



Wolters Kluwer

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# Sustainability Data Report

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# 1. Introduction to the Sustainability Data Report

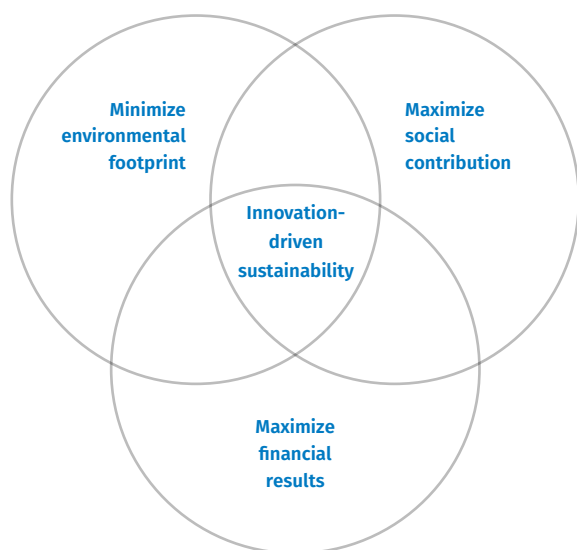
This Sustainability Data Report includes all environmental, social, and governance (ESG) measures disclosed by Wolters Kluwer for 2019 and the prior two years to the extent available. A selection of this data is included in our 2019 Annual Report, available on [www.wolterskluwer.com](http://www.wolterskluwer.com), along with our materiality matrix, value creation model, and the United Nations Sustainable Development Goals to which Wolters Kluwer is committed.

## 1.1. Sustainability Strategy

Our sustainability strategy is underpinned by our ambition to deliver positive economic, social, and environmental impact through our expert solutions. By helping our customers in their daily work with products that help provide better healthcare, navigate change, solve complex problems, and build better judicial and regulatory systems, Wolters Kluwer creates value for our customers while having a positive impact on society.

Wolters Kluwer's innovation-driven approach to sustainability supports our business strategy. By working to maximize our social contribution and financial results while minimizing our environmental footprint and contributing to a zero-waste society, sustainability is an important driver of long-term value creation for all our stakeholders. We are committed to sustainability as part of our day-to-day business.

### *Our sustainability strategy*



## 1.2. Materiality Analysis

We continuously identify economic, social, and environmental topics that are linked to the interests of our stakeholders and are relevant to our business success. Through our annual materiality analysis we assess the level of importance of these topics for our stakeholders and Wolters Kluwer, categorizing them as operational, strategic, or material. We performed a thorough analysis in 2018 consisting of:

- Consultation with external sources and selection of 18 topics;
- Survey of stakeholders;
- Ranking of 18 topics into a materiality matrix;
- Materiality matrix discussed with the Investor Relations department; and
- Materiality matrix approved by the CEO and Chairman of the Executive Board.

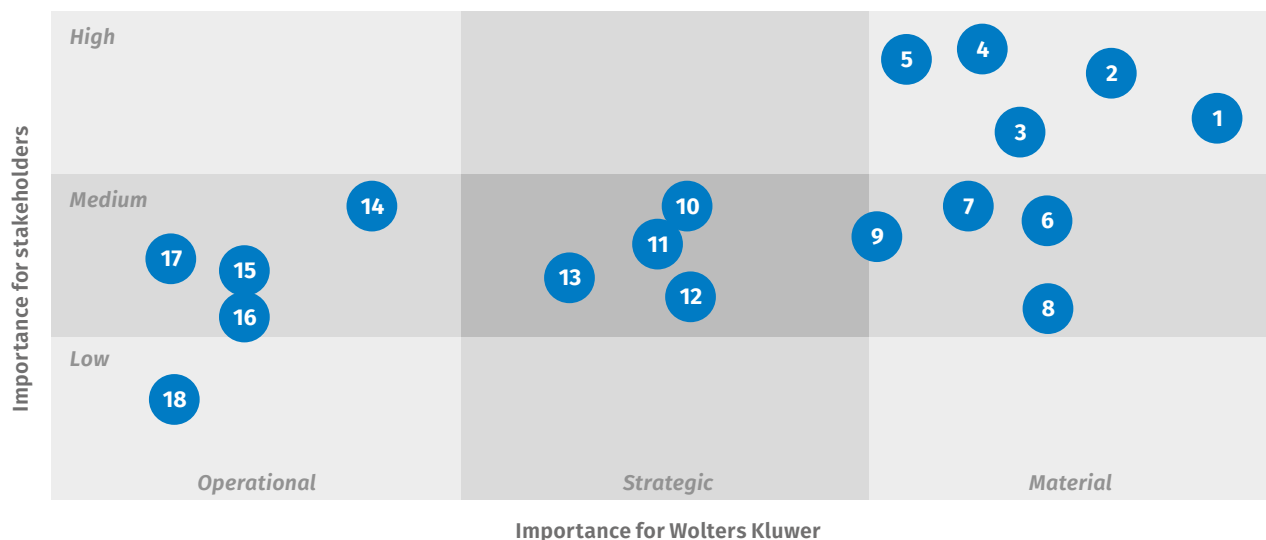
The results of our analysis highlight the topics that are most important to the company's business performance or substantially influence the assessments and decisions of its stakeholders, driving value creation. We captured input from customers, business partners, employees, and investors to identify which topics are material according to each of these stakeholders.

Based on these steps, we identified the following material topics around which we aligned our efforts and which form the basis of our business activities:

- Customer focus and relationship;
- Employee engagement and talent management;
- Smart capital allocation;
- Product innovation; and
- Product impact.

In 2019, we performed a limited analysis. We consulted external sources to determine whether there have been any significant changes in material topics, which was not the case. We then compared our list of material topics with industry peers and made a few minor changes. The topic 'Data protection' was renamed to 'Data privacy and security', and 'Compliance' was added to the topic 'Good governance'.

### Materiality matrix



- |   |  |
|---|--|
| 1 Customer focus and relationships          | 10 Good governance and compliance            |
| 2 Employee engagement and talent management | 11 Operational excellence                    |
| 3 Smart capital allocation                  | 12 Strong brand                              |
| 4 Product innovation                        | 13 Responsible and well-managed supply chain |
| 5 Product impact                            | 14 Diversity and inclusion                   |
| 6 Editorial quality and integrity           | 15 Health, safety, and well-being            |
| 7 IP and copyright protection               | 16 Community involvement                     |
| 8 Targetted transparency                    | 17 Natural resource protection               |
| 9 Data privacy and security                 | 18 Circular economy                          |

### 1.3. Value Creation Model

We are serving the long-term interests of all our key stakeholders to make sure we create value and make a deep impact with each of them and contribute to shaping a better future for society at large. Our value creation model is at the core of everything we do and guides our work on a day-to-day basis. It shows how our organizational business model uses resources kindly and efficiently as input for our business activities supporting our strategy. The impact of our business activities create value for all our stakeholders and contribute to the SDGs Wolters Kluwer is committed to.

Our purpose

**Deliver deep impact  
when it matters most**

# Value Creation Model

**Resources**

- Efforts and skills of 19,000 employees

**Human Talent**

- €2.4bn equity
- €3.1bn gross debt

**Financial Capital**

- Global brand
- Software and content IP

**Technology & Intellectual Property**

- Actively selected and managed suppliers

**Business Partners**

- Energy and water consumption at our offices and data centers

**Natural Resources**

**Business**

Enriching & Strong

Customer Retention

**Grow**  
Expert Solutions

Smart Capital Allocation

**Advance**  
Deep Domain

Operational Excellence

**Drive**  
Operational

Innovation & Sustainability



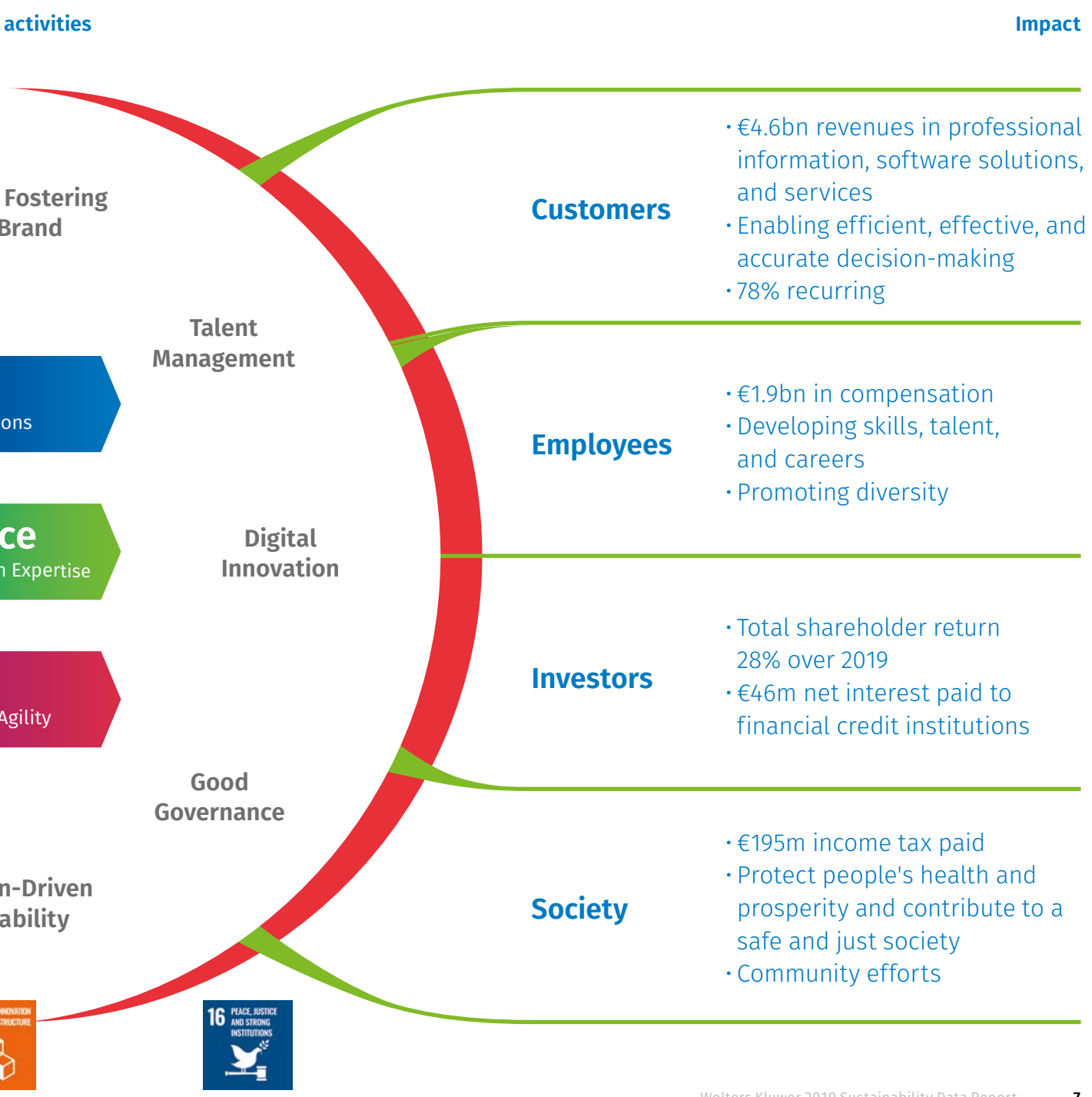
Our values

**Focus on customer success**

**Make it better**

**Aim high and deliver**

**Win as a team**



## 1.4. Sustainable Development Goals

Wolters Kluwer is committed to the United Nations Sustainable Development Goals (SDGs), which address the economic, social, and environmental challenges the world faces. In line with our value creation model, our focus is to contribute to three SDGs:



We support and contribute to these SDGs through the innovative products and services we deliver, through our engaged employees, through our sustainable returns, and through our impact on society. Our contribution to each of these goals is described in the 2019 Annual Report, available on [www.wolterskluwer.com](http://www.wolterskluwer.com).

## 2. Sustainability Data: Environmental, Social, and Governance (ESG) Measures

The data and related narrative information in this Sustainability Data Report is categorized under the following themes:

- **Good Governance:** Building a successful business with sustainable impact is dependent on good governance;
- **Customers & Solutions:** Our innovative solutions contribute to a better society by enabling our customers to make sustainable decisions every day and to do their jobs well;
- **Employee Engagement:** We are an equal opportunity employer, focusing on talent development and growth, sparking innovation that leads to sustainable results for our customers and the company;
- **Resource Management:** We are committed to environmental and social responsibility in relation to both our suppliers and our own operations; and
- **Community Involvement:** Our products, solutions, and people are available in areas of need to make a sustainable, long-term impact within local communities.

### 2.1. Good Governance

#### *Connected topics from our materiality matrix:*

- 6. Editorial quality and integrity
- 9. Data privacy and security
- 10. Good governance and compliance

Good corporate governance is the foundation for building a successful business with sustainable impact. As a provider of governance-related expert solutions, we want to lead by example. It is essential for all our stakeholders that we demonstrate how we do this and how we regard the role of corporate governance within our overall sustainability strategy. Wolters Kluwer has therefore developed several policies and principles. These policies cover a wide range of domains to ensure the continuous compliance with high business standards. The Wolters Kluwer Business Principles serve as our code of conduct, outlining the company-wide rules to which each of our employees is expected to adhere.

It is our ambition to deliver high-quality expert solutions and content in an impartial manner, both as a matter of integrity and in the interest of providing the greatest value to our customers. For these reasons, we have incorporated our views on this topic in our Business Principles, stipulating that editorial independence and freedom of publishing are important values at Wolters Kluwer.

Our Business Principles and related policies can be found on [www.wolterskluwer.com](http://www.wolterskluwer.com).

### **Ethics and compliance**

As part of our ethics and compliance program, all Wolters Kluwer employees are required to complete compliance training at least once per year. The training program consists of several e-learning courses on topics such as ethics, IT and cybersecurity, fraud, data privacy, and more.

<b>Annual Compliance Training:</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
% of active employees that completed training	99	99	97

Employees are encouraged to report any suspected non-compliance with laws, regulations, the Business Principles, or other company policies. The company offers various channels for such reporting, including line manager, HR, Legal, higher management, or the Ethics & Compliance Committee through our global reporting system SpeakUp, which provides a safe, confidential channel for reporting concerns. In 2019, 29 concerns were reported to the Ethics & Compliance Committee. We investigated all concerns reported and closed these matters. None of the concerns reported to the Ethics & Compliance Committee had a material impact on the company.

### **Board and division CEO diversity**

The company's diversity policy for the Supervisory Board, Executive Board, and Division CEOs is published on the company website as Annex to the Supervisory Board By-Laws. Elements of diversity include nationality, gender, age, and expertise. It is the aim of the company to have a representation of at least 30% male and at least 30% female, on the Supervisory Board, the Executive Board, and at the division CEO level.

<b>Board and division CEO diversity:</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
% female on Supervisory Board	43%	43%	43%
% female on Executive Board	50%	50%	50%
% female Division CEOs	75%	75%	75%

### **Non-compliance with laws and/or regulations**

Wolters Kluwer has not identified significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area.

<b>Non-compliance with laws:</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Number of major fines (more than EUR 100,000) and non-monetary sanctions incurred	None	None	None



## 2.2. Customers & Solutions

### Connected topics from our materiality matrix:

1. Customer focus and relationships
4. Product innovation
5. Product impact

Every second of every day, our customers face decisive moments that impact the lives of millions of people and shape society for the future. Our expert solutions – a combination of deep domain knowledge with specialized technology and services – deliver better outcomes, analytics, and improved productivity for our customers. We are recognized and valued for helping them realize their potential and deliver impact when it matters most.

### Product impact portfolio

Our product impact portfolio helps us identify the impact our products make on customers and society. Each year, three top products from each division are selected to be included in the product impact portfolio. We use selected indicators around economic, social, and environmental topics and measure whether a product contributes to these indicators. In 2019, we introduced the target that each product in the product impact portfolio must contribute to meet at least 4 of the 10 indicators.

In 2019, we reviewed the indicators and made the following changes: a new indicator, “circularity” was added, “improving accuracy” was replaced by “enhancing effectiveness”, “enabling education” was replaced by “enabling compliance” and “improving environmental impact” was replaced by “enabling energy efficiency”. These changes more accurately reflect our products and services.

### Product impact portfolio analysis

Indicator		HLT			TAA			GRC			LR		
		UpToDate Advanced	Emmi	CDI: Medispan	TeamMate	CCH Tagetik	CCH Access	OneSumX	Passport	TyMetrix360	Enablon	KLEOS	eVision
Economic	<b>Enhancing efficiency:</b> Achieving time or money savings through higher efficiency	■	■	■	■	■	■	■	■	■	■	■	■
	<b>Promoting data security:</b> Contribute to assure high data security							■	■			■	
	<b>Enhancing effectiveness:</b> Improve productivity to make effective and accurate decision-making	■	■	■	■	■	■	■	■	■	■	■	■
	<b>Mitigating risk:</b> Facilitate to identify, manage, and mitigate risks				■	■	■	■	■	■	■		■
Social	<b>Enhancing health:</b> Help to protect and enhance people's health and prosperity	■	■	■									
	<b>Enabling compliance:</b> Ensure adherence with regulatory obligations							■	■	■	■		
	<b>Granting access to information:</b> Provide professionals with ongoing, actionable information	■	■	■	■	■	■	■	■	■	■	■	■
Environment	<b>Enabling energy efficiency:</b> Contribute to more efficient use of energy through content update in the same product	■	■	■	■	■	■	■	■	■	■	■	■
	<b>Enabling resource efficiency:</b> Reduce consumption of resources such as paper by using digital solutions	■	■	■	■	■	■	■	■	■	■	■	■
	<b>Circularity:</b> Use resources in a techno-cycle – with all technical resources designed for multiple use cycles	■	■	■	■	■	■	■	■	■	■	■	■

**Global Innovation Awards**

Our organization’s largest innovation competition, the Global Innovation Awards (GIA), has seen 75 percent of winning ideas go to market. In 2019, our aim was to improve the quality of submissions, mostly by further improving screening and evaluations, coupled with a better understanding by employees what ideas are viable in the marketplace. Any one of our 19,000 employees can submit an idea in one or more of the following areas:

- Enhance the Core: new features, functionality, or product offering addressing current customer needs;
- Gamechangers: game-changing new product, solution, or service new to the market; and
- Internal Process Improvements: transforming or improving an internal process or capability with impact that can be measured.

The GIA program has been sharpened to align these new categories with the 2019-2021 strategy. This resulted in the submission of 260 ideas, 15 finalists, and four winners.

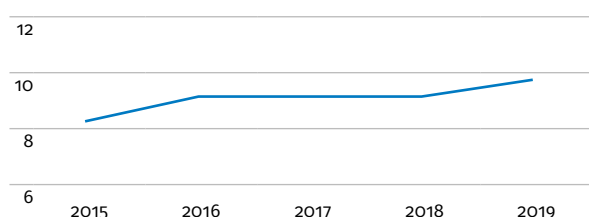
Read more about the winners and their impactful ideas [here](#).

**Product innovation**

Sustained investment in product development is a key element of our strategy. Over the past few years, investment in new and enhanced products has been between 8-10% of total revenues. Most of this investment is directed towards digital and expert solutions.

**Innovation and product development spend**

*% of total revenues*



**2.3. Employee engagement and talent management**

**Connected topics from our materiality matrix:**

- 2. Employee engagement and talent management
- 14. Diversity and inclusion
- 15. Health, safety, and well-being

Wolters Kluwer’s success is driven by its people. Every day, our employees work to deliver solutions that help our customers be better informed, work more effectively, and make critical decisions. We aim to foster an inclusive and supportive employee culture that attracts and retains high-performing, productive, engaged, and diverse talent.

With the recent implementation of a new global HR platform in 2019, Wolters Kluwer is now able to report data that provides insight into the diversity of our talent and better supports our commitment to talent development and the career growth of our employees.

**Diversity and inclusion**

An instrumental component of success lies in building strong, diverse teams – especially within a knowledge-intensive company like Wolters Kluwer. Good teamwork inside the company, in addition to working closely with customers, is the only way to ensure we deliver high-quality, innovative products. Greater diversity not only results in effective teamwork and innovation, but also creates an environment for strong employee engagement.

We aim to create equal opportunities for all employees regardless of personal background, race, gender, nationality, age, sexual orientation, physical disability, or religion. Without our diversity, we cannot reflect the diversity of our customers and the communities in which we live and work. Our values and Business Principles articulate the importance we place on our diversity, and we believe it is one of the factors that sets us apart from many of our peers. No form of harassment or discrimination is tolerated.

Diversity and inclusion	2019	2018	2017
<i>Total workforce by gender</i>			
Female	47%	48%	48%
Male	53%	52%	52%
<i>% female</i>			
Executive Board	50%	50%	50%
Division CEOs	75%	75%	75%
Managers*	39%	n/a	n/a
Non-managers	49%	50%	50%

\* Managers are defined as employees having three or more direct reports.

### **Employee engagement survey**

Since 2015, we have conducted an all-employee engagement survey every other year and a more limited pulse check in the intervening years. Based on this survey, we initiated actions for improvement and monitor our progress.

Employee engagement survey	2019	2018	2017
Employee engagement score*	77%	76%	76%

\* Results are from the engagement category of the global engagement survey of all employees in 2018, and a shorter pulse survey administered to 20% of employees in 2017 and 2019.

### **Talent management**

An area of focus of our employee engagement is developing skills and careers. We continued creating opportunities for development and growth through our on-demand foundational skill-building courses and resources available to all employees globally. To expand our development opportunities, in 2019 we prepared for adding over 14,000 more online courses globally, each designed to help employees gain knowledge across several subjects, taught by experts with real-world experience. Employees will also be given the opportunity to get personalized course recommendations based on their job title, skills, and goals for their current role and beyond. These new learning opportunities will be introduced to employees in February 2020.

To strengthen our leadership pipeline, we continued our annual leadership talent review process to help develop the skills, capabilities, and career aspirations of our senior executive leaders. Two hundred of our top leadership attended the 2019 Leadership Summit, supporting knowledge sharing and networking. We use a global performance management and appraisal system based on management by objectives.

In terms of employees, performance goals are established in close collaboration with their managers and performance is discussed and assessed based on these goals during each year.

Talent management	2019	2018	2017
<i>% turnover</i>			
Voluntary	8.8%	n/a	n/a
Non-voluntary	3.8%	n/a	n/a
Total	12.6%	n/a	n/a
<i>% Performance review participation</i>			
Top management	97.9%	100%	n/a
Managers	99.5%	99.9%	n/a
Non-managers	98.0%	99.5%	n/a

### **Working conditions**

Wolters Kluwer respects the rights of employees to associate, organize and bargain collectively in a lawful and peaceful manner, without penalty or interference. We provide our employees with a safe, healthy, and hygienic workplace in compliance with all applicable local and (supra-)national laws and regulations. Adequate measures shall be taken to prevent accidents and damage to workers' health which may arise from, are related to, or occur during working hours. Our Human Rights Policy, available on [www.wolterskluwer.com](http://www.wolterskluwer.com), provides more information.

We are committed to giving our employees a fair wage, in order to ensure they have a decent standard of living. In 2019, we benchmarked our wages against the living wage benchmark from the Global Living Wage Coalition (GLWC). The countries in scope for the benchmark are countries that have a living wage benchmark in place and in which Wolters Kluwer has employees. These countries included China, India, Vietnam, and Brazil. The outcome of the benchmark is that our employees in those countries are paid well above the living wage standard of the GLWC.

## **2.4. Resource Management**

### **Connected topics from our materiality analysis:**

- 13. Responsible and well-managed supply chain
- 17. Natural resource protection
- 18. Circular economy

We strive to reduce our environmental footprint and monitor the use of natural resources in our operations. To demonstrate our commitment to minimizing our environmental impact, we have included our resource-related sustainability ambitions in our Environmental Policy, available on [www.wolterskluwer.com](http://www.wolterskluwer.com). Additionally, we monitor and assess our suppliers to achieve an environmentally and socially sustainable supply chain.

### **2.4.1. Resource efficient operations**

#### *Energy, water, and waste consumption*

Wolters Kluwer aims to increase the scope and quality of data collection wherever possible each year. In 2019, we were able to expand our data collection scope mainly in North America. We also managed to realign the totals for energy, water, and waste consumption.

Energy use is based on electricity, natural gas, heating oil, and district heating. Although it is Wolters Kluwer's policy to continuously reduce the size of its facilities, total energy use increased from 89 GWh to 90 GWh in 2019. This is mainly due to the expansion of our data collection efforts. Our implementation of the facility size reduction policy reflected a lower energy consumption level in Europe this year. In 2019, several of our offices in Germany, Belgium, Italy, the Netherlands, Sweden, and North America utilized a substantial amount of renewable energy to minimize our environmental footprint.

Total CO<sub>2</sub> emissions are higher in 2019 as the emissions factors are updated every year for heating. This year, the factors

are higher for natural gas, heating oil, and district heating, which contributed to the increase in CO<sub>2</sub> emissions from energy usage as well.

When reporting on waste, the decrease in waste was mainly attributed to the reduction of facilities in the UK and the Netherlands. Waste recycling percentage decreased in 2019 due to a high recyclable waste clean-up in 2018.

Water usage increased slightly because of the realignment in data quality and is comparable to the previous year.

	2019	2018	2017
<b>Energy consumption</b>			
Total energy use in GWh	90	89	89
Electricity from renewable sources	16%	16%	16%
Total CO <sub>2</sub> emissions from energy in metric tons	32,006	30,953	31,140
Tons of CO <sub>2</sub> emissions from energy per FTE	1.7	1.6	1.6
<b>Waste consumption</b>			
Total waste production in tons	3,849	4,271	4,172
Total waste recycled in tons	1,820	2,597	2,371
Percentage recycled waste	47%	61%	57%
Waste production in ton per FTE	0.21	0.23	0.22
<b>Water consumption</b>			
Total water use in m <sup>3</sup>	134,600	132,796	143,446
Water use in m <sup>3</sup> per FTE	7.2	7.0	7.6

#### *Business travel*

Total business travel by airplane increased in 2019 due to an increase in economy class travel in the UK (change of scope), North America (domestic flights due to change in scope), and Italy (long haul flights). This year more data was centrally available and therefore the scope for flight data has increased. There was less business class travel by airplane as encouraged in our Global Travel and Entertainment Policy. The increase in scope combined with an increase of FTEs resulted in a 3% increase of flight use (km/FTE).

The total number of liters of fuel consumed by car travel decreased, and consequently the car use (liters/FTE) also decreased. Several countries are implementing policies to decrease fuel usage. Particularly in the Netherlands more electric cars are being used; by the end of 2019 9% of our Dutch car fleet was entirely electric. In Italy, train travel increased in order to decrease car use and domestic flights. In America car rentals are using more fuel-efficient cars. Spain converted all new car leases under 25,000 km a year to petrol/gasoline instead of diesel.

In total there was a slight increase in CO<sub>2</sub> emissions from business travel, though this did not cause the emissions per FTE to change.

<b>Business travel</b>	2019	2018	2017
Total millions of kilometers travelled by plane	94	90	99
Flight use (km/FTE)	4,959	4,816	5,199
Total thousands of liters consumed by car travel	2,666	2,797	2,434
Car use (liters/FTE)	141	150	128
Total CO <sub>2</sub> emissions from business travel in metric tons	19,799	19,529	19,304
Total CO <sub>2</sub> emissions from business travel per FTE in metric tons	1.05	1.05	1.02



### Green is Green Program

In 2018, the Green Is Green (GIG) Program was launched with dual goals to deliver both environmental benefits and cost savings. The program oversees and implements a portfolio of projects for Wolters Kluwer to reduce emissions, landfill waste and water waste. In 2019, we started implementing projects identified during 2018 across a range of areas such as travel, real estate and supply chain.

A key component of the GIG program was established in 2019, the GIG Office Program. This program is a global, volunteer-led green network across more than 40 offices to implement green best practices and create opportunities for colleagues to connect on sustainability. In 2019, GIG offices participated in a two-month competition designed to quickly enact changes on the ground and increase engagement around sustainability. Over 1,300 employees took part in at least one GIG event with awards given to offices across 5 categories: Greenest, Most Innovative, Most Engaged, Largest Saver and Reporting All-Star. Winning offices were able to give a donation to an environmental charity of choice and use funds for a green engagement event in 2020.

In 2020, the GIG Program will continue to implement opportunities from the portfolio and expand the GIG Office Program to more offices.

### 2.4.2. Responsible supply chain

We review our procurement process critically and strive to achieve an environmentally and socially sustainable supply chain. In our third-party risk program, we assess our suppliers into four categories of inherent risk: very high, high, medium, and low. The suppliers are assessed based on the following risk areas: Confidentiality, Integrity, Availability, Information Security, Physical Security, Business Continuity, and Privacy. Our centrally managed suppliers, except for those that are categorized as low risk, are asked to sign our Supplier Code of Conduct or must prove they have an equivalent standard and participate in a due diligence questionnaire.

Wolters Kluwer expects all its suppliers to adhere to the articles of the United Nations Universal Declaration of Human Rights, the core labor standards of the International Labour Organization, the United Nations Guiding Principles and the principles of the United Nations Global Compact and all applicable laws and regulations at the national, provincial, state and local levels where the supplier operates.

In 2019, we added a section with sustainability-related questions to our standard due diligence questionnaire. This resulted in a one-off, large increase in suppliers that signed the Wolters Kluwer Supplier Code of conduct or proved to have an equivalent standard in 2019.

We have set new targets for 2020 in order to continue improving our supply chain responsibility.

Responsible supply chain	Target 2020	2019	2018	2017
Number of suppliers that signed our Supplier Code of Conduct or have an equivalent standard	295	260	178	144
% of centrally managed suppliers that completed the due diligence questionnaire	90%	90%	93%	n/a
Percentage of major data center suppliers that are certified according to ISO/IEC 27001 standard	100%	100%	100%	n/a
% of major data center suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule	90%	100%	n/a	n/a
% of major printing products suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule	90%	100%	n/a	n/a

## 2.5. Community Involvement

### Connected topic from our materiality matrix:

#### 16. Community Involvement

Providing knowledge, experience, effort, and funding are the ways we support local communities. Besides assessing the monetary value of our contributions, we determine the impact created for the community, for the environment and for the business, such as the engagement of our employees. Our people, products, and solutions are available in areas of need to make a sustainable, long-term, positive impact. We support community efforts that are aligned with our business strategy and our focus SDGs, have a high degree of local impact, and/or create personal engagement amongst our employees.

Wolters Kluwer continues to use the London Benchmarking Group (LBG) community support framework. The LBG framework provides the structure to measure and report on our community contributions. We focus on two themes for charitable donations: emergency relief and creating positive impact on our community. Similarly, community investment is comprised of two focus areas: expertise for our community and empowering the underprivileged. Wolters Kluwer measures its impact both quantitatively (cash and in kind) and qualitatively (through reviews).



In 2019, our contributions in cash increased due to an increase in donations in the US and India. Our contributions in kind increased to the same level as in 2017, mostly due to an increase of Wolters Kluwer product downloads as part of the HINARI program. Our long-term collaboration with the United Nations program HINARI enables communities in need to access our digital health solutions free of charge and has resulted in over 100,000 downloads.

Community contributions <i>in thousands of euros</i>	2019	2018	2017
Community contributions in cash	759	597	820
Community contributions in kind	813	497	842
Management cost related to community contributions	35	34	32
<b>Total</b>	<b>1,607</b>	<b>1,128</b>	<b>1,694</b>

In 2019, our divisions Health, Tax & Accounting, Governance, Risk & Compliance, and Legal & Regulatory participated or initiated a total of 175 different projects in 35 different countries. These projects are categorized in the following six categories:

- **Fundraising & employee donations:** Activities held in order to raise funds for projects or direct donations through employees. This includes fundraisers or donations supporting the London Legal Support Trust, local charities helping the homeless or pets in shelters, walks or runs for cancer research and patients, and more;
- **Supply donations:** Gathering and donating of supplies for charitable projects such as school supplies, meals, clothing, toiletries, holiday gifts, and toys;
- **Blood drives:** Employees donating blood;
- **Volunteering:** Employees volunteering their time during office hours to contribute to projects such as community service, mentoring, health promotion, and raising awareness for several causes;
- **Environmental aid:** Cleaning, recycling, or other activities supporting the environment; and
- **Employee engagement:** Charitable activities as a team.

Several case studies are detailed in our 2019 Annual Report.

Category	Number of projects	Number of countries	Number of employees	Number of volunteering hours	Employee cost*	Cost of products & services	Total project cost
					<i>In thousands of euros</i>		
Fundraising & employee donations	52	7	300	2,000	30	566	596
Supply donations	38	6	250	1,800	27	–	27
Blood drives	6	3	100	300	5	–	5
Volunteering	63	10	700	5,200	78	53	131
Environmental aid	9	5	100	1,000	15	34	49
Employee engagement	7	4	150	1,500	22	18	40
<b>Total</b>	<b>175</b>	<b>35</b>	<b>1,600</b>	<b>11,800</b>	<b>177</b>	<b>671</b>	<b>848</b>

\* Employee cost includes management cost related to community contributions, as indicated in the table above.



### 3. About this Report

#### 3.1. Sustainability Data Management

We have compiled and gathered our sustainability data with the tools provided by Enablon. Enablon software supports hundreds of global industry-leaders and millions of users to increase safety, manage environmental performance, minimize risks, and improve profitability and sustainability.

The clear assignment of responsibilities for data contribution, validation, and final sign-off establishes a coherent management system for complete and reliable data. Furthermore, the tool supports the analysis of the data to support the development and implementation of our sustainability strategy.

The Corporate Sustainability team works together with various departments such as Procurement, Human Resources, Real Estate, Legal, Group Accounting & Reporting, and Corporate Communications to discuss and establish material topics, policies, processes, and targets, and to collect data from divisions and operating companies within the predefined scope. The Corporate Sustainability team reviews the final data. Each Wolters Kluwer division rolls out its sustainability initiatives based on specific local opportunities and in line with our business focus. These initiatives are required to adhere to our globally-established policies and compliance regulations. To ensure continuity and transparency in our reporting processes and performance, we prepared the reporting in accordance with the International <IR> Framework and the GRI Standard 2016: Core Option. For more information see *GRI Content Index*.

We report data on the last three consecutive years where applicable and provide explanations for the fluctuation in the data trends or the exclusion of data. For new topics, only data for 2019 is provided. Whenever N/A is added, this means the data is not available. The data presented in this report is collected on an annual basis and represents the reporting period from January 1, 2019 through December 31, 2019. The data provided in the resource efficient operations paragraph (under the chapter Resource Management) is reported with a lag of one year to allow for the delay in accessing this information. These are our scoping guidelines for our sustainability data:

- We collect data from countries that represent at least 1% of the group’s revenues or 1% of Full-Time Equivalent (FTEs); and
- Where we report data in euro, currencies are converted using the financial year’s average exchange rate.

The table below provides an overview of the specifications per topic:

Chapter	Section	Specification
Governance	All sections	Data is collected globally, although some exceptions may apply due to local legislation Under Board and Division CEO Diversity, the division CEOs of the operating divisions (Health, Tax & Accounting, Governance, Risk & Compliance, and Legal & Regulatory) are calculated.
Customers and Solutions	Product impact portfolio (PIP)	The PIP is subject to annual review and update where necessary. The analysis of the products against the indicators is done based on publicly available information on the products.

Employee Engagement	All sections	<p>Data is collected centrally based on the status on December 31.</p> <p>Performance reviews are held for employees hired during the year if they joined before the third quarter.</p> <p>Living wage is compared to the living wage benchmark developed by the Global Living Wage Coalition. Currently, 21 countries have a benchmark, of which four are in regions where Wolters Kluwer has operations.</p>
Resource Management	Resource efficient operations	<p>1) Data is collected as follows:</p> <ul style="list-style-type: none"> <li>• Europe, North America, and Rest of World (ROW): facilities that cover more than 1,000 m<sup>2</sup>; and</li> <li>• We extrapolate for offices smaller than 1,000m<sup>2</sup></li> </ul> <p>2) Data expressed 'per FTE' (emissions from energy consumption, waste production, water consumption) is based on the average number of FTEs</p> <p>3) CO<sub>2</sub> emissions from electricity are calculated with location-specific conversion factors, which are adjusted annually based on the newly released conversion factors of the International Energy Agency (IEA) for electricity conversion factors. Calculations for CO<sub>2</sub> emissions use source-based conversion factors from the Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting.</p>
	Business air travel	<p>Data is collected per country</p> <p>CO<sub>2</sub> emissions from business travel use source-based conversion factors from the Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting.</p>
	Responsible supply chain	<p>% of centrally managed suppliers that completed the due diligence questionnaire are suppliers that were identified in that particular year as having to complete a due diligence questionnaire.</p>
Community Involvement	Charitable donations	<p>Cash contribution is collected centrally via the corporate finance department.</p> <p>Wolters Kluwer continues to use the London Benchmarking Group (LBG) community support framework. The LBG framework provides the structure to measure and report on our community contributions. It separates donations, costs, and time invested, and portrays it in a transparent and reliable manner.</p>

Please note that selected sustainability information is integrated within the 2019 Annual Report. For more information, please visit [www.wolterskluwer.com](http://www.wolterskluwer.com).

## 3.2. Memberships

L'Association des Editeurs Belges(ADEB, Belgium)  
American Institute of CPAs(AICPA, United States)  
Agoria, Federation of Technological Industries(Belgium)  
American Bankers Association (Tax and Business Law sections)  
American Bar Association  
American Chamber of Commerce in the Netherlands  
American Marketing Association  
American Medical Publishers Association  
Association for Corporate Tax and Tax  
Technology Professionals(ACT, United States)  
American Institute of Certified Public Accountants (AICPA)  
America's SAP Users Group (ASUG)  
American Society of Cost Segregation Professionals (United States)  
American Medical Student Association(AMSA, United States)  
Amsterdam Partners (Netherlands)  
Arbeitsgemeinschaft der rechts- undstaatswissenschaftlichen  
Verlage eV(Germany)  
ARMA International (United States)  
Associazione Italiana per l'Information Technology (ASSINFORM,  
Italy)  
Association of American Law Librarians(AALL, United States)  
Association of American Publishers(United States)  
Association of Certified Financial Crime Specialists(ACFCS) (United  
States)  
Association Chartered Accountants(ACA, United Kingdom)  
Association Chartered Certified Accountants(ACCA, United  
Kingdom)  
Association of Learned and Professional  
Society Publishers (United Kingdom)  
Associazione Italiana Editori (Italy)  
Assosoftware (Italy)  
Auckland Chamber of Commerce(New Zealand)  
Australasian Society of Clinical & Experimental Pharmacologists  
and Toxicologists (ASCEPT, Australia)  
Australian Human Resources Institute  
Australian Institute of Management Australian Society of CPAs  
(Australia)  
Advies, informatie, netwerk voor werkgevers AWWN (Netherlands)  
Better Business Bureau (United States)  
Biotech Industry Association(BIO, United States)  
Börsenverein des Deutschen Buchhandels(Germany)  
British Educational Suppliers Association(United Kingdom)  
Canadian Tax Foundation  
Certified General Accountants (Canada)  
Chicago Bar Association (United States)  
Chartered Accountants (Canada)  
Chartered Institute Management Accountants(CIMA, United  
Kingdom)  
Circa (United States)  
Cobb Chamber of Commerce (United States)  
CrossRef (United States)  
District of Columbia Bar Association(United States)  
Editors' Association of Canada (Canada)  
Federación de Gremios de Editores de España(Spain)  
Fédération Nationale de la Presse d'Information Spécialisée  
(France)  
Federgon, Federation of HR Service Providers(Belgium)  
Groupement Français de l'Industrie del'Information (France)  
House and Senate Periodical Press Galleries,U.S. Congress (United  
States)  
Illinois CPA Society (United States)  
Illinois State Bar Association (United States)  
Independent Community Bankers of America(United States)  
Institute of Chartered Accountants (Australia)  
Institute of Management Accountants (United States)  
International Association of Scientific, Technical & Medical  
Publishers(STM, Netherlands)  
International Facilities Management Association (United States)  
International Legal Technology Association(ILTA, United States)  
International Society for Medical Publication Professionals (United  
States)  
International Society Pharmacoeconomics & Outcomes Research  
(ISPOR, United States)  
IRS Volunteer Income Tax Assistance (VITA) Program (United States)  
La Confederación Española de Organizaciones Empresariales  
(Spain)  
Law Society of New South Wales (Australia)  
L'Association des Editeurs Belges (ADEB, Belgium)  
Legal Marketing Association(LMA, United States)  
L'Union Wallonne des Entreprises (Belgium)  
Magyar Terjesztés-ellenorzo Szövetseg(MATESZ, Hungary)  
Medical Library Association (United States)  
Mortgage Bankers Association(United States)  
Mortgage Industry Standards Maintenance Organization (United  
States)  
National Association of Computerized Tax Processors (NACTP,  
United States)  
National Association of Federal Credit Unions(NAFCU, United States)  
National Council of Prescription Drug Programs (United States)  
Nederlands Uitgevers Verbond(NUV, Netherlands)  
New York State Bar (United States)  
New York State Bar Association (NYSBA, United States)  
New Zealand Law Society (New Zealand)  
New Zealand Institute of Chartered Accountants (New Zealand)  
Ohio State Bar (United States)  
Ontario Bar Association (Canada)  
Peterson Pulaski Business and Industrial Council (United States)  
Pharmaceutical Management Science Association (United States)  
Pharmaceutical Marketing Research Group(United States)  
Pharmaceutical Society of New Zealand (New Zealand)  
Private Law Libraries (PLL, United States)  
Professional Scholarly Publishers(United States)  
Risk Management Association(United States)  
Society for Corporate Secretaries & Governance Professionals  
(United States)  
Special Libraries Association (United States)  
SQL Server Administrators Association (United States)  
State Bar Associations (United States)  
State Bar of Michigan (United States)  
State Specific Bankers Associations(United States)  
Syndicat National de la Presse Professionnelle(France)  
Syndicat de la Presse Économique, Juridique et Politique (France)  
Syndicat de la Presse et des Éditions des Professionnel de Santé  
(France)  
Syndicat de la Presse Médicale (France)  
Taxation Institute of Australia (Australia)  
Tax Court, admitted to practice(United States)  
Taxpayer Choice Alliance (United States)  
Technology Association of GA (TAG, United States)  
The Institute of Internal Auditors (Global)  
The Publishers Association (United Kingdom)  
Toastmasters (United States)  
Vereniging VNO-NCW (Confederation of Netherlands Industry and  
Employers, Netherlands)  
Vlaams Economisch Verbond (Belgium)  
Vlaamse Uitgevers Vereniging(VUV, Belgium)  
Vlaamse Vereniging voor Zakelijke Communicatie (Belgium)  
Vlaams netwerk van ondernemingen(Voka, Belgium)  
West Suburban (IL) Bar Association(United States)

### 3.3. Global Compact Principles

Issue areas/Disclosure	References
<b>Human rights</b>	
Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights.	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society 2019 Sustainability Data Report / Employee Engagement: Working Conditions 2019 Sustainability Data Report / Resource Management / Responsible Supply Chain
Principle 2 – Businesses should make sure they are not complicit in human rights abuses.	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society 2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture 2019 Sustainability Data Report / Employee Engagement: Working Conditions 2019 Sustainability Data Report / Resource Management / Responsible Supply Chain
<b>Labor</b>	
Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society 2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture 2019 Sustainability Data Report / Employee Engagement: Working Conditions
Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society 2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture 2019 Sustainability Data Report / Employee Engagement: Working Conditions 2019 Sustainability Data Report / Resource Management / Responsible Supply Chain
Principle 5 – Businesses should uphold the effective abolition of child labor	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society 2019 Annual Report / Governance and Risk Management / Corporate Governance / Value creation and culture 2019 Sustainability Data Report / Resource Management / Responsible supply chain
Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Diversity makes a difference 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society 2019 Annual Report / Governance and Risk Management / Corporate Governance / Value creation and culture 2019 Sustainability Data Report / Good Governance: Ethics and Compliance 2019 Sustainability Data Report / Employee Engagement: Diversity and Inclusion
<b>Environment</b>	
Principle 7 – Businesses should support a precautionary approach to environmental challenges.	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Environmental responsibility 2019 Sustainability Data Report / Value Creation Model 2019 Sustainability Data Report / Materiality Analysis

<p>Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.</p>	<p>2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Commitment to United Nations Sustainable Development Goals  2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Deep domain knowledge combined with advanced technology  2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Environmental responsibility  2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Environmental best practices within our offices  2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Responsibility through the supply chain  2019 Sustainability Data Report / Value Creation Model  2019 Sustainability Data Report / Materiality Analysis</p>
<p>Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>	<p>2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Deep domain knowledge combined with advanced technology</p>
<p><b>Anti-corruption</b></p>	
<p>Principle 10 – Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Commitment to United Nations Sustainable Development Goals  2019 Annual Report / Governance and Risk Management / Risk Management: Legal and compliance risks  2019 Sustainability Data Report / Good governance / Ethics &amp; Compliance</p>

### 3.4. GRI Content Index

This report has been prepared in accordance with the GRI Standard 2016: Core Option.

GRI Standard/Disclosure	Reference
<b>General Disclosures</b>	
<b>GRI 102: General Disclosures</b>	
<b>1. Organizational profile</b>	
102-1 Name of the organization	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-2 Activities, brands, products, and services	2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Deep domain knowledge combined with advanced technology 2019 Annual Report / Report of the Executive Board / Our organization
102-3 Location of headquarters	2019 Annual Report / Other information: Contact Information
102-4 Location of operations	2019 Annual Report / Wolters Kluwer at a Glance in 2019 2019 Annual Report / Corporate Governance and Risk Management
<b>Risk Management</b>	
102-5 Ownership and legal form	2019 Annual Report / Report of the Executive Board / Our organization
102-6 Markets served	2019 Annual Report / Report of the Executive Board / Our organization
102-7 Scale of the organization	2019 Annual Report / Report of the Executive Board / Our organization
102-8 Information on employees and other workers	2019 Annual Report / Value creation model 2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Employee Engagement
102-9 Supply Chain	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Responsibility through the supply chain 2019 Annual Report / Governance and Risk Management / Risk Management: Strategic & operational risks 2019 Sustainability Data Report / Resource management: Responsible supply chain
102-10 Significant changes to the organization and its supply chain	2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Resource management: Responsible supply chain
102-12 External initiatives	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Sustainability Data Report / Community Involvement
102-13 Membership of associations	2019 Sustainability Data Report / Memberships
<b>2. Strategy</b>	
102-14 Statement from senior decision-maker	2019 Annual Report / Message from the CEO
102-15 Key impacts, risks and opportunities	2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: Identifying economic, social and environmental challenges 2019 Sustainability Data Report / Materiality Analysis 2019 Annual Report / Corporate Governance and Risk Management / Risk Management
<b>3. Ethics and integrity</b>	
102-16 Values, principles, standards, and norms of behavior	2019 Annual Report / Message from the CEO 2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Sustainability Data Report / Good Governance: Ethics and compliance
102-17 Mechanisms for advice and concerns about ethics	2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Annual Report / Corporate Governance and Risk Management 2019 Sustainability Data / Good Governance: Ethics and compliance

#### 4. Governance

102-18 Governance structure	<p>2019 Annual Report / Report of the Executive Board / Our organization</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p> <p>2019 Annual Report / Report of the Supervisory Board / Supervisory Board Report</p> <p>For more information please refer to: <a href="https://wolterskluwer.com/company/about-us/management.html">https://wolterskluwer.com/company/about-us/management.html</a></p>
102-19 Delegating authority	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p> <p>2019 Annual Report / Report of the Supervisory Board / Supervisory Board Report</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance</p>
102-20 Executive-level responsibility for economic, environmental and social topics	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p>
102-21 Consulting stakeholders on economic, environmental and social topics	<p>2019 Annual Report / Report of the Executive Board / Embracing people and society: Corporate responsibility is everyone's responsibility</p> <p>2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Driving long-term value creation</p> <p>2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: identifying economic, social and environmental challenges</p> <p>2019 Annual Report / Other information / Wolters Kluwer Shares and Bonds: Investor relations</p> <p>2019 Sustainability Data Report / Materiality Analysis</p>
102-22 Composition of the highest governance body and its committees	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p> <p>2019 Annual Report / Report of the Executive Board / Our organization</p>
102-23 Chair of the highest governance body	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p> <p>For more information please refer to: <a href="https://wolterskluwer.com/company/about-us/management.html">https://wolterskluwer.com/company/about-us/management.html</a></p>
102-24 Nominating and selecting the highest governance body	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p>
102-25 Conflicts of interest	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Statements by the Executive Board</p>
102-26 Role of highest governance body in setting purpose, values, and strategy	<p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board</p>
102-27 Collective knowledge of highest governance body	<p>2019 Annual Report / Report of the Executive Board / Our organization</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Executive Board and Supervisory Board</p> <p>For more information please refer to: <a href="https://wolterskluwer.com/company/about-us/management.html">https://wolterskluwer.com/company/about-us/management.html</a></p>
102-28 Evaluating the highest governance body's performance	<p>2019 Annual Report / Report of the Supervisory Board / Supervisory Board Report</p> <p>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance</p>

102-29 Identifying and managing economic, environmental, and social impacts	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Non-financial information statement 2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: identifying economic, social and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
102-30 Effectiveness of risk management processes	2019 Annual Report / Corporate Governance and Risk Management / Risk Management
102-31 Review of economic, environmental, and social topics	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: identifying economic, social and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
102-32 Highest governance body's role in sustainability reporting	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board
102-33 Communicating critical concerns	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: Identifying economic, social and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
102-34 Nature and total number of critical concerns	2019 Annual Report / Corporate Governance and Risk Management / Risk Management / Strategic and Operational Risks
102-35 Remuneration policies	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Remuneration 2019 Annual Report / Report of the Supervisory Board / Remuneration Report
102-36 Process for determining remuneration	2019 Annual Report / Report of the Supervisory Board / Remuneration Report 2019 Annual Report / Report of the Supervisory Board / Supervisory Board Report: Selection and Remuneration Committee 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-37 Stakeholders' involvement in remuneration	2019 Annual Report / Report of the Supervisory Board / Supervisory Board Report: Selection and Remuneration Committee 2019 Annual Report / Report of the Supervisory Board / Remuneration Report
102-38 Annual total compensation ratio	2019 Annual Report / Report of the Supervisory Board / Remuneration Report: Total remuneration overview
102-39 Percentage increase in annual total compensation ratio	2019 Annual Report / Report of the Supervisory Board / Remuneration Report: Total remuneration overview 2019 Annual Report / Report of the Supervisory Board / Remuneration Report: Execution of Remuneration Policy in 2019 2019 Annual Report / Report of the Supervisory Board / Remuneration Report: Five-year overview of annual changes in remuneration
<b>5. Stakeholder engagement</b>	
102-40 List of stakeholder groups	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis 2019 Annual Report / Other information / Wolters Kluwer Shares and Bonds: Investor Relations 2019 Annual Report / Value Creation Model 2019 Sustainability Data Report / Value Creation Model
102-41 Collective bargaining agreements	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Sustainability Data Report / Employee Engagement: Working conditions
102-42 Identifying and selecting stakeholders	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis 2019 Annual Report / Other information / Wolters Kluwer Shares and Bonds: Investor relations 2019 Annual Report / Value Creation Model 2019 Sustainability Data Report / Value Creation Model
102-43 Approach to stakeholder engagement	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis



102-44 Key topics and concerns raised	2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: Identifying economic, social and environmental challenges 2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Sustainability Data Report / Materiality Analysis 2019 Sustainability Data Report / Sustainability Data Management
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## 6. Reporting practice

102-45 Entities included in the consolidated financial statements	2019 Annual Report / Financial Statements / Consolidated Financial Statements 2019 Annual Report / Financial Statements / Notes to the Consolidated Financial Statements
102-46 Defining report content and topic Boundaries	2019 Sustainability Data Report / Sustainability Data Management 2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
102-47 List of material topics	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
102-48 Restatements of information	Not applicable in 2019
102-49 Changes in reporting	2019 Sustainability Data Report / Sustainability Data Management
102-50 Reporting period	2019 Sustainability Data Report / Sustainability Data Management
102-51 Date of most recent report	March 11, 2020 – Wolters Kluwer website: <a href="https://wolterskluwer.com/investors/financial-information/annual-reports.html">https://wolterskluwer.com/investors/financial-information/annual-reports.html</a>
102-52 Reporting cycle	2019 Sustainability Data Report / Sustainability Data Management <a href="https://wolterskluwer.com/investors/financial-information/annual-reports.html">https://wolterskluwer.com/investors/financial-information/annual-reports.html</a>
102-53 Contact point for questions regarding the report	2019 Annual Report / Other information / Contact information 2019 Sustainability Data Report / Contact information
102-54 Claims of reporting in accordance with the GRI Standards	2019 Sustainability Data Report / GRI Content Index
102-55 GRI content index	2020 Sustainability Data Report / GRI Content Index

## Material Topics

### Economic

#### GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its Boundary	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
103-2 The management approach and its components	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Annual Report / Report of the Executive Board / Transformative innovations: Delivering intuitive solutions
103-3 Evaluation of the management approach	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Annual Report / Report of the Supervisory Board

#### GRI 201: Economic Performance 2016

201-1 Direct Economic value granted and distributed	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Sustainability Data Report / Resource Management: Resource efficient operations
201-2 Financial implications and other risks and opportunities due to climate change	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Environmental responsibility
201-3 Defined benefit plan obligations and other retirement plans	2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Financial Risks 2019 Annual Report / Report of the Supervisory Board / Remuneration Report

<b>GRI 202: Market Presence 2016</b>	
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Employee Engagement: Working Conditions
202-2 Proportions of senior management hired from the local community	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board 2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Employee Engagement
<b>GRI 203: Indirect Economic Impacts 2016</b>	
203-1 Infrastructure investments and services supported	2019 Annual Report / Report of the Executive Board / Transformative innovations 2019 Sustainability Data Report / Community Involvement
203-2 Significant indirect economic impacts	2019 Annual Report / Report of the Executive Board / Transformative innovations 2019 Sustainability Data Report / Community Involvement
<b>GRI 204: Procurement Practices 2016</b>	
204-1 Proportion of spending on local suppliers	2019 Sustainability Data Report / Resource Management / Responsible Supply Chain 2019 Sustainability Data Report / Sustainability Data Management
<b>GRI 205: Anti-corruption 2016</b>	
205-1 Operations assessed for risks related to corruption	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Commitment to United Nations Sustainable Development Goals 2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Legal and compliance risks
205-2 Communications and training about anti-corruption and procedures	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Commitment to United Nations Sustainable Development Goals 2019 Annual Report / Report of the Executive Board / Embracing People and Society: Corporate responsibility is everyone's responsibility 2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Legal and compliance risks 2019 Sustainability Data Report / Good governance / Ethics and Compliance
205-3 Confirmed incidents of corruption and actions taken	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Annual Report / Report of the Executive Board / Embracing People and Society: Corporate responsibility is everyone's responsibility 2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Legal and compliance risks 2019 Sustainability Data Report / Good Governance / Ethics and Compliance
<b>Environmental</b>	
<b>GRI 103: Management Approach 2016</b>	
103-1 Explanation of the material topic and its boundary	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
103-2 The management approach and its components	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Annual Report / Report of the Executive Board / Transformative innovations: Delivering intuitive solutions 2019 Sustainability Data Report / Resource Management / Resource efficient operations 2019 Sustainability Data Report / Resource Management / Responsible Supply Chain
103-3 Evaluation of the management approach	2019 Annual Report / Corporate Governance and Risk Management/ Corporate Governance: Executive Board 2019 Annual Report / Corporate Governance and Risk Management/ Corporate Governance: Supervisory Board
<b>GRI 301: Materials 2016</b>	
301-1 Materials used by weight and volume	2019 Sustainability Data Report / Resource Management / Resource efficient operations
301-2 Recycled input materials used	2019 Sustainability Data Report / Resource Management / Resource efficient operations
301-3 Reclaimed products and their packaging materials	2019 Annual Report / Report of the Executive Board / Embracing people and society
<b>GRI 302: Energy 2016</b>	
302-1 Energy consumption within the organization	2019 Sustainability Data Report / Resource management / Resource efficient operations

302-2 Energy consumption outside of the organization	2019 Sustainability Data Report / Resource management / Resource efficient operations
302-3 Energy Intensity	2019 Sustainability Data Report / Resource management / Resource efficient operations
302-4 Reduction of energy consumption	2019 Sustainability Data Report / Resource management / Resource efficient operations
302-5 Reductions in energy requirements of products and services	2019 Sustainability Data Report / Resource management / Resource efficient operations
<b>GRI 303: Water and Effluents 2018</b>	
303-1 Interactions with water as a shared resource	2019 Annual Report / Report of the Executive Board / Embracing people and society: Environmental Responsibility 2019 Annual Report / Value Creation Model 2019 Sustainability Data Report / Value Creation Model
303-2 Management of water discharge related impacts	2019 Annual Report / Report of the Executive Board / Embracing people and society: Impact on society
303-3 Water withdrawal	2019 Sustainability Data Report / Resource management / Resource efficient operations
303-4 Water discharge	2019 Sustainability Data Report / Resource management / Resource efficient operations
303-5 Water consumption	2019 Sustainability Data Report / Resource management / Resource efficient operations
<b>GRI 304: Biodiversity 2016</b>	
304-1 Operational sites of production in protected areas and areas of high biodiversity value outside protected areas	Not applicable For further information refer to 2019 Annual Report / Corporate Governance and Risk Management
304-2 Significant impacts of activities, products, and services on biodiversity	2019 Annual Report / Report of the Executive Board / Embracing people and society: Impact on society
304-3 Habitats protected or restored	2019 Sustainability Data Report / Community Involvement For further information please refer to: <a href="https://wolterskluwer.com/company/value-creation/our-society.html">https://wolterskluwer.com/company/value-creation/our-society.html</a>
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable For further information please refer to 2019 Annual Report / Corporate Governance and Risk Management
<b>GRI 305: Emissions 2016</b>	
305-1 Direct (scope 1) GHG emissions	2019 Sustainability Data Report / Resource management / Resource efficient operations
305-2 Energy indirect (Scope 2) GHG emissions	2019 Sustainability Data Report / Resource management / Resource efficient operations
305-3 Other indirect (Scope 3) GHG emissions	2019 Sustainability Data Report / Resource management / Resource efficient operations
305-4 GHG emissions intensity	2019 Sustainability Data Report / Resource management / Resource efficient operations
305-5 Reduction of GHG emissions	2020 Sustainability Data Report / Resource management / Resource efficient operations
305-6 Emission of ozone depleting substances (ODS)	Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable
<b>GRI 307: Environmental Compliance 2016</b>	
307-1 Non-compliance with environmental laws and regulations	Not applicable 2019 Sustainability Data Report / Sustainability Data Management
<b>GRI 308: Supplier Environmental Assessment 2016</b>	
308-1 New suppliers that were screened using environmental criteria	2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Strategic and operational risks 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Responsibility through the supply chain 2019 Sustainability Data Report / Resource Management / Responsible Supply Chain



308-2 Negative environmental impacts in the supply chain and actions taken	2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Strategic and operational risks 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Responsibility through the supply chain 2019 Sustainability Data Report / Resource Management / Responsible Supply Chain
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## Social

### GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its boundary	2019 Annual Report / Report of the Executive Board / Improving Lives Today and for the Future: Materiality Analysis: Identifying economic, social, and environmental challenges 2019 Sustainability Data Report / Materiality Analysis
103-2 The management approach and its components	2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance 2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Sustainability Data / Resource management: Responsible supply chain
103-3 Evaluation of the management approach	2019 Annual Report / Corporate Governance and Risk Management/ Corporate Governance: Executive Board 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Supervisory Board

### GRI 401: Employment 2016

401-1 New employees hires and employee turnover	2019 Sustainability Data Report / Employee Engagement
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	2019 Annual Report / Notes to the Consolidated Financial Statements
401-3 Parental leave	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Diversity makes a difference 2019 Sustainability Data Report / Employee Engagement For further information please refer to the Wolters Kluwer Business Principles: <a href="https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html">https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html</a>

### GRI 403: Occupational Health and Safety 2018

403-1 Occupational health and safety management system	2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Employee engagement: Working conditions
403-2 Hazard identification, risk assessment, and incident investigation	2019 Annual Report / Corporate Governance and Risk Management / Risk Management 2019 Sustainability Data Report / Employee Engagement Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-3 Occupational health services	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Expanding well-being globally 2019 Sustainability Data Report / Employee engagement: Working conditions
403-4 Worker participation, consultation, and communication on occupational health and safety	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Expanding well-being globally 2019 Sustainability Data Report / Employee engagement: Working conditions 2019 Sustainability Data Report / Employee engagement: Employee engagement survey
403-5 Worker training on occupational health and safety	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-6 Promotion of worker health	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Expanding well-being globally 2019 Sustainability Data Report / Employee Engagement: Talent management 2019 Sustainability Data Report / Employee Engagement: Working conditions
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019 2019 Sustainability Data Report / Employee Engagement: Working conditions

403-8 Workers covered by an occupational health and safety management system	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-9 Work-related injuries	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-10 Work-related ill health	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
<b>GRI 404: Training and Education 2016</b>	
404-1 Average hours of training per year per employee	2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Good governance: Ethics and compliance
404-2 Programs for upgrading employee skills and transition assistance programs	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019 2019 Sustainability Data Report / Employee engagement 2019 Sustainability Data Report / Good governance
402-3 Percentage of employees receiving regular performance and career development reviews	2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019 2019 Sustainability Data Report / Employee Engagement: Talent Management
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	
405-1 Diversity of governance bodies and employees	2019 Annual Report / Report of the Supervisory Board / Embracing people and society / Creating an even better place to work in 2019 2019 Sustainability Data Report / Good governance: Board diversity 2019 Sustainability Data Report / Employee Engagement: Diversity and inclusion
405-2 Ratio of basic salary and remuneration of women to men	2019 Annual Report / Report of the Supervisory Board / Remuneration Report
<b>GRI 406: Non-discrimination 2016</b>	
406-1 Incidents of discrimination and corrective actions taken	2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Commitment to United Nations Sustainable Development Goals 2019 Annual Report / Report of the Executive Board / Embracing people and society 2019 Sustainability Data Report / Good Governance; Ethics and compliance 2019 Sustainability Data Report / Employee Engagement: Diversity and inclusion
<b>GRI 408: Child Labor 2016</b>	
408-1 Operations and suppliers at significant risk for incidents of child labor	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Protecting Human Rights 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Responsibility through the supply chain 2019 Sustainability Data Report / Resource Management / Responsible supply chain
<b>GRI 409: Forced or Compulsory Labor 2016</b>	
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Protecting Human Rights 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Responsibility through the supply chain 2019 Sustainability Data Report / Resource Management / Responsible supply chain
<b>GRI 412: Human Rights Assessment 2016</b>	
412-1 Operations that have been subject to human rights reviews of impact assessments	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Protecting Human Rights 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Responsibility through the supply chain Sustainability Data Report / Resource Management / Responsible supply chain
412-2 Employee training on human rights policies or procedures	2019 Annual Report / Report of the Executive Board / Embracing people and society / Corporate responsibility is everyone's responsibility

412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Protecting Human Rights 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Responsibility through the supply chain Sustainability Data Report / Resource Management / Responsible supply chain
<b>GRI 414: Supplier Social Assessment 2016</b>	
414-1 New suppliers that were screened using social criteria	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Responsibility through the supply chain 2019 Sustainability Data Report / Resource management / Responsible supply chain
414-2 Negative social impacts in the supply chain and actions taken	2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on Society: Responsibility through the supply chain 2019 Sustainability Data Report / Resource management / Responsible supply chain
<b>GRI 415: Public Policy 2016</b>	
415-1 Political contributions	Not applicable For further information refer to 2019 Annual Report / Corporate Governance and Risk Management For further information refer to company's Business Principles: <a href="https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html">https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html</a>
<b>GRI 419: Socioeconomic Compliance 2016</b>	
419-1 Non-compliance with laws and regulations in the social and economic area	2019 Sustainability Data Report / Good governance: Non-compliance with laws, fines and sanctions

## Contact Information

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Chamber of Commerce  
Trade Registry No. 33.202.517

This report contains a full overview of sustainability data. In addition, selected sustainability information is integrated within the *2019 Annual Report*. For more information on sustainability, visit [www.wolterskluwer.com](http://www.wolterskluwer.com).

This Sustainability Data Report is available as PDF on [www.wolterskluwer.com](http://www.wolterskluwer.com). The *2019 Annual Report* is also available as a PDF on our website and in limited edition print version.

Cover image: Our colleague Eric Alberts, Manager User Experience Design at the Digital eXperience Group, in conversation with his colleagues in front of his visualization of trends that impact our markets, our customers, and the ongoing transformation of our expert solutions.





World in Flux

Machin

Mitigate Risk

Lea

a Team

Transforma

Testing