



GRI, SASB, and UN Global Compact Disclosures

Table of Contents

- 1 GRI Content Index**
- 2 Sustainability Accounting Standards Board (SASB) Index**
 - Professional & Commercial Services
 - Software & IT Services
- 3 United Nations Global Compact Principles**



1 GRI Content Index

GRI Standard/Disclosure	Reference
General Disclosures	
GRI 102: General Disclosures	
1. Organizational profile	
102-1 Name of the organization	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-2 Activities, brands, products, and services	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Deep domain knowledge combined with advanced technology 2020 Annual Report / Report of the Executive Board / Our organization
102-3 Location of headquarters	2020 Annual Report / Other information / Contact Information
102-4 Location of operations	2020 Annual Report / Wolters Kluwer at a Glance in 2020 2020 Annual Report / Corporate Governance and Risk Management
Risk Management	
102-5 Ownership and legal form	2020 Annual Report / Report of the Executive Board / Our organization
102-6 Markets served	2020 Annual Report / Report of the Executive Board / Our organization
102-7 Scale of the organization	2020 Annual Report / Report of the Executive Board / Our organization
102-8 Information on employees and other workers	2020 Annual Report / Value creation model 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions 2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges 2020 Environmental, Social and Governance Data Overview / Social disclosures
102-9 Supply chain	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Strategic & operational risks / Supply chain, technological developments, and projects 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
102-10 Significant changes to the organization and its supply chain	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Strategic & operational risks / Supply chain, technological developments, and projects 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
102-11 Precautionary Principle or approach	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions For further information refer to company's Environmental policy: https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html
102-12 External initiatives	2020 Annual Report / Creating Value Through our Contributions / Social contributions / Community involvement and volunteering 2020 Environmental, Social and Governance Data Overview / Social disclosures / Community contributions
102-13 Membership of associations	2020 Annual Report / Report of the Executive Board / Resilient in Changing Times / Value creation model at the core
2. Strategy	
102-14 Statement from senior decision-maker	2020 Annual Report / Message from the CEO
102-15 Key impacts, risks and opportunities	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions 2020 Annual Report / Corporate Governance and Risk Management / Risk Management

3. Ethics and integrity

102-16 Values, principles, standards, and norms of behavior	<p>2020 Annual Report / Message from the CEO</p> <p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance</p> <p>2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance</p>
102-17 Mechanisms for advice and concerns about ethics	<p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Reporting concerns safely</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Value Creation and Culture</p> <p>2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance</p>

4. Governance

102-18 Governance structure	<p>2020 Annual Report / Report of the Executive Board / Our organization</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p> <p>2020 Annual Report / Report of the Supervisory Board / Supervisory Board Report</p> <p>For more information please refer to: https://wolterskluwer.com/company/about-us/management.html</p>
102-19 Delegating authority	<p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p> <p>2020 Annual Report / Report of the Supervisory Board / Supervisory Board Report</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance</p>
102-20 Executive-level responsibility for economic, environmental and social topics	<p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board and Supervisory Board</p>
102-21 Consulting stakeholders on economic, environmental and social topics	<p>2020 Annual Report / Report of the Executive Board / Resilient in Changing Times / Value creation model at the core</p> <p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality</p> <p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions</p> <p>2020 Annual Report / Other information / Wolters Kluwer Shares and Bonds / Investor relations</p>
102-22 Composition of the highest governance body and its committees	<p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p> <p>2020 Annual Report / Report of the Executive Board / Our organization</p>
102-23 Chair of the highest governance body	<p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p> <p>For more information please refer to: https://wolterskluwer.com/company/about-us/management.html</p>
102-24 Nominating and selecting the highest governance body	<p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p>
102-25 Conflicts of interest	<p>2020 Annual Report / Corporate Governance and Risk Management / Statements by the Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p>
102-26 Role of highest governance body in setting purpose, values, and strategy	<p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board</p> <p>2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board</p>

102-27 Collective knowledge of highest governance body	2020 Annual Report / Report of the Executive Board / Our organization 2020 Annual Report / Corporate Governance and Risk Management / Executive Board and Supervisory Board For more information please refer to: https://wolterskluwer.com/company/about-us/management.html
102-28 Evaluating the highest governance body's performance	2020 Annual Report / Report of the Supervisory Board / Supervisory Board Report 2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-29 Identifying and managing economic, environmental, and social impacts	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Corporate Governance and Risk Management / Risk Management 2020 Annual Report / Report of the Executive Board / Non-financial information statement
102-30 Effectiveness of risk management processes	2020 Annual Report / Corporate Governance and Risk Management / Risk Management
102-31 Review of economic, environmental, and social topics	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
102-32 Highest governance body's role in sustainability reporting	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board 2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board
102-33 Communicating critical concerns	2020 Annual Report / Corporate Governance and Risk Management / Risk Management 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions
102-34 Nature and total number of critical concerns	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Reporting concerns safely 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance
102-35 Remuneration policies	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Remuneration 2020 Annual Report / Report of the Supervisory Board / Remuneration Report
102-36 Process for determining remuneration	2020 Annual Report / Report of the Supervisory Board / Remuneration Report 2020 Annual Report / Report of the Supervisory Board / Supervisory Board Report / Selection and Remuneration Committee 2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-37 Stakeholders' involvement in remuneration	2020 Annual Report / Report of the Supervisory Board / Supervisory Board Report / Selection and Remuneration Committee 2020 Annual Report / Report of the Supervisory Board / Remuneration Report
102-38 Annual total compensation ratio	2020 Annual Report / Report of the Supervisory Board / Remuneration Report / Implementation of remuneration policy in 2020
102-39 Percentage increase in annual total compensation ratio	2020 Annual Report / Report of the Supervisory Board / Remuneration Report / Implementation of remuneration policy in 2020 2020 Annual Report / Report of the Supervisory Board / Remuneration Report / Five-year overview of annual changes in remuneration

5. Stakeholder engagement

102-40 List of stakeholder groups	2020 Annual Report / Value Creation Model 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Other information / Wolters Kluwer Shares and Bonds / Investor Relations
102-41 Collective bargaining agreements	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Protecting human rights
102-42 Identifying and selecting stakeholders	2020 Annual Report / Value Creation Model 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Other information / Wolters Kluwer Shares and Bonds / Investor relations

102-43 Approach to stakeholder engagement	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
102-44 Key topics and concerns raised	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Corporate Governance and Risk Management / Risk Management 2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance

6. Reporting practice

102-45 Entities included in the consolidated financial statements	2020 Annual Report / 2020 Financial Statements / Consolidated Financial Statements 2020 Annual Report / 2020 Financial Statements / Notes to the Consolidated Financial Statements
102-46 Defining report content and topic Boundaries	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
102-47 List of material topics	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
102-48 Restatements of information	2020 Environmental, Social, and Governance Data Overview / Environmental disclosures / Energy, water, and waste consumption [New method of calculation of energy data] 2020 Environmental, Social, and Governance Data Overview / Social disclosures / Responsible supply chain [Correction in calculating number of suppliers that signed Supplier Code of Conduct in 2019: 261 instead of 260]
102-49 Changes in reporting	2020 Environmental, Social and Governance Data Overview / Environmental, Social, and Governance data management
102-50 Reporting period	2020 Annual Report / Notes to the Consolidated Financial Statements 2020 Environmental, Social and Governance Data Overview / Environmental, Social, and Governance data management
102-51 Date of most recent report	March 10, 2021 – Wolters Kluwer website: https://wolterskluwer.com/investors/financial-information/annual-reports.html
102-52 Reporting cycle	2020 Annual Report / Notes to the Consolidated Financial Statements 2020 Environmental, Social and Governance Data Overview / Environmental, Social, and Governance data management https://wolterskluwer.com/investors/financial-information/annual-reports.html
102-53 Contact point for questions regarding the report	2020 Annual Report / Other information / Contact information 2020 Environmental, Social and Governance Data Overview / Contact information
102-54 Claims of reporting in accordance with the GRI Standards	2020 Environmental, Social and Governance Data Overview / Introduction to the Environmental, Social, and Governance Data Overview
102-55 GRI content index	Available on: https://wolterskluwer.com/investors/financial-information/annual-reports.html

Material Topics

Economic

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
103-2 The management approach and its components	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2020 Annual Report / Report of the Executive Board / Resilient in Changing Times
103-3 Evaluation of the management approach	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2020 Annual Report / Report of the Supervisory Board

GRI 201: Economic Performance 2016

201-1 Direct Economic value granted and distributed	2020 Annual Report / Corporate Governance and Risk Management / Risk Management 2020 Annual Report / Consolidated Financial Statements 2020 Annual Report / Notes to the Consolidated Financial Statements 2020 Environmental, Social and Governance Data Overview / Social disclosures
201-2 Financial implications and other risks and opportunities due to climate change	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / operational resilience
201-3 Defined benefit plan obligations and other retirement plans	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / People and organization 2020 Annual Report / Report of the Supervisory Board / Remuneration Report 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Post-employment benefits
201-4 Financial assistance received from government	2020 Annual Report / Notes to the Consolidated Financial Statements / Note 3 - Accounting Estimates and Judgements / Impact of COVID-19

GRI 203: Indirect Economic Impacts 2016

203-1 Infrastructure investments and services supported	2020 Annual Report / Report of the Executive Board / Resilient in Changing Times 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Supply chain, technological developments, and projects 2020 Environmental, Social and Governance Data Overview / Social disclosures / Product impact and innovation
203-2 Significant indirect economic impacts	2020 Annual Report / Report of the Executive Board / Resilient in Changing Times 2020 Environmental, Social and Governance Data Overview / Social disclosures

GRI 205: Anti-corruption 2016

205-1 Operations assessed for risks related to corruption	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Corruption and bribery
205-2 Communications and training about anti-corruption and procedures	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Corruption and bribery 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Acting with integrity 2020 Annual Report / Report of the Executive Board / Non-Financial Information Statement 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance
205-3 Confirmed incidents of corruption and actions taken	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Corruption and bribery 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Acting with integrity 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Reporting concerns safely 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance

GRI 206: Anti-competitive Behavior 2016

206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Strategic and operational risks 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Legal & compliance risks / Regulatory and compliance For more information, please refer to the Wolters Kluwer Code of Business Ethics (URL: https://www.wolterskluwer.com/en/investors/governance/policies-and-articles)
---	---

GRI 207: Tax 2019

207-1 Approach to Tax	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Financial & financial reporting risks / Taxes
207-2 Tax governance, control, risk management	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Financial & financial Reporting risks / Taxes
207-3 Stakeholder engagement and management concerns related to tax	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Financial & financial reporting risks / Taxes 2020 Annual Report / Other Information on the Financial Statements / Independent Auditor's Report / Scope of the Group Audit

Environmental
GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its boundary	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
103-2 The management approach and its components	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2020 Annual Report / Report of the Executive Board / Resilient in Changing Times 2020 Environmental, Social and Governance Data Overview / Environmental disclosures
103-3 Evaluation of the management approach	2020 Annual Report / Corporate Governance and Risk Management/ Corporate Governance / Executive Board 2020 Annual Report / Corporate Governance and Risk Management/ Corporate Governance / Supervisory Board

GRI 302: Energy 2016

302-1 Energy consumption within the organization	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
302-2 Energy consumption outside of the organization	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
302-3 Energy Intensity	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
302-4 Reduction of energy consumption	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions / Reducing carbon emissions from our operations 2020 Environmental, Social and Governance Data Overview / Environmental disclosures
302-5 Reductions in energy requirements of products and services	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions / Reducing carbon emissions from our operations

GRI 303: Water and Effluents 2018

303-5 Water consumption	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
-------------------------	---

GRI 305: Emissions 2016

305-1 Direct (scope 1) GHG emissions	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
305-2 Energy indirect (Scope 2) GHG emissions	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
305-4 GHG emissions intensity	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
305-5 Reduction of GHG emissions	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions / Reducing carbon emissions from our operations 2020 Environmental, Social and Governance Data Overview / Environmental disclosures

GRI 306: Waste 2020

306-1 Waste generation and significant waste-related impacts	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions / Investing in green opportunities and innovation 2020 Environmental, Social and Governance Data Overview / Environmental disclosures
306-2 Management of significant waste-related impacts	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions 2020 Environmental, Social and Governance Data Overview / Environmental disclosures
306-3 Waste generated	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
306-4 Waste diverted from disposal	2020 Environmental, Social and Governance Data Overview / Environmental disclosures
306-5 Waste directed to disposal	2020 Environmental, Social and Governance Data Overview / Environmental disclosures

GRI 307: Environmental Compliance 2016

307-1 Non-compliance with environmental laws and regulations	2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance
--	--

GRI 308: Supplier Environmental Assessment 2016

308-1 New suppliers that were screened using environmental criteria	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Strategic and operational risks / Supply chain, technological developments, and projects 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
---	--

Social

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its boundary	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Materiality
103-2 The management approach and its components	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2020 Annual Report / Corporate Governance and Risk Management / Risk Management 2020 Environmental, Social and Governance Data Overview / Social disclosures
103-3 Evaluation of the management approach	2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Executive Board 2020 Annual Report / Corporate Governance and Risk Management / Corporate Governance / Supervisory Board

GRI 401: Employment 2016

401-1 New employees hires and employee turnover	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges 2020 Annual Report / Notes to the Consolidated Financial Statements / Note 13 – Personnel Expenses 2020 Environmental, Social and Governance Data Overview / Social disclosures / Employees
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Post-employment benefits 2020 Annual Report / Notes to the Consolidated Financial Statements / Note 31 – Employee Benefits

GRI 403: Occupational Health and Safety 2018

403-1 Occupational health and safety management system	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges / Staying healthy, safe, and well 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Protecting human rights 2020 Environmental, Social and Governance Data Overview / Social disclosures
403-6 Promotion of worker health	2020 Annual Report / Report of the Executive Board / Our Employee's Embraced 2020's Unique Challenges / Staying healthy, safe, and well 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Protecting human rights 2020 Annual Report / Report of the Supervisory Board / Supervisory Board Report / COVID-19 2020 Annual Report / Notes to the Consolidated Financial Statements / Note 31 – Employee Benefits

**GRI 404: Training and Education 2016**

404-1 Average hours of training per year per employee	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions 2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges / Staying engaged and connected 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance
404-2 Programs for upgrading employee skills and transition assistance programs	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges / Staying engaged and connected 2020 Environmental, Social and Governance Data Overview / Social disclosures / Employees 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance
404-3 Percentage of employees receiving regular performance and career development reviews	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges / Maintaining productivity and improving efficiency 2020 Environmental, Social and Governance Data Overview / Social disclosures / Employees / Performance review

GRI 405: Diversity and Equal Opportunity 2016

405-1 Diversity of governance bodies and employees	2020 Annual Report / Wolters Kluwer at a Glance in 2020 2020 Annual Report / Corporate Governance and Risk Management / Executive Board and Supervisory Board 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Diversity, equity, and inclusion 2020 Annual Report / Report of the Supervisory Board / Our Employees Embraced 2020's Unique Challenges / Relying on our strong culture and values 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Board and Division CEO diversity 2020 Environmental, Social and Governance Data Overview / Social disclosures / Employees / Diversity and inclusion
405-2 Ratio of basic salary and remuneration of women to men	2020 Annual Report / Report of the Supervisory Board / Remuneration Report

GRI 406: Non-discrimination 2016

406-1 Incidents of discrimination and corrective actions taken	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Reporting concerns safely 2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance
--	--

GRI 407: Freedom of association and collective bargaining 2016

407-1 Operations and suppliers in which the right of freedom of association and collective bargaining may be at risk	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Protecting human rights 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
--	--

GRI 408: Child Labor 2016

408-1 Operations and suppliers at significant risk for incidents of child labor	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Protecting human rights 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
---	--

GRI 409: Forced or Compulsory Labor 2016

409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Protecting human rights 2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible Supply Chain 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
--	--



GRI 410: Security Practices 2016

410-1 Security personnel trained in human rights policies or procedures	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions / Acting with integrity 2020 Environmental, Social, and Governance Data Overview / Governance disclosures / Ethics and compliance
---	---

GRI 414: Supplier Social Assessment 2016

414-1 New suppliers that were screened using social criteria	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply Chain 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain
414-2 Negative social impacts in the supply chain and actions taken	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain 2020 Environmental, Social and Governance Data Overview / Social disclosures / Responsible supply chain

GRI 418: Customer Privacy 2016

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contribution / Data privacy 2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Legal and compliance risks / Regulatory and compliance
--	--

GRI 419: Socioeconomic Compliance 2016

419-1 Non-compliance with laws and regulations in the social and economic area	2020 Environmental, Social and Governance Data Overview / Governance disclosures / Ethics and compliance / Non-compliance with laws and regulations
--	---

2 Sustainability Accounting Standards Board (SASB) Index

Professional & Commercial Services

Data Security			
<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Description of approach to identifying and addressing data security risks	<p>The company takes active steps to mitigate IT and cybersecurity risks by increasing the investment in a globally managed cybersecurity program to effectively manage execution of project plans and provide management accountability at various levels. The company adopted the National Institute of Standards and Technology, Cyber Security Framework (NIST-CSF) to expand the maturity-based model of our cybersecurity program into a risk-based model. Further, we matured our controls for industry requirements by continuously assessing them against industry compliance programs, i.e. SOC 2 and ISO requirements. Also, we strengthened IT disaster recovery and updated our incident management capabilities to account for cyberattacks. The Annual Compliance Training program for all employees was again provided in 2020, consisting of policy education and online security modules. We have now updated and aligned all local policies/standards with global policies.</p> <p>We implemented a mobile device management solution to protect our mobile devices and are actively implementing Multi Factor Authentication (MFA) to all users accessing our main internal IT systems. We completed SOC2 assessments on our cloud services and conducted risk evaluations for all our critical vendors through questionnaires, online and on-site assessments. Further, we improved network resilience with the implementation of the network peering point, and customer service availability with the implementation of an additional cloud-based solution to enhance availability.</p>	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / IT and cybersecurity	SV-PS-230a.1



<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Description of policies and practices relating to collection, usage, and retention of customer information	We are committed to protecting our customers' personal and professional information. We deliver on this promise by striving to keep information secure and respecting the rights of individuals to protect their personal information. Data protection and data privacy laws and regulations across the world, including the General Data Protection Regulation (GDPR) and various U.S. state and federal laws and regulations, are continuously evolving. We have in place a vast privacy program and a privacy governance group responsible for implementing policies and procedures that are designed to ensure compliance with applicable laws, rules, and regulations. In the context of our services we train our employees regarding the safeguarding and processing of personal information, and implement policies in relation to data retention and the rights of individuals to exercise their rights. We inform our customers by means of a Privacy & Cookie notice as made available on our global website . In this Privacy & Cookie Notice we explain what personal information we collect, use and disclose. We inform our customers about the choices they can make about the sharing of their information, and offer them options for online preferences.	2020 Annual Report / Report of the Executive Board / Executive Board / Creating Value Through Our Contributions / Governance contributions / Data privacy	SV-PS-230a.2
(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	As a matter of policy we do not disclose information about data breaches except as required by law.	N/A	SV-PS-230a.3

Workforce Diversity & Engagement

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	<p>Percentage of female:</p> <p>Executive Board: 50%</p> <p>Division CEOs/managing directors: 50%</p> <p>Managers: 38%</p> <p>Non-managers: 48%</p> <p>Total workforce: 47%</p> <p>We currently do not disclose percentages for racial/ethnic group representation.</p>	<p>2020 Annual Report / Report of the Executive Board / Creating Value Through Our Contributions / Social contributions</p> <p>2020 Environmental, Social, and Governance Data Overview / Social disclosures</p>	SV-PS-330a.1



<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
(1) Voluntary and (2) involuntary turnover rate for employees	Voluntary turnover rate: 7.1% Non-voluntary turnover rate: 4.1%	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges 2020 Environmental, Social, and Governance Data Overview / Social disclosures	SV-PS-330a.2
Employee engagement as a percentage	Our 2020 employee engagement pulse survey revealed an engagement score of 84%, which was consistent across all divisions and is above the high-performing norm.	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges 2020 Environmental, Social, and Governance Data Overview / Social disclosures	SV-PS-330a.3

Professional Integrity

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Description of approach to ensuring professional integrity	Wolters Kluwer is committed to using high standards of professional conduct and ethics in achieving its goals. In 2020, we released our new Code of Business Ethics, a practical framework for our employees on how to conduct their work. Our daily operations must align with our values and Code of Business Ethics. They are fundamental to how we do business with our customers, partners, and society at large - today and in the future. The Code of Business Ethics commits us to complying with legal and regulatory requirements and covers topics such as non-discrimination, insider trading, anti-corruption and anti-bribery, conflict of interest, and trade compliance. We also developed a new global Anti-Bribery and Anti-Corruption Policy that will be rolled out in 2021.	2020 Annual Report / Report of the Executive Board / Creating Value Through Our Contributions / Governance contributions / Acting with integrity	SV-PS-510a.1



<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Total amount of monetary losses as a result of legal proceedings associated with professional integrity	We currently do not disclose this information.	N/A	SV-PS-510a.2

Activity metric

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Wolters Kluwer employed 19,169 employees as of December 31, 2020	2020 Annual Report / 2020 Financial Statements / Notes to the Consolidated Financial Statements / Note 13 – Personnel Expenses	SV-PS-000.A
Employee hours worked, percentage billable	We currently do not disclose this information.	N/A	SV-PS-000.B

Software & IT Services

Environmental Footprint of Hardware Infrastructure

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Total energy use in GWh: 84 Total CO ₂ emissions from energy in metric tons: 30,072 Tons of CO ₂ emissions from energy per FTE: 1.59 Electricity from renewable sources: 12% Above data relates to 2019 as these data are reported with a lag of one year.	2020 Environmental, Social, and Governance Data Overview / Environmental disclosures	TC-SI-130a.1
1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Waters Stress	Total water use in m ³ : 164,459 Water use in m ³ per FTE: 8.71 Above data relates to 2019 as these data are reported with a lag of one year.	2020 Environmental, Social, and Governance Data Overview / Environmental disclosures	TC-SI-130a.2

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Discussion of the integration of environmental considerations into strategic planning for data center needs	As part of our cloud migration strategy, Wolters Kluwer consolidated 11 data centers in 2020 which resulted in the migration of over 185 applications to the cloud. Using cloud platforms is more energy-efficient than on-premise data center locations. This transformation has resulted in other benefits which include cybersecurity protection, availability, and standardization. As our major cloud providers operate on higher energy efficiency, we further reduce our environmental impact by outsourcing and further consolidating our data center activities.	2020 Annual Report / Report of the Executive Board / Creating Value Through Our Contributions / Environmental contributions	TC-SI-130a.3

Data Privacy & Freedom of Expression

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Description of policies and practices relating to behavioral advertising and user privacy	We are committed to protecting our customers' and employees' personal and professional information. We deliver on this promise by striving to keep information secure and respecting the rights of individuals to protect their personal information. The starting point for everything we do begins with the trust our customers and employees place in us. Data entrusted to us is treated with care and respect. As a global provider of professional information, software solutions and services, we take data privacy seriously. We inform our customers by means of a Privacy & Cookie notice as made available on our website . In this Privacy & Cookie Notice we explain what personal information we collect, use and disclose. We inform our customers about the choices they can make about the sharing of their information, and offer them options for online preferences.	2020 Annual Report / Report of the Executive Board / Creating Value Through Our Contributions / Governance contributions / Data privacy	TC-SI-220a.1
Number of users whose information is used for secondary purposes	We use customer personal information only for purposes for which we have the customer's express or implied consent or as otherwise authorized or required by law.	2020 Annual Report / Report of the Executive Board / Creating Value Through Our Contributions / Governance contributions / Data privacy	TC-SI-220a.2
Total amount of monetary losses as a result of legal proceedings associated with user privacy	We currently do not disclose this information.	N/A	TC-SI-220a.3



<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	As a matter of policy we do not disclose information about data breaches except as required by law.	N/A	TC-SI-220a.4
List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	We currently do not disclose this information.	N/A	TC-SI-220a.5

Data Security

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	As a matter of policy we do not disclose information about data breaches except as required by law.	N/A	TC-SI-230a.1
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	The Wolters Kluwer Global Information Security (GIS) program is managed under the direction of the VP, Global Information Security and in consultation with the Security Council (SC), which is comprised of senior leadership from all our divisions. The program is responsible for developing, implementing, and enforcing security initiatives across the company. The program is based on national and internationally recognized standards, and is comprehensively designed to meet the myriad laws, regulations, and standards across the globe with which Wolters Kluwer is required to comply. Staffed by highly skilled professionals that spans the globe, the GIS program is designed to periodically assess the prevailing risks across the Wolters Kluwer technology landscape and analyze and implement appropriate risk mitigation strategies to minimize risks, by deploying technical, administrative, and organizational safeguards to protect our applications, infrastructure, and customer data. Our security team conducts monthly vulnerability scans and remediation of our critical applications and infrastructure, and we engage industry experts in conducting penetration tests of our networks.	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / IT and cybersecurity	TC-SI-230a.2

Recruiting & Managing a Global, Diverse & Skilled Workforce

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Percentage of employees that are (1) foreign nationals and (2) located offshore	We currently do not disclose these data.	N/A	TC-SI-330a.1
Employee engagement as a percentage	Our 2020 employee engagement pulse survey revealed an engagement score of 84%, which was consistent across all divisions and is above the high-performing norm.	2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges 2020 Environmental, Social, and Governance Data Overview / Social disclosures	TC-SI-330a.2
Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Percentage of female: Executive Board: 50% Division CEOs/managing directors: 50% Managers: 38% Non-managers: 48% Total workforce: 47% We currently do not disclose percentages for racial/ethnic group representation.	2020 Annual Report / Report of the Executive Board 2020 Environmental, Social, and Governance Data Overview / Social disclosures	TC-SI-330a.3

Intellectual Property Protection & Competitive Behavior

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	We currently do not disclose this information.	N/A	TC-SI-520a.1

Managing Systemic Risks from Technology Disruptions

<i>Accounting metric</i>	<i>Disclosure</i>	<i>Report reference</i>	<i>SASB Code</i>
Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	We currently do not disclose this information.	N/A	TC-SI-550a.1
Description of business continuity risks related to disruptions of operations	Generally, to mitigate against operational resilience risks, the company has implemented a centralized worldwide risk control and business continuity management program. Regular loss control surveys of key operating companies and supplier locations are conducted by company risk managers and our insurers. They work with our operating companies to cost-effectively implement recommendations for continued improvement. The company maintains a multi-disciplinary Global Incident Management Program to strengthen the ability to manage crises and incidents, irrespective of the type. Incident management is a standing agenda topic of the Corporate Risk Committee and incidents are reported quarterly to the Audit Committee. Likewise, the company continues to enhance disaster recovery capabilities. More specifically, impacts related to 2020 risks were mitigated via the company's operational resilience programs mentioned above, the continuing consolidation/reduction of global real estate footprint, and our ability to continue business, i.e. virtually conduct our largely digital business in a safe, interconnected and productive way.	2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Operational resilience	TC-SI-550a.2

Activity metric

<i>Metric</i>	<i>Disclosure</i>	<i>SASB Code</i>
(1) Number of licenses or subscriptions, (2) percentage cloud-based	We currently do not disclose this information.	TC-SI-000.A
(1) Data processing capacity, (2) percentage outsourced	We currently do not disclose this information.	TC-SI-000.B
(1) Amount of data storage, (2) percentage outsourced	We currently do not disclose this information.	TC-SI-000.C

3 United Nations Global Compact Principles

Human rights

<i>Principle</i>	<i>References</i>
Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights.	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions 2020 Environmental, Social, and Governance Data Overview / Social disclosures / Responsible supply chain
Principle 2 – Businesses should make sure they are not complicit in human rights abuses.	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions 2020 Environmental, Social, and Governance Data Overview / Social disclosures / Responsible supply chain

Labor

<i>Principle</i>	<i>References</i>
Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions 2020 Environmental, Social, and Governance Data Overview / Social disclosures / responsible supply chain
Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions 2020 Environmental, Social, and Governance Data Overview / Social disclosures / Responsible supply chain
Principle 5 – Businesses should uphold the effective abolition of child labor	2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions 2020 Environmental, Social, and Governance Data Overview / Social disclosures / Responsible supply chain

<i>Principle</i>	<i>References</i>
Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation	<p>2020 Annual Report / Report of the Executive Board / Our Employees Embraced 2020's Unique Challenges / Relying on our strong culture and values</p> <p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social Contributions</p> <p>2020 Environmental, Social, and Governance Data Overview / Governance disclosures</p> <p>2020 Environmental, Social, and Governance Data Overview / Social disclosures</p>

Environment

<i>Principle</i>	<i>References</i>
Principle 7 – Businesses should support a precautionary approach to environmental challenges.	<p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental Contributions</p> <p>2020 Environmental, Social, and Governance Data Overview / Environmental disclosures</p>
Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.	<p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions</p> <p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Social contributions / Responsible supply chain</p> <p>2020 Environmental, Social, and Governance Data Overview / Environmental disclosures</p>
Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.	<p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Environmental contributions</p> <p>2020 Annual Report / Report of the Executive Board / Our expert solutions</p>

Anti-corruption

<i>Principle</i>	<i>References</i>
Principle 10 – Businesses should work against corruption in all its forms, including extortion and bribery.	<p>2020 Annual Report / Corporate Governance and Risk Management / Risk Management / Legal & compliance risks / Bribery and corruption</p> <p>2020 Annual Report / Report of the Executive Board / Creating Value Through our Contributions / Governance contributions: Acting with integrity</p> <p>2020 Environmental, Social, and Governance Data Overview / Governance disclosures / Ethics and compliance</p>