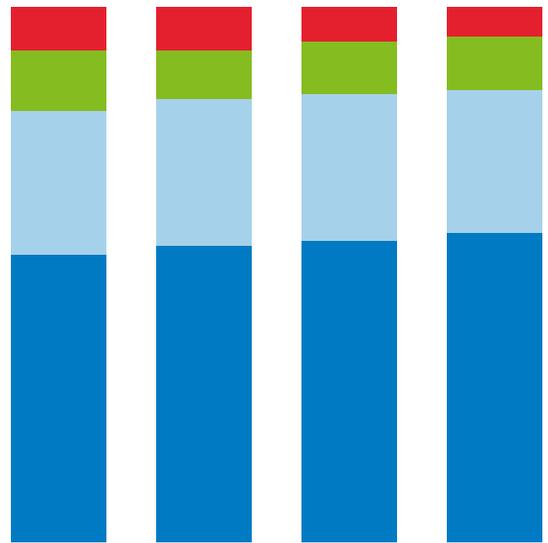
Our digital transformation

Digital & services



Of total revenues, up 6% organically

Transformation

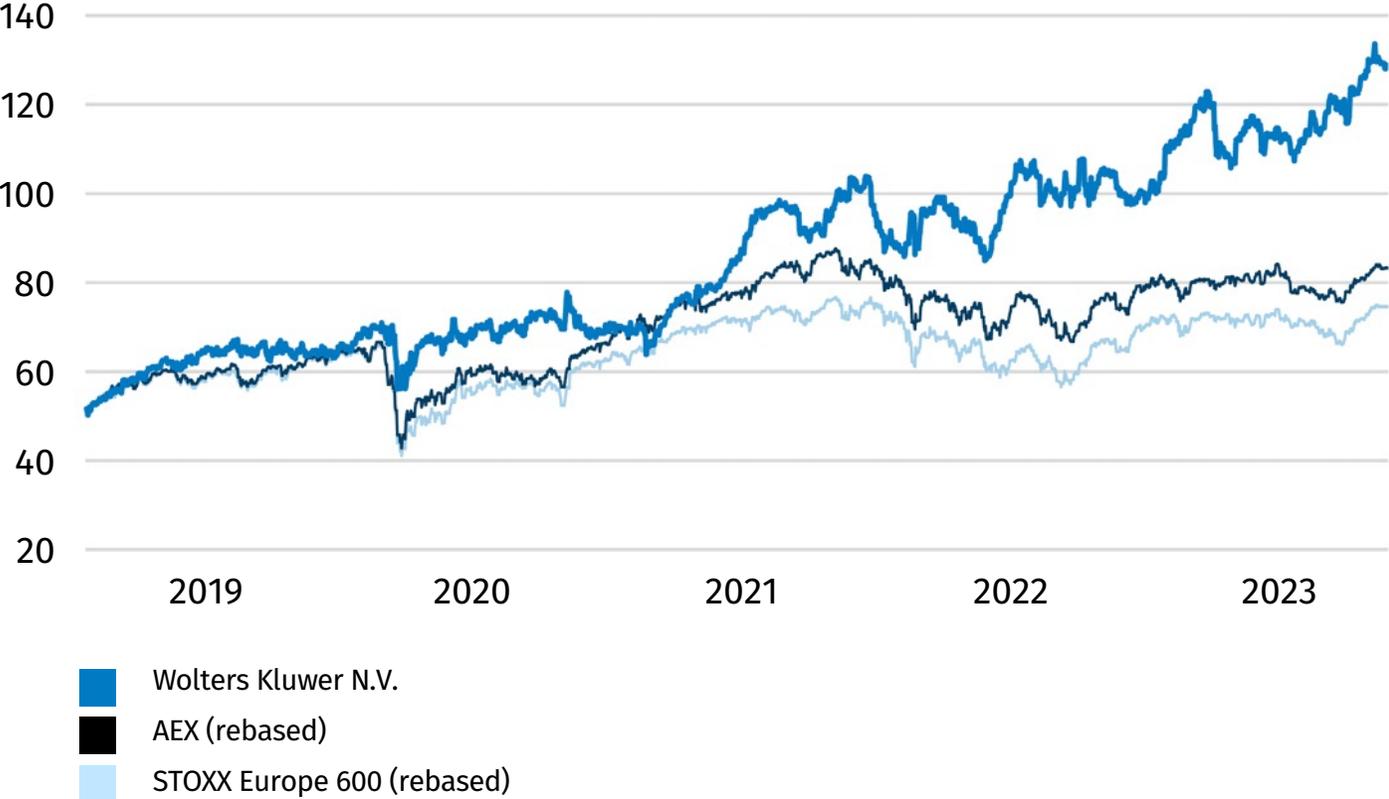


2020 2021 2022 2023

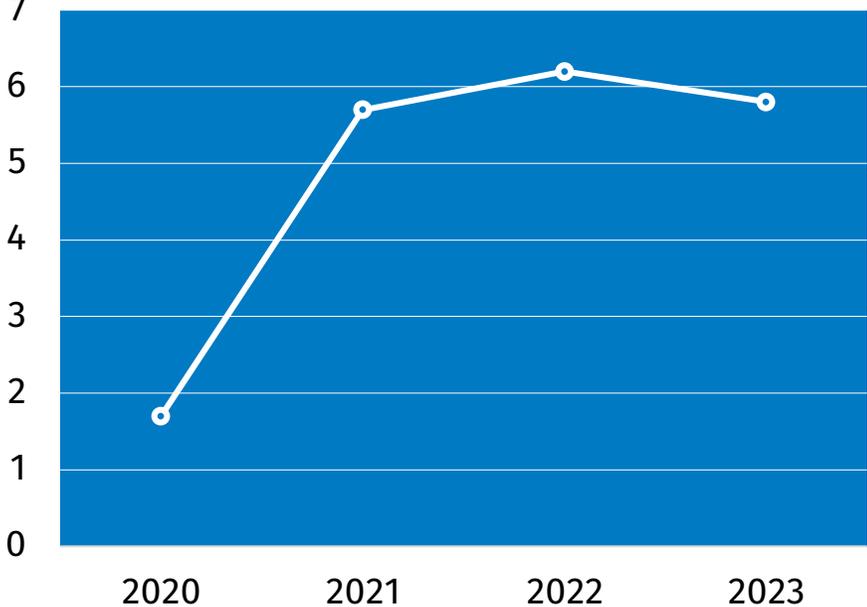
- Print
- Services
- Digital: Information products
- Digital: *Expert solutions*

Delivering sustainable returns

Five-year share price performance 2019-2023



Organic revenue growth (%)



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Strong DEIB focus



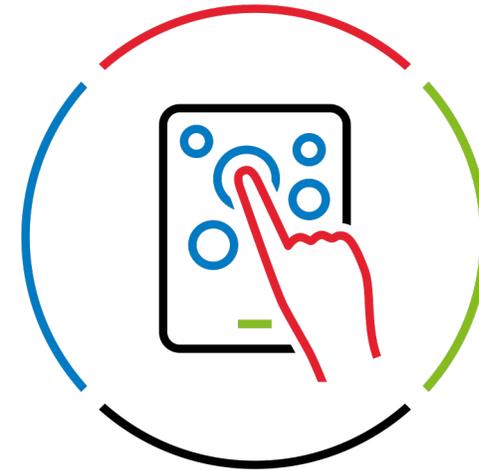
Help people feel they belong

Find common ground using strategies that help others feel they belong



Make people feel valued and respected

Lift people up with techniques that help individuals feel valued and respected



Share information and help people choose

Create clarity using approaches that enhance certainty and autonomy

Engagement score

78%

in 2023*

Creating an engaged workforce



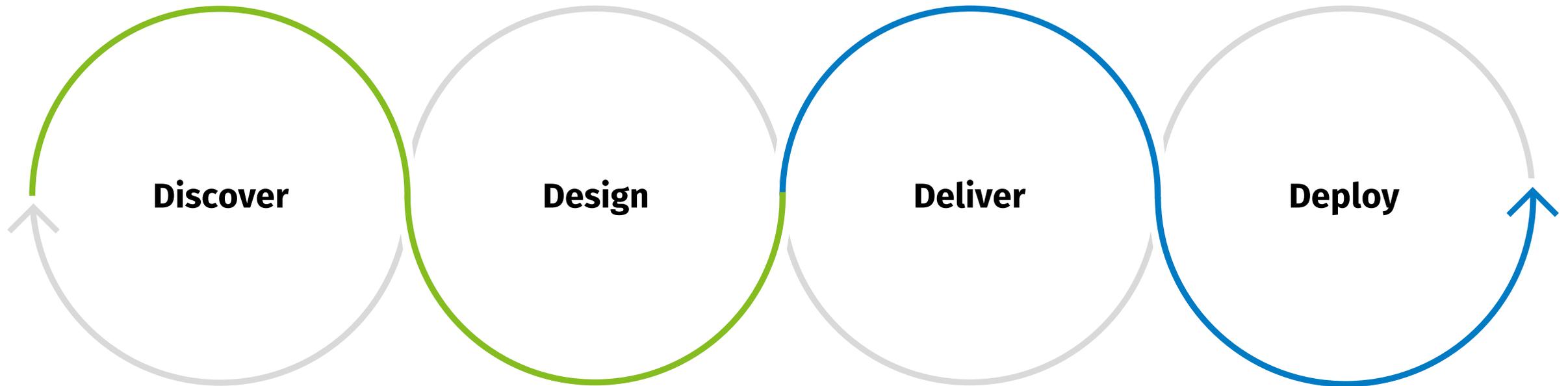
*Above the norm for high-performing companies.

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Innovation is core to our growth strategy



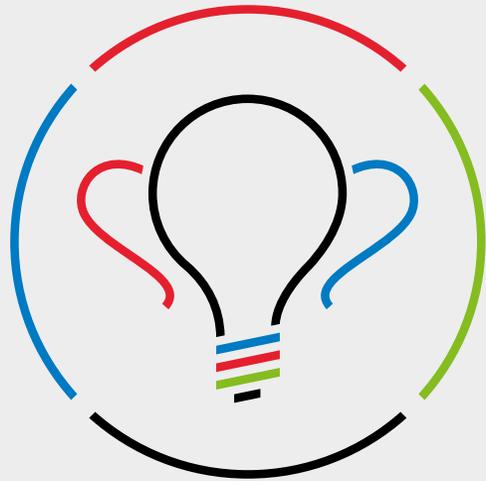
Customer-centric, contextual design

- Customer-focused innovation process
- Advanced user experience (UX) and customer experience (CX) Center of Excellence
- Advanced technology and artificial intelligence (AI) Center of Excellence
- Accelerate adoption of artificial intelligence into our products

Lean product development

- Deliver Advanced Platform Services
- Drive SaaS maturity across Wolters Kluwer
- Enable next-gen software development models, partnerships, platforms, and eco-systems
- Testing and validating with customers through lean product practices
- Support delivery of innovation to the market

Culture of innovation and collaboration



2023 Global Innovation Awards

6

finalists

662

submissions

1750

employees participated

25

countries represented

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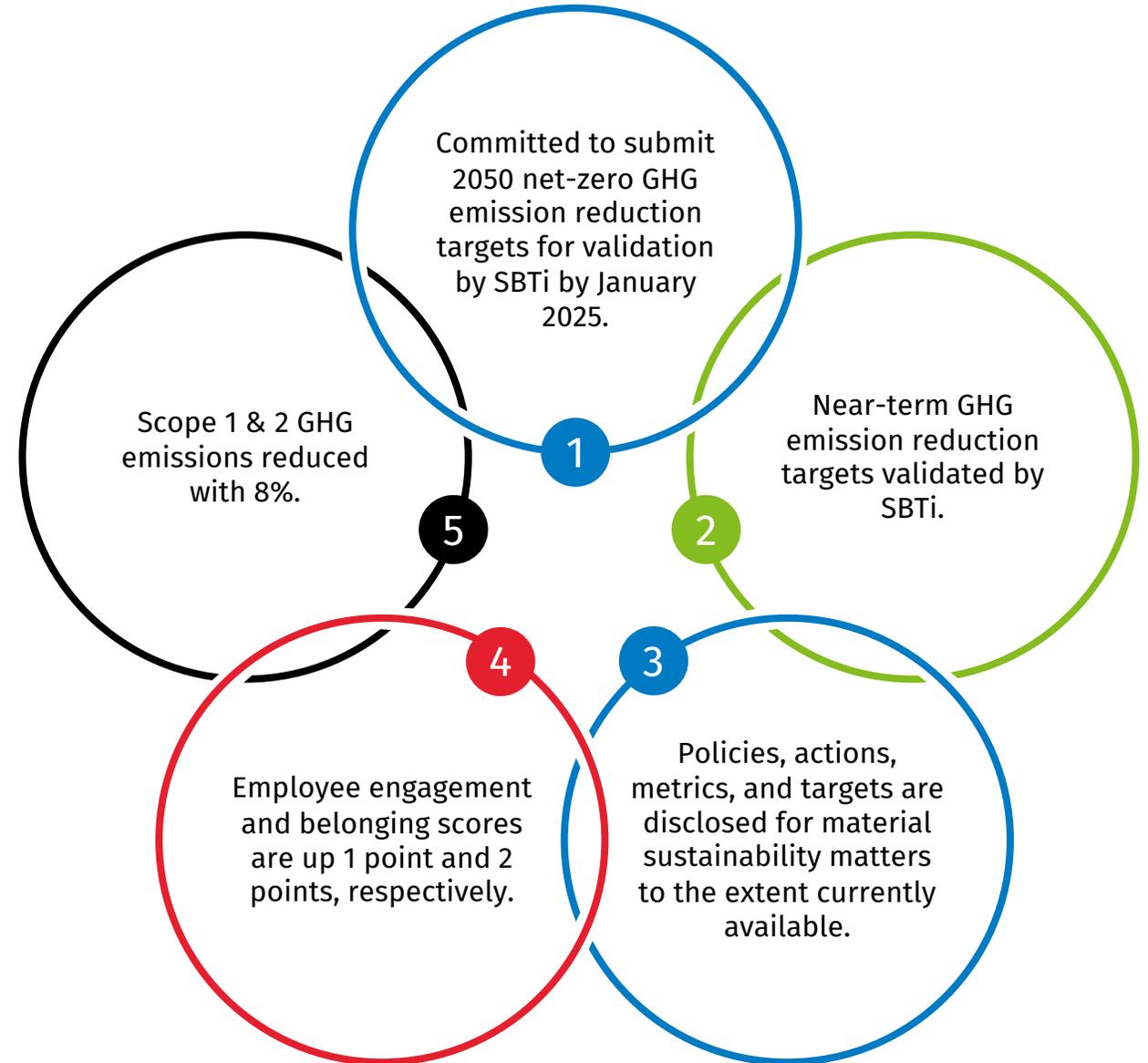
Our approach to sustainability

Wolters Kluwer has policies and programs that embed environmental, social, and governance standards within our operations.

Reporting follows ESRS structure but no compliance to all aspects of CSRD/ESRS yet.

Near-term GHG emission reduction targets validated by SBTi.

Initial double materiality assessment has been conducted.



Sustainable Development Goals

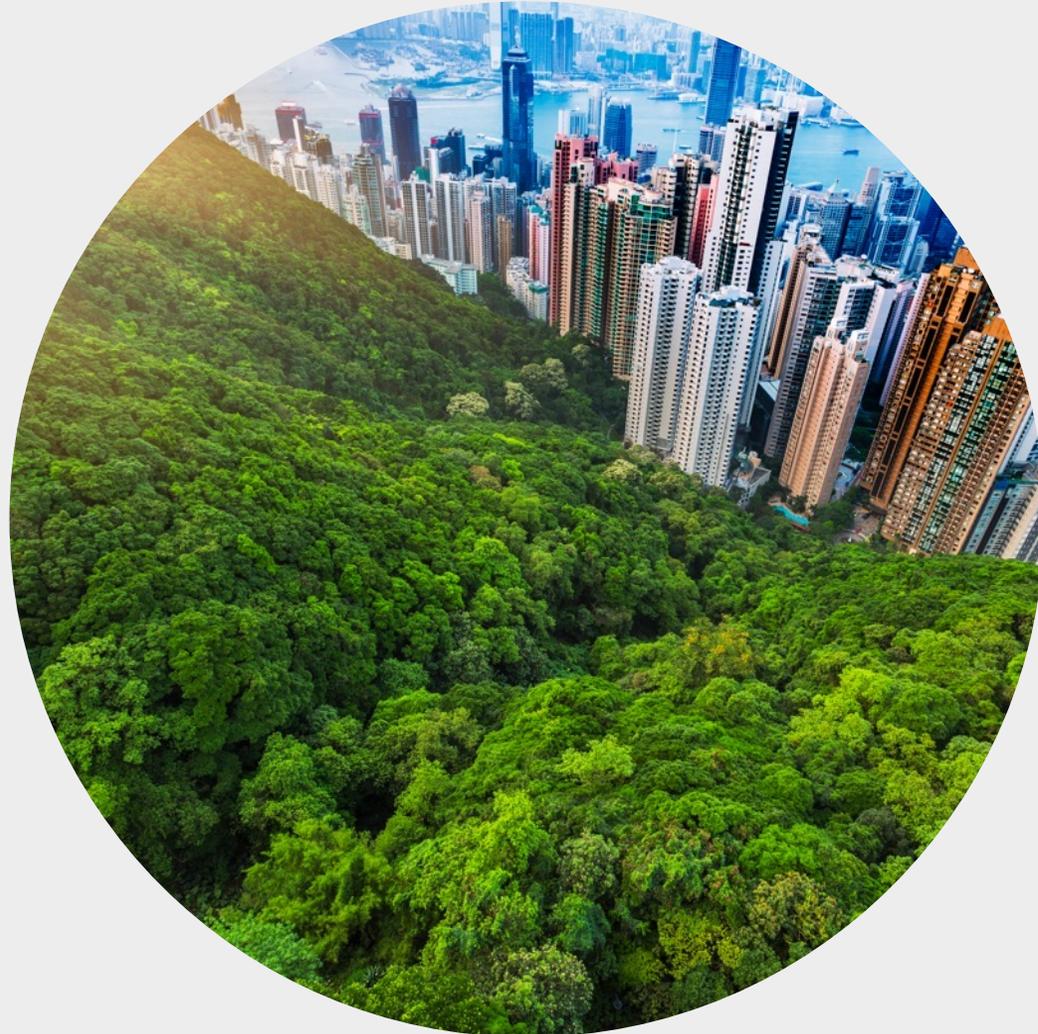
We remain committed to supporting SDGs where we can have the most impact, ensuring we play a role in creating a more sustainable and responsible future.



Environmental

- COP21 Paris Agreement
- COP27 Sharm el-Sheikh Implementation Plan on limiting global warming
- Included in the EU Paris- aligned Benchmarks

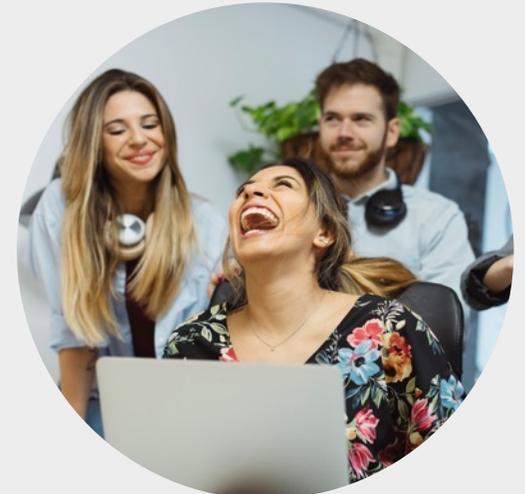
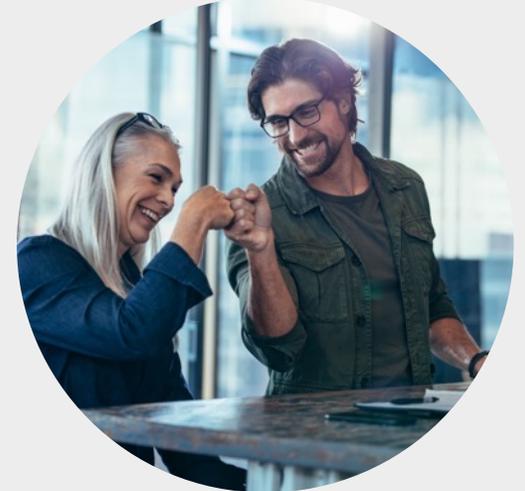
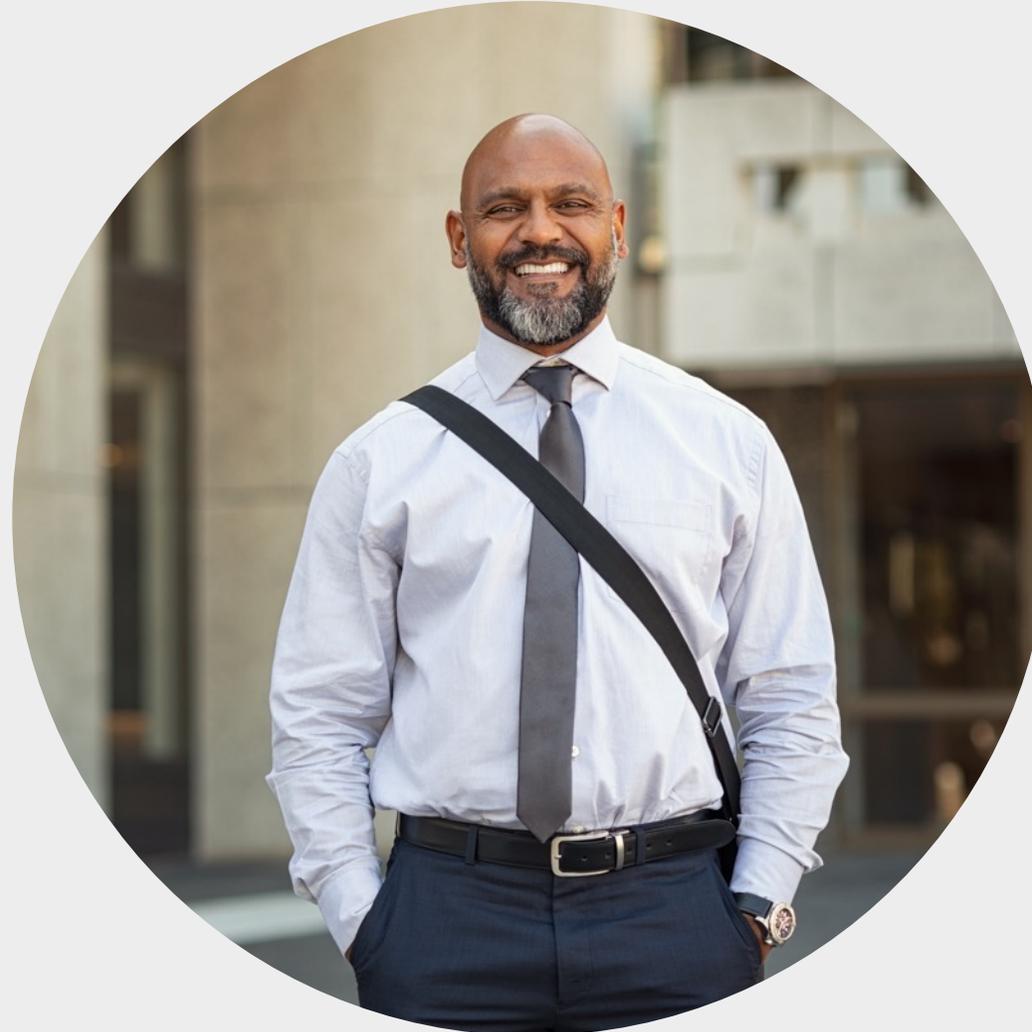
Minimizing our impact on environment



Social

- Attracting, developing, and retaining a diverse and highly skilled workforce
- Diverse and motivated workforce drives innovation, better decisions, and strong performance.

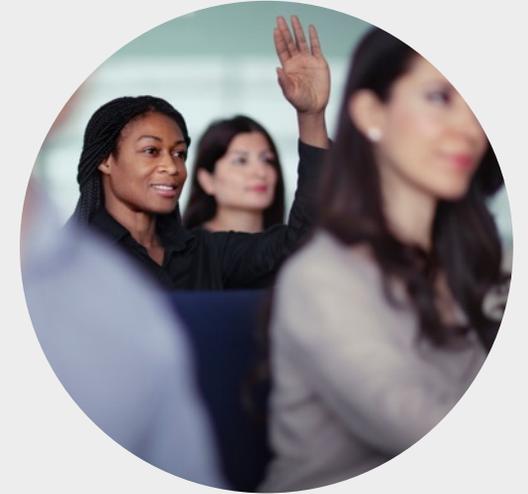
Workforce is instrumental to our business model



Governance

- Code of Business Ethics
- Our values
- Annual Compliance Training

Fundamental company values and ethical standards

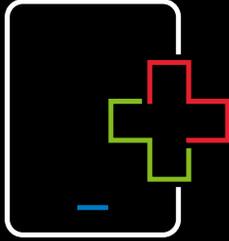


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Expert solutions



UpToDate

Leading evidence-based clinical decision support tool used by over 2 million clinicians worldwide and supported by over 7,000 experts

7,000+

authors and peer reviewers

44,000+

institutional customers worldwide



CCH Axcess

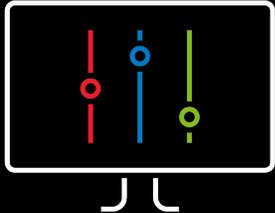
Integrated cloud-based tax and accounting platform used by tens of thousands of U.S. professional firms including 90% of the top 100 firms

380,000+

users

95%+

renewal rate



OneSumX for Regulatory Change Management

Automated, AI-enabled regulatory monitoring and workflow solution to enhance banking regulatory compliance

1,150+

global regulatory bodies tracked

130,000+

global regulatory changes per year



Enablon

Cloud-based, integrated environmental, health and safety, and operational risk management platform

160

used in 160 countries

3,000,000+

users