



Wolters Kluwer

2017 Sustainability Data

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Introduction to the Sustainability Data

By helping customers improve the way they do business, provide better healthcare, navigate change, and build better judicial and regulatory systems, Wolters Kluwer delivers value for its stakeholders, including employees and investors, and contributes to shaping a better future for society.

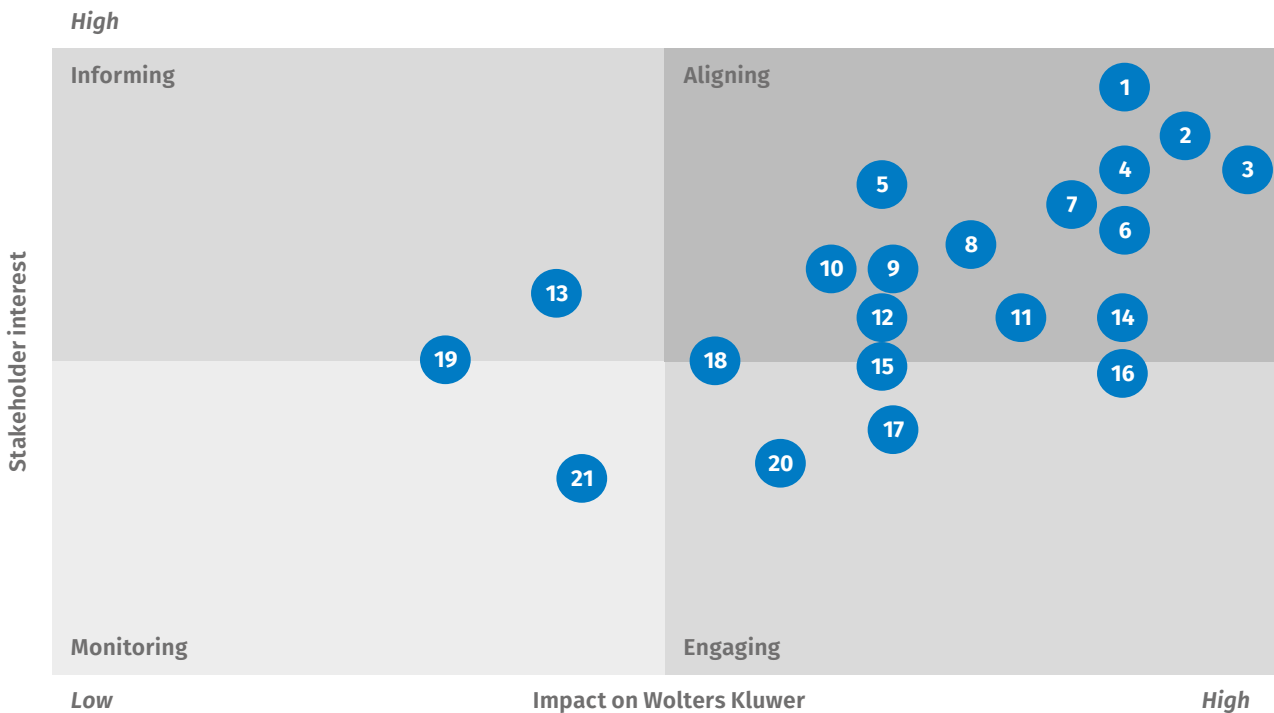
“It is essential for organizations like ours – resourceful, knowledgeable, and fortunate – to make a deep impact. Creating value for society remains a strong focus for Wolters Kluwer. Our work helps to protect people’s health, prosperity, and safety. We help make the world more sustainable and support our communities. We continue to be committed to the principles of the United Nations Global Compact, and acknowledge the importance of the Sustainable Development Goals that the United Nations has set for 2030.”

Nancy McKinstry,
CEO and Chairman of the Executive Board Wolters Kluwer

As of 2017, sustainability information, which used to be reflected in our 2017 Sustainability Report - is integrated in the 2017 Annual Report. In this document more information on sustainability data is available.

Stakeholder Input for Materiality Analysis

We continue to identify economic, social, and environmental topics that are critical to our business. We classified topics that drive or protect value creation important to our business operations. We do this through a process of internal alignment amongst various departments and through engagement with external stakeholders. In line with the value creation model, we engaged with customers, employees, investors, and business partners to revise and update our



- 1 Privacy and data protection
- 2 Compliance and best practice
- 3 Digital innovation and intellectual property
- 4 Operational excellence
- 5 Effective Policies
- 6 Risk Management
- 7 Employee satisfaction
- 8 Talent Management
- 9 Customer retention
- 10 Stakeholder engagement
- 11 Product impact

- 12 Diversity and equal opportunity
- 13 Brand Management
- 14 Efficient and effective access to information
- 15 Capital allocation
- 16 Financial stability
- 17 Responsible supply chain
- 18 Community involvement
- 19 Well-being
- 20 Circular economy
- 21 Climate change

materiality analysis. Representatives from each stakeholder group were asked in 2017 to complete a survey to substantiate the importance of each material topic. Further analysis led to a renewed diagram including 21 new and existing topics. The materiality analysis is divided into four quadrants – Aligning, Informing, Engaging, and Monitoring – based on the relative importance of topics to both stakeholders and our business operations. The analysis showed that the three most important topics are:

1. Privacy and data protection;
2. Compliance and best practice; and
3. Digital innovation and intellectual property.

When applicable, we provide data in line with the materiality analysis in this document or in the Annual Report. To ensure continuity and transparency in our reporting processes and performance, we compiled the reporting in accordance with the International <IR> Framework and the G4 Sustainability Reporting Guidelines in 2017.

Sustainability data management

As of 2017, we have compiled and gathered our Sustainability data with the online data management tool Enablon, the global provider of environmental, health, safety, sustainability, and operational risk management software and SaaS solutions. 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 non-financial data to support the development and implementation of our sustainability strategy. The Corporate Sustainability team works together with various departments such as Global Procurement, Human Resources, Real Estate, Legal, Group Accounting & Reporting, and Communications to discuss and establish material topics, policies, processes, and targets, and to collect data from divisions and operating entities within the predefined scope. The Corporate Sustainability department reviews the final data. Each Wolters Kluwer division rolls out its sustainability initiatives based on specific local opportunities. These initiatives are required to adhere to our globally-established policies and compliance regulations.

When introducing new indicators, we only provide the data for 2017. Where applicable, we report data regarding the last three consecutive years and provide explanations for the fluctuation in the data trends or the exclusion of data. The data presented in this report is collected on an annual basis and represents the reporting period from January 1, 2017, through December 31, 2017. The data provided in the resource efficient operations section (under Our Society) 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 revenue or 1% of Full-Time Equivalents (FTEs);
- All data expressed 'per FTE' (emissions from energy consumption, business air travel, water consumption, and staff turnover) is based on the average number of FTEs;
- Where we report data in Euro, currencies are converted using the financial year's average exchange rate;
- Corporate governance data is collected globally, although some exceptions may apply due to local legislation;
- Data relating to employees and community contributions is collected per country and by division (all data privacy concerns were taken into account when collecting employee data);
- Data relating to business air travel and paper is collected per country;
- Data related to energy, water, and waste is collected as follows:
 - Data is collected for facilities that cover more than 1,000 m² and is extrapolated for all Wolters Kluwer facilities;
 - For the U.S. we only collected data for owned properties and extrapolate for the leased offices; and
 - CO₂ 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. CO₂ emissions from heating and business travel use source-based conversion factors from the 'Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting'.

Please note that selected sustainability information is integrated within the 2017 Annual Report. For more information visit www.wolterskluwer.com

Our Customers

We serve healthcare, tax, accounting, finance, legal, and compliance professionals worldwide. With our information, software solutions, and services based on our expertise, domain knowledge, and a relentless focus on innovation, we help professionals to deliver deep impact when it matters most.

An important pillar of our sustainability strategy is our product impact portfolio, introduced in 2015 as a framework for inspiring sustainable innovation. This portfolio helps us to identify the sustainable impact our expert solutions make on our customers, which extends to our society.

The table below includes a (non-exclusive) list of selected products per division and describes the positive economic, social, and environmental impact they have for our society.

Product Impact Portfolio Criteria

Division	Product	Economic				Social					Environmental		
		Enhancing efficiency	Promoting data security	Improving accuracy	Mitigating risk	Enhancing health	Promoting prevention	Granting access to information	Enabling education	Enabling compliance	Enabling energy efficiency	Reducing paper	Enabling resource efficiency
Health	UpToDate Anywhere	X	X	X	X	X		X				X	
	Emmi Solutions	X	X		X	X	X	X					
Tax & Accounting	CCH Access	X	X	X					X	X		X	
	TeamMate	X	X	X	X				X	X			
Governance, Risk & Compliance	CT Lien Solutions	X	X		X			X		X	X		
	OneSumX	X	X	X	X				X	X			
Legal & Regulatory	Cheetah	X	X	X					X	X			
	Enablon	X	X		X	X	X			X	X	X	X

Our Employees

Our diverse global workforce helps customers thrive in a world in change. Technology professionals team up with subject matter experts to help customers solve critical problems at the most decisive moments. Wolters Kluwer employees contribute through cutting edge thinking and technology insights, using knowledge at the top of their respective fields.

To deliver on our business strategy, we continually drive a culture of high performance and accountability that attracts, develops, and retains the best talent.

Employee engagement

We want to make Wolters Kluwer an even better place to work. Since 2014 we have listened to our employees through our employee engagement survey.

Results	2017	2016
% Favorable engagement score*	76%	75%

*Results are from the Engagement category of the global engagement survey of all employees in 2016, and a shorter "Pulse" survey administered to 20% of employees in 2017.

Taking action

In 2017, we continue to support our employees and managers to develop their skills, knowledge, and careers. 100% of our employees have access to online trainings to improve their skills. The 2017 Leadership Summit was attended by 100% of our executive and top management*.

% who have accessed or attended training or development to improve skills and capabilities	2017	2016	2015
Executive/ top management	100%*	64%	70%
Management	93%	83%	52%
Employees	83%	56%	52%

*Based on attendance of Wolters Kluwer CEO and CEO direct reports at 2017 Leadership Summit.

Below is a summary of our turnover over the past 3 years.

% of turnover per average headcount per year	2017	2016	2015
Voluntary	9.3%	8.8%	9.2%
Involuntary	6.1%	5.4%	5.7%
Natural	0.1%	0.2%	0.4%
Total	15.5%	14.4%	15.3%

Leadership and diversity

We are a diverse company. As part of our values and business principles we articulate the importance we place on our diversity and believe it is one of the factors that sets us apart from many of our peers.

% of females	2017	2016	2015
Female Supervisory Board members	43%	29%	17%
Female Executive Board	50%	50%	50%
Female divisional CEOs	67%	67%	50%
Female senior management	24%	24%	25%
Female managers & employees	48%	49%	50%

Well-being of employees

The transition from a publishing company into one providing essential digital products and services has been marked by a decline in production facilities. The risk of health and safety hazards has decreased accordingly. In addition, our local facilities 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. At Wolters Kluwer we have health improvement programs in several countries. Our company's largest well-being program is in the U.S. and is called Be Well. Be Well is designed to help employees get fit, reduce stress, and increase energy levels. Be Well offers a variety of programming to address the whole person, including on-site health screenings and flu shots, and health improvement challenges to encourage year-round engagement.

Our Society

As a company that provides essential information, software solutions, and services, we make a difference in the communities in which we operate. We focus on the world's most critical areas, touching the lives of millions of people.

Resource efficient operations

Energy Consumption

Energy use is based on electricity, natural gas, heating oil, and district heating. As a result of outsourcing our data centers, electricity consumption has decreased globally. We continue to make the most efficient use of our office space. By reducing the office m2 per FTE we reduced the reliance on electricity and heating sources. This initiative had the largest impact on the decrease of the resources used in 2017. Furthermore, using 100% renewable energy in Germany has led to an increase of the percentage of electricity from renewable sources to 17%.

Energy consumption	2017	2016	2015
Total energy use in GWh	78	92	109
Electricity from renewable sources	17%	14%	15%
Total CO2 emissions from energy in metric tons	26,266	31,527	37,705
Tons of CO2 emissions from energy per FTE	1.4	1.7	2.0

Waste

Waste consumption has increased due to the clean-up of closed offices globally.

Waste consumption	2017	2016	2015
Total waste production in tons	3,945	3,598	3,339
Total waste recycled	2,204	2,047	2,059
% recycled waste	56%	57%	62%
Waste production tons per FTE	0.21	0.19	0.17

Water

Besides the reduced m2 of office space, water consumption decreased in 2017 due to the use of more efficient water systems.

Water consumption	2017	2016	2015
Total water use in cubic meters	138,002	157,435	175,613
Water use in m3 per FTE	7.3	8.3	9.1

Business Travel

Total business travel has decreased both for business travel by plane and by car. For business travel by plane, relatively more kilometres were travelled in business class than in 2016. This explains the increase in CO2 emissions from business air travel in metric tons even though total millions of kilometres (km) travelled by plane have decreased.

Business travel	2017	2016	2015
Total millions of kilometres (km) travelled by plane	99	107	114
Flight use (km/FTE)	5199	5644	5934
Total thousands of litres consumed by car travel	2434	2779	2895
Car use (liters/FTE)	128	147	150
Total CO2 emissions from business travel in metric tons	19,304	19,187	20,622
Total CO2 emissions from business travel per FTE in metric tons	1.02	1.01	1.01

Paper usage

Historically, our publishing business used large amounts of paper. Our total paper usage decreased during the period 2015 – 2017 as a result of the strategic focus on digital revenues. We have changed the scope of our measurement for paper data for this report, which resulted in the need to restate the 2016 number.

Metric tons	2017	2016	2015
Total paper	17,650	17,864	18,821

Responsible supply chain

We review our procurement process critically and are striving to achieve an environmentally and socially sustainable supply chain. The six main elements of the Supplier Management Program include:

1. Governance and Oversight
2. Requirements Definition and Risk Assessment
3. Third Party Selection and Due Diligence
4. Contract Negotiation
5. Ongoing Monitoring and Reporting
6. Termination

We expect our suppliers to adhere to the standards described in our Supplier Code of Conduct, as well as with local laws and regulations, the articles of the United Nations Universal Declaration of Human Rights, and the core standards of the International Labor Organization. We regularly review the product-specific certifications of our paper suppliers. In 2017, 97% of our paper is sourced from suppliers which are certified by at least one of the following standards: FSC, PEFC, SFI, EU Ecolabel, Nordic Swan, or Blauer Engel.

Supplier management	Status Target	2017	2016	2015
% of 100 centrally managed major suppliers* that have signed the Wolters Kluwer Supplier Code of Conduct or have an equivalent standard	Achieved	100%	42%	-
% of material centrally managed suppliers from high-risk countries and high-risk industries that are certified or audited by a credible sustainability standard.	Achieved	100%	62%	50%
Number of suppliers managed by the local procurement departments that have signed the Wolters Kluwer Supplier Code of Conduct or have an equivalent standard	N/A	44	-	-

* Major suppliers are defined as the largest 200 suppliers based on addressable spend

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.

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.



Community contributions in thousands of euros	2017	2016	2015
Community contributions in cash	719	617	724
Community contributions in kind	842	1,765	1,430
Management cost related to community contributions	34	32	29
Total	1,595	2,414	2,183

Our community contributions in cash increased in 2017 based on the donation made to the American Red Cross for the victims of the hurricanes Harvey and Irma in the US. Our community contributions in kind decreased due to fewer downloads of Wolters Kluwer products as part of the Hinari program, our long-term collaboration with the United Nations program. This trend is visible throughout the Hinari program and is not limited to Wolters Kluwer products.

Corporate Governance

The Global Compliance Training Program took place from October 1, 2017 to December 31, 2017. All employees worldwide were invited. In January 2017, we launched a single performance management and learning approach supported by the expansion of our talent management system. This system facilitated the reporting and completion tracking of our global training offerings. The numbers reflect the status as of December 31, 2017. Employees based in the European Union did not receive the basic IT security awareness training due to pending Works Councils procedures and alignment of policies.

The Compliance Training consisted of the following courses:

1. Wolters Kluwer Ethics Training (business ethics, values, anti-bribery, fair competing, sanctions and export control, data protection, reporting issues)
2. IT Security Awareness Training
3. Cyber Security Training, composed of the following modules:
 - Email Security;
 - Security Essentials;
 - Social Engineering;
 - Security Beyond the Office;
 - Mobile Device Security; and
 - Data Protection and Destruction.

We are pleased to report that in 2017 97% of our employees worldwide – hired before September 1, 2017 – have completed the following compliance training. This reflects the achievement of our 2016 targets stating that:

- 90% of our employees worldwide to receive the renewed training program on compliance by the end of each year; and
- 80% of employees who receive the training, complete the program and are certified on compliance by the end of each year.

% employees worldwide that have received and completed the Compliance Training Program	Completed 2017	Completed 2016	Completed 2015
Conduct & Ethics Training	97%	97%	99%
IT Security Awareness Training	97%	97%	99%
Fair Competition & Trading Training	Included in the Ethics training	97%	99%
Cyber Security Training	97%	96%	n/a

We provide channels and resources for our employees so that they can communicate their complaints and grievances in a secure environment. All Wolters Kluwer entities have at least one of the grievances channels implemented. To underpin the importance of integrity and to create a culture in which employees are comfortable to speak up and report any issues, Wolters Kluwer recently implemented a global reporting system with 24/7 availability, called SpeakUp. SpeakUp was launched in October 2017, is available for employees worldwide in 22 languages and employees can report any suspected non-compliance on a confidential basis and if desired, anonymously.

Weighted % of employees covered by measures to handle complaints and grievances	2017	2016	2015
Whistleblowing	100%	100%	100%
Help line	88%	87%	78%
Independent person	96%	99%	99%
Counselling	86%	86%	87%
Policies and related information widely circulated in appropriate languages	100%	100%	100%

In case of non-compliance with laws or regulations, we track significant fines and sanctions imposed on Wolters Kluwer legal entities. Through our policies and training and awareness programs, we strive to ensure that non-compliance is not repeated.

	2017	2016	2015
Aggregate monetary value of significant fines (€)	26,952	19,432	85,849
Total number of non-monetary sanctions	0	0	0

Our Policies

We implemented several global corporate policies which cover a wide range of domains to ensure the continuous compliance with high business standards.

Publicly Available	Internally Available
Auditor Independence Policy	Acceptable Use Policy*
Company Values	Global IT Security Policy*
Business Principles	Global Travel Policy
Insider Dealing Policy	
Environmental Policy	
Human Rights Policy	
Social Media Guidelines/Global Standards	
Supplier Code of Conduct*	
Tax Principles	
SpeakUp*	

* Policy has been updated in 2017

Memberships

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

Sustainable Development Goals

Wolters Kluwer is committed to the Sustainable Development Goals launched by the United Nations in 2016. The goals establish a coherent framework to boost global sustainable development by engaging stakeholders.

In line with the Wolters Kluwer value creation model, we are contributing to the following goals:

Sustainable Development Goal	Reference
3. Ensure healthy lives and promote well-being for all at all ages	2017 Annual Report / Value Creation 2017 Annual Report / Value Creation: Digital Innovation 2017 Annual Report / Our Society: Product impact portfolio 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Our Society: Community Involvement Wolters Kluwer website
4. Ensure inclusive and equitable quality education promote lifelong learning opportunities for all	2017 Annual Report / Value Creation 2017 Annual Report / Value Creation: Our Employees 2017 Annual Report / Corporate Governance and Risk Management: Value Creation and Culture 2017 Annuity Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Our Society: Product impact portfolio 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Our Society: Community Involvement Wolters Kluwer website
5. Achieve gender equality and empower all women and girls	2017 Annual Report / Our Employees 2017 Annual Report / Corporate Governance and Risk Management: Diversity 2017 Sustainability Data / Our Employees
8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	2017 Annual Report / Value Creation: Value Creation Model 2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Society: Product impact portfolio
9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	2017 Annual Report / Value Creation: Value Creation Model 2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Society 2017 Sustainability Data / Corporate Governance
10. Reduce inequality within and among countries	2017 Annual Report / Our Society 2017 Sustainability Data / Our Society
12. Ensure sustainable consumption and production patterns	2017 Annual Report / Our Society: Product Impact Portfolio 2017 Sustainability Data / Our Customers 2017 Sustainability Data / Our Society
13. Take urgent action to combat climate change and its impacts	2017 Annual Report / Our Society: Resource Efficient Operations 2017 Annual Report / Our Society: Responsible Supply Chain 2017 Sustainability Data / Our Society: Resource Efficient Operations 2017 Sustainability Data / Our Society: Responsible Supply Chain
16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	2017 Annual Report / Value Creation 2017 Annual Report / Our Employees 2017 Annual Report / Our Society: Product Impact Portfolio 2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Customers 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Our Society: Community Involvement
17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Stakeholder Input for Materiality Analysis Wolters Kluwers website

Global Compact Principles

Issue areas	References (2017)
Human rights	
Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Our Society: Responsible Supply Chain
Principle 2 – Businesses should make sure they are not complicit in human rights abuses.	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Our Society: Responsible Supply Chain
Labor	
Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	2017 Annual Report / Value Creation 2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Employees 2017 Sustainability Data / Our Employees Website / Employee Engagement
Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor.	2017 Annual Report / Value Creation 2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Our Employees 2017 Sustainability Data / Our Employees Website / Employee Engagement
Principle 5 – Businesses should uphold the effective abolition of child labor.	2017 Annual Report / Value Creation: Good Governance 2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation.	2017 Annual Report / Value Creation: Diversity 2017 Annual Report / Our Employees 2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement Website / Employee Engagement
Environment	
Principle 7 – Businesses should support a precautionary approach to environmental challenges.	2017 Annual Report / Value Creation 2017 Sustainability Data / Our Society: Resource Efficient Operations Website / Resource Management
Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility	2017 Annual Report / Value Creation 2017 Annual Report / Our Society Website / Resource Management
Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.	2017 Annual Report / Value Creation 2017 Annual Report / Our Society Website / Resource Management
Anti-corruption	
Principle 10 – Businesses should work against corruption in all its forms, including extortion and bribery.	2017 Annual Report / Our Society 2017 Annual Report / Corporate Governance and Risk Management Website / Our Suppliers

Global Reporting Initiative

Strategy and Analysis

G4-1 CEO statement	CEO Introduction
G4-2 Key impacts, risks, and opportunities	2017 Annual Report / Our Society 2017 Annual Report / Corporate Governance and Risk Management: Risk Management 2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Value Creation
G4-3 Name organization	Front cover
G4-4 Products and services	2017 Annual Report / Our Customers
G4-5 Location headquarters	2017 Annual Report / Other Information: Contact information
G4-6 Countries located	2017 Annual Report / Wolters Kluwer at a Glance in 2017 2017 Annual Report / Our Investors 2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-7 Nature of ownership and legal form	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-8 Markets	2017 Annual Report / Value Creation: Growing Our Value Together
G4-9 Size of operations	2017 Annual Report / Wolters Kluwer at a Glance in 2017 2017 Annual Report / Operational and Financial Review
G4-10 Breakdown of total workforce	2017 Annual Report / Wolters Kluwer at a Glance in 2017 2017 Sustainability Data / Our Employees
G4-11 Total employees covered by collective	2017 Annual Report / Corporate Governance and Risk Management
G4-12 Describe the organization's supply chain	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Our Society Wolters Kluwer Website / Our Suppliers
G4-13 Organizational changes	2017 Annual Report / Corporate Governance and Risk Management
G4-14 Precautionary approach	2017 Annual Report / Corporate Governance and Risk Management: Risk Management 2017 Annual Report / Our Society
G4-15 Externally developed principles	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Value Creation: Innovation-driven sustainability 2017 Annual Report / Our Society
G4-16 Memberships in associations	2017 Sustainability Data / Memberships
G4-17 Operational structure	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Customers
G4-18 Process report content	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
G4-19 List of all the material Aspects	2017 Annual Report / Corporate Governance and Risk Management: Sustainability
G4-20 Aspect Boundary within the organization	2017 Annual Report / Corporate Governance and Risk Management: Sustainability 2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement

G4-21 Aspect Boundary outside the organization	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Sustainability Data / Notes to the Sustainability Data
G4-22 Re-statements	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
G4-23 Reporting changes	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
G4-24 List of stakeholder groups	2017 Annual Report / Our Investors
G4-25 Identification and selection of stakeholders	2017 Annual Report / Our Investors
G4-26 Approaches to stakeholder engagement	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2017 Annual Report / Value Creation: Innovation-driven sustainability 2017 Annual Report / Our Investors: Investor Dialogue
G4-27 Key topics through stakeholder engagement	2017 Annual Report / Value Creation: Innovation-driven sustainability 2017 Annual Report / Corporate Governance and Risk Management: Sustainability
G4-28 Reporting period	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
G4-29 Previous report	Wolters Kluwer Website / Annual Reports
G4-30 Reporting cycle	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
G4-31 Contact person(s)	2017 Annual Report / Other Information: Contact information
G4-32 GRI Context Index	Disclosure of Management Approach GRI and Global Compact Table (online)
G4-33 Policy and current practice with regard to seeking external assurance for the report	2017 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
G4-34 Governance structure	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Employees: Our Organization Wolters Kluwer Website / Management
G4-35 Delegation process of authority for economic, environmental and social issues	2017 Annual Report / Corporate Governance and Risk Management
G4-36 Executive-level position with responsibility for economic, environmental and social topics	2017 Annual Report / Corporate Governance and Risk Management
G4-37 Consultation process between stakeholders and the highest governance body on economic, environmental and social topics	2017 Annual Report / Our Investors: Investor Dialogue 2017 Annual Report / Corporate Governance and Risk Management
G4-38 Composition of the highest governance body and its committees	2017 Annual Report / Our Employees: Our Organization 2017 Annual Report / Corporate Governance and Risk Management
G4-39 Chair of the highest governance body	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Other Information: Profiles Supervisory Board Wolters Kluwer Website / Management
G4-40 Nomination and selection for the highest highest governance body and its committees	2017 Annual Report / Our Employees: Our Organization 2017 Annual Report / Corporate Governance and Risk Management Wolters Kluwer Website / Management

G4-41 Processes to ensure conflicts of interest	2017 Annual Report / Corporate governance and Risk Management Dutch Corporate Governance Code Wolters Kluwer Website / Company & Investors
G4-42 Responsibilities for strategy and policies related to economic, environmental and social impacts	2017 Annual Report / Corporate Governance and Risk Management
G4-43 Enhancement of the highest governance body's collective knowledge of economic, environmental and social topics	2017 Annual Report / Our Employees: Our Organization 2017 Annual Report / Corporate Governance and Risk Management
Wolters Kluwer Website / Management	
G4-44 Performance highest governance body	2017 Annual Report / Corporate Governance and Risk Management Wolters Kluwer Website
G4-45 Procedures of the highest governance body	2017 Annual Report / Corporate Governance and Risk Management
G4-46 Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Corporate Governance and Risk Management : Non-financial information statement
G4-47 Frequency of the highest governance body's review	2017 Annual Report / Corporate Governance
G4-48 Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.	2017 Annual Report / Corporate Governance and Risk Management
G4-49 Communicating process for critical concerns	2017 Annual Report / Corporate Governance and Risk Management
G4-50 Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	2017 Annual Report / Corporate Governance and Risk Management
G4-51 Remuneration of highest governance body	2017 Annual Report / Corporate Governance and Risk Management
G4-52 Process for determining remuneration	2017 Annual Report / Corporate Governance and Risk Management
G4-53 Stakeholders' views on remuneration	2017 Annual Report / Corporate Governance and Risk Management
Ethics and Integrity	
G4-56 Internally developed statements	2017 Annual Report / Corporate Governance and Risk Management
G4-57 Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity	2017 Annual Report / Value Creation: Good governance 2017 Annual Report / Corporate Governance and Risk Management

G4-58 Internal and external mechanisms for reporting concerns about unethical or unlawful behavior	2017 Annual Report / Corporate Governance and Risk Management
Economic performance indicators	
G4-DMA Management approach to economic performance	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Employees: Taking Action 2017 Annual Report / Value Creation: Talent Management
G4-EC1 Direct economic value	2017 Annual Report / Value Creation 2017 Annual Report / Our Customers 2017 Annual Report / Wolters Kluwer at a glance 2017
G4-EC2 Financial implications due to climate change	2017 Annual Report / Corporate Governance and Risk Management: Risk Management 2017 Sustainability Data / Our Society: Resource efficient operations
G4-EC3 Coverage benefit plan obligations	2017 Annual Report / Remuneration report
G4-EC4 Financial assistance received from government	Not applicable Indirect Economic Impacts
G4-DMA Management approach to indirect economic impacts	2017 Annual Report / Our Society 2017 Annual Report / Our Customers 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Our Society: Resource efficient operations
2017 Sustainability Data / Community Involvement	
G4-EC7 Development and Impact of infrastructure investments and services supported	2017 Annual Report / Our Society 2017 Annual Report / Our Customers 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Our Society: Resource efficient operations 2017 Sustainability Data / Our Society: Community Involvement
G4-EC8 Significant indirect economic impacts	2017 Annual Report / Value Creation: Innovation-driven sustainability 2017 Annual Report / Our Customers 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Our Society: Resource efficient operations 2017 Sustainability Data / Our Society: Community Involvement
Procurement Practices	
G4-EC9 Locally-based suppliers	2017 Sustainability Data / Our Society: Resource efficient operations Environmental performance indicators
G4-DMA Management approach to environmental strategy	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN1 Weight of materials used	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN2 Recycled input materials	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN3 Energy consumption within the organization	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN4 Energy consumption outside of the organization	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN5 Energy intensity	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN6 Reduction of energy consumption	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN7 Reductions in energy requirements of products and services	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN8 Total water use	2017 Sustainability Data / Our Society: Resource efficient operations

G4-EN11 Location land in protected areas	Not applicable
G4-EN12 Significant impacts on biodiversity	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN15 Energy direct greenhouse gas (GHG) emissions (Scope 1)	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2)	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3)	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN18 Greenhouse gas (GHG) emissions intensity	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN19 Reduction of greenhouse gas (GHG) emissions	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN20 Emissions of ozone-depleting substances	Not applicable
G4-EN21 NOx , SOx air emissions	Not applicable
G4-EN22 Total water discharge	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN23 Total weight of waste	2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN27 Initiatives to mitigate environmental impacts	2017 Sustainability Data / Our Society: Resource efficient operations
Compliance	
G4-DMA Management approach to compliance	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Value Creation: Good governance
G4-EN29 Monetary and non-monetary sanctions for non-compliance with environmental laws and regulations	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Value Creation: Good governance
Supplier Environmental Assessment	
G4-DMA Management approach to supplier environmental assessment	2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Society: Resource efficient operations
G4-EN33 Significant actual and potential negative environmental impacts in the supply chain and actions taken	2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Society: Resource efficient operations
Social Indicators	
Labor Rights and Decent Work	
G4-DMA Management approach to labor rights and decent work	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Society 2017 Annual Report / Our Employees 2017 Sustainability Data / Our Society: Resource efficient operations
G4-LA1 Employee turnover	2017 Sustainability Data / Our Society: Resource efficient operations
Occupational Health and Safety	
G4-DMA Management approach to occupational health and safety	2017 Annual Report / Our Society 2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Employees
G4-LA6 Type and rates of injury, occupational diseases, lost days and absenteeism, total number of work-related fatalities	2017 Sustainability Data / Our Employees

G4-LA7 Workers with high incidence or high risk of diseases related to their occupation	2017 Sustainability Data / Our Employees
Training and Education	
G4-LA9 Training per employee category	2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Employees 2017 Sustainability Data / Corporate Governance
G4-LA10 Programs for skill management	2017 Sustainability Data / Our Employees 2017 Sustainability Data / Corporate Governance
Diversity and Equal Opportunity	
G4-DMA Management approach to diversity and equal opportunity	2017 Annual Report / Our Society 2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Employees
G4-LA12 Gender breakdown of governance bodies	2017 Sustainability Data / Our Employees
Supplier Assessment for Labor Practices	
G4-DMA Management approach to supplier assessment for labor practices	2017 Annual Report / Our Society 2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Society: Resource efficient operations
G4-LA15 Significant actual and potential negative impacts for labor practices in the supply chain	2017 Sustainability Data / Our Society: Resource efficient operations
Labor Practices Grievance Mechanisms	
G4-DMA Management approach to labor practice grievance mechanisms	2017 Annual Report / Corporate Governance and Risk Management
G4-LA16 Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	2017 Annual Report / Corporate Governance and Risk Management
Human Rights	
G4-DMA Management approach to human rights	2017 Annual Report / Value Creation: Good Governance 2017 Annual Report / Our Society 2017 Sustainability Data / Our Employees
G4-HR1 Significant investment agreements that include human rights clauses	2017 Annual Report / Our Society
G4-HR2 Total hours of employee training on human rights policies or procedures	2017 Annual Report / Corporate Governance and Risk Management
G4-HR3 Incidents of discrimination	2017 Annual Report / Our Employees: Leadership and Diversity
G4-HR5 Child labor	2017 Annual Report / Our Society
G4-HR6 Forced or compulsory labor	2017 Annual Report / Our Society
Supplier Human Rights Assessment	
G4-DMA Management approach to supplier human rights assessment	2017 Annual Report / Corporate Governance and Risk Management
G4-HR10 Screening of suppliers on human rights	2017 Sustainability Data / Our Society: Resource efficient operations

G4-HR11 Significant actual and potential negative human rights impact in the supply chain and action taken	2017 Annual Report / Our Society 2017 Sustainability Data / Our Society: Resource efficient operations
Human Rights Disclosure for the Media Sector: Freedom of expression	2017 Annual Report / Corporate Governance: Non-financial information statement
G4-DMA Management approach	Missing data?
Human Rights Disclosure for the Media Sector: Cultural Rights	2017 Annual Report / Corporate Governance: Non-financial information statement
G4-DMA Management approach	Missing data?
Human Rights Disclosure for the Media Sector: Intellectual Property	2017 Annual Report / Corporate Governance: Non-financial information statement
G4-DMA Management approach	Missing data?
Human Rights Disclosure for the Media Sector: Protection of Privacy	2017 Annual Report / Corporate Governance: Non-financial information statement
G4-DMA Management approach	Missing data?
Society	
G4-DMA Management approach to social responsibility	2017 Annual Report / Corporate Governance: Non-financial information statement 2017 Annual Report / Value Creation 2017 Annual Report / Our Society 2017 Sustainability Data / Our Society: Community Involvement
G4-SO1 Impact on communities	2017 Sustainability Data / Our Society: Community Involvement
Anti-corruption	
G4-DMA Management approach to anti-corruption	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-SO3 Risks related to corruption	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-SO4 Employees trained in organization's anti-corruption policies and procedures	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-SO5 Actions taken in response to incidents of corruption	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
Public Policy	
G4-SO6 Total value of political contributions	2017 Annual Report / Corporate Governance and Risk Management
Compliance	
G4-DMA Management approach to compliance	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-SO8 Monetary value of significant fines and non monetary sanctions	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
Product Responsibility	
Product and Service Labelling	
G4-DMA Management approach to product and service labelling	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
G4-PR3 Product information and labelling	2017 Sustainability Data / Our Society: Resource efficient operations
G4-PR4 Total number of incidences of non-compliance	2017 Annual Report / Corporate Governance and Risk Management
G4-PR5 Customer satisfaction	2017 Annual Report / Our Customers

Marketing Communications	
G4-PR6 Marketing communications	2017 Annual Report / Our Customers 2017 Sustainability Data / Our Employees
G4-PR7 Total number of incidences of non-compliance	2017 Annual Report / Corporate Governance and Risk Management
G4-PR8 Customer Privacy	2017 Annual Report / Corporate Governance and Risk Management: Risk Management
Product Responsibility Disclosure for the Media Sector: Content Creation	
G4-DMA Management approach to product responsibility: disclosure for the media sector	2017 Annual Report / Value Creation: Good Governance 2017 Annual Report / Our Customers
M2 Methodology for assessing and monitoring adherence to content creations values	2017 Annual Report / Value Creation: Good Governance 2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Customers
Product Responsibility Disclosure for the Media Sector: Audience Interaction	
M6 Methods to interact with audience	2017 Annual Report / Value Creation 2017 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Our Society: Community Involvement
Product Responsibility Disclosure for the Media Sector: Media literacy	
M7 Actions taken to empower audience	2017 Annual Report / Corporate Governance and Risk Management 2017 Annual Report / Our Customers 2017 Sustainability Data / Our Society: Community Involvement

