

2021

Environmental, Social, and Governance Data Overview

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Introduction to this Environmental, Social, and Governance Data Overview

This Environmental, Social, and Governance Data Overview includes all environmental, social, and governance (ESG) data disclosed by Wolters Kluwer for 2021 and the prior two years (to the extent available). A selection of this data is included in our 2021 Annual Report, along with narrative information, our materiality matrix, our value creation model, and the United Nations Sustainable Development Goals we focus on. Wolters Kluwer reports its ESG data in accordance with the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) frameworks.



The 2021 Annual Report is available at www.wolterskluwer.com/en/investors/financials/annual-reports



Indices to the GRI, SASB, and UN Global Compact Disclosures are available at www.wolterskluwer.com/en/investors/financials/annual-reports

Environmental disclosures

Energy, water, and waste consumption ^(*)	2020	2019	2018
Energy consumption			
Total energy use in GWh ⁽¹⁾	51	84	94
Electricity from renewable sources	11%	12%	16%
Total CO ₂ emissions from energy in metric tons ⁽¹⁾	18,332	30,072	33,439
Tons of CO ₂ emissions from energy per FTE	0.95	1.59	1.79
Waste consumption ⁽²⁾			
Total waste production in tons	1,577	3,604	3,806
Total waste recycled in tons	880	1,653	1,720
Percentage recycled waste	56%	46%	45%
Waste production in ton per FTE	0.08	0.19	0.20
Water consumption ⁽²⁾			
Total water use in m ³	98,645	164,459	140,421
Water use in m ³ per FTE	5.14	8.71	7.51

^(*) Energy, water, and waste consumption data are reported with a lag of one year to allow for the delay in accessing this information.

⁽¹⁾ Energy use is based on electricity, natural gas, heating oil, and district heating. The global pandemic was the major factor that contributed to the decrease in energy consumption as most of our facilities were closed for an extended period of time throughout 2020. As part of our real estate rationalization program, real estate footprint was reduced by 7% on an organic basis in 2020, which also resulted in a decrease in energy consumption.

⁽²⁾ Most of our facilities were closed for an extended period of time in 2020 due to the global pandemic, resulting in lower levels of waste and water consumption.

Business travel	2021	2020	2019
Total millions of kilometers travelled by plane ⁽¹⁾	1.3	12	94
Flight use (km/FTE)	68	618	4,959
Total thousands of liters consumed by car travel	1,650	1,223	2,666
Car use (liters/FTE)	85	64	141
Total CO ₂ emissions from business travel in metric tons	5,445	5,471	19,799
Total CO ₂ emissions from business travel per FTE in metric tons	0.28	0.29	1.05

⁽¹⁾ Due to the global pandemic, both kilometers travelled by plane and flight use further decreased by 89% in 2021.

Social disclosures

Employees	2021	2020	2019
Diversity, equity, inclusion, and belonging			
Belonging score ⁽¹⁾	72	–	–
<i>Gender ratio, % female</i>			
Total workforce	46%	47%	47%
Executive Board	50%	50%	50%
Division CEOs	50%	50%	75%
Managers ⁽²⁾	38%	38%	39%
Non-managers ⁽³⁾	47%	48%	49%
<i>Race/ethnicity ratio, % of U.S. workforce ⁽⁴⁾</i>			
Asian	12.3%	–	–
Black or African American	6.8%	–	–
Hispanic or Latino	5.9%	–	–
White	70.0%	–	–
Other race or ethnicity ⁽⁵⁾	1.6%	–	–
Unknown or not provided	3.4%	–	–
Employee engagement			
Employee engagement score ⁽⁶⁾	74%	84%	77%
Engagement relative to high-performing norm ⁽⁷⁾	Above	Above	Above
Talent management			
<i>% turnover</i>			
Voluntary	11.9%	7.1%	8.8%
Non-voluntary	3.1%	4.1%	3.8%
Total	15.0%	11.2%	12.6%
Performance review			
<i>% receiving performance review</i>			
Top management	99.6%	99.2%	97.9%
Managers ⁽⁸⁾	99.7%	99.9%	99.5%
Non-managers	98.7%	99.3%	98.0%
Living wage ⁽⁹⁾			
% of employees above living wage benchmark	100%	100%	100%

⁽¹⁾ Belonging measures the extent to which employees believe they can bring their authentic selves to work and be accepted for who they are. The score is based on a survey by an independent market-leading survey partner.

⁽²⁾ Managers are defined as employees having three or more direct reports.

⁽³⁾ Non-managers are defined as employees having less than three direct reports (0-1-2).

⁽⁴⁾ Races/ethnicities reported mirror those used for required federal reporting in the United States.

⁽⁵⁾ Other races/ethnicities include persons who identify as being of two or more races, Native American or Alaska Native, Native Hawaiian, or Other Pacific Islander.

⁽⁶⁾ Results are from a shorter pulse survey administered to 20% of employees in 2019 and all employees in 2020, and a full survey administered to all employees in 2021. Although there was a decrease over 2021, this is in line with market trend and should be seen in the context of the ongoing impact of the global pandemic.

⁽⁷⁾ The high-performing norm is an independently-defined standard based on leading companies that qualify for *Fortune's World's Most Admired Companies* and *Great Place to Work* rankings.

⁽⁸⁾ In this context, Managers are defined as managers with at least one direct report.

⁽⁹⁾ The scope of the living wage benchmark covers employees in countries for which a *Living Wage Benchmark Coalition* benchmark is available up to and including December 2020.

Social disclosures continued

Product impact and innovation	2021	2020	2019
Global Innovation Awards			
Number of ideas submitted	154	219	260
Number of finalists	16	17	15
Number of winners	6	6	4
Product development spending			
Product development spending, % of revenues	10%	9%	10%
Product impact portfolio			
% of products contributing to at least 4 of the 10 indicators ⁽¹⁾	100%	100%	100%

⁽¹⁾ See the Product Impact Portfolio graphic below.

PRODUCT IMPACT PORTFOLIO 2021

Indicator	Up To Date	Health		Tax & Accounting			Governance, Risk & Compliance			Legal & Regulatory		
		Sentri7	Medi-Span	TeamMate	CCH Tagetik	CCH Access	OneSumX	ELM Solutions	eOriginal	Enablon	Kleos	ONE
Enhancing efficiency Achieve time or money savings through higher efficiency												
Promoting data security Contribute to assure high data security												
Enhancing effectiveness Improve productivity to make effective and accurate decision-making												
Mitigating risks Facilitate to identify, manage, and mitigate risks												
Enhancing health Help to protect and enhance people's health and prosperity												
Enabling compliance Ensure adherence with regulatory obligations												
Granting access to information Provide professionals with ongoing, actionable information												
Enabling energy efficiency Contribute to more efficient use of energy through content update in the same product												
Enabling resource efficiency Reduce consumption of resources such as paper by using digital solutions												
Circularity Use resources in a techno-cycle – with all technical resources designed for multiple use cycles												

Social disclosures continued

Responsible supply chain	2021	2020	2019
Total number of suppliers that signed our Supplier Code of Conduct or have an equivalent standard ⁽¹⁾	900	490	261
% of centrally managed suppliers that completed the due diligence questionnaire ⁽²⁾	91%	98%	90%
% of major data center suppliers that are certified according to ISO/IEC 27001 standard	100%	100%	100%
% of major data center suppliers that have been reviewed per the Wolters Kluwer Third-Party Risk Management Standard Monitoring schedule	100%	100%	100%
% of major print products suppliers that have been reviewed per the Wolters Kluwer Third-Party Risk Management Standard Monitoring schedule ⁽³⁾	80%	100%	100%
% of certified paper used in print products ⁽⁴⁾	58%	–	–

⁽¹⁾ In 2021, we started to reform our third-party risk management program. The goal is to bring more suppliers under central management. With that, we have increased the number of suppliers that are centrally managed.

⁽²⁾ In 2021, we increased the number of suppliers that are centrally managed, and thus more suppliers have received the due diligence questionnaire. At the end of 2021, not all due diligence questionnaires sent out in 2021 have been completed.

⁽³⁾ The decrease in the percentage of major print product suppliers that have been reviewed per the Wolters Kluwer Third-Party Risk Management Standard Monitoring schedule was due to the time schedule of the monitoring schedule and the global pandemic.

⁽⁴⁾ In 2021, we changed the methodology of calculation. The value now represents the percentage by total paper weight instead of the total number of different products supplied by vendors. Since the number reported for 2021 is not comparable to the number reported 2020, we have removed the number reported in the 2020 ESG Data Overview.

Community contributions <i>in thousands of euros</i>	2021	2020	2019
Community contributions in cash	1,508	1,136	759
Community contributions in kind ⁽¹⁾	3,586	2,906	813
Management cost related to community contributions	43	35	35
Total	5,137	4,077	1,607

⁽¹⁾ Our businesses participated in or initiated a total of 121 different projects in 11 different countries. See below table for details on the types of projects.

Community contributions in kind in 2021 <i>In thousands of euros, unless stated otherwise</i>	Number of projects	Number of employees	Number of volunteering hours (*)	Employee cost (**)	Cost of products & services	Total project cost
Fundraising & employee donations ⁽¹⁾	88	2,607	–	–	1	1
Supply donations ⁽²⁾	21	59	281	8	918	926
Pandemic donations ⁽³⁾	4	17	879	26	2,625	2,651
Volunteering ⁽⁴⁾	7	209	1,371	41	–	41
Environmental aid ⁽⁵⁾	1	30	300	9	–	9
Team charity events ⁽⁶⁾	–	–	–	–	–	–
Total	121	2,922	2,831	85	3,544	3,629

^(*) Part of these hours were registered under the Volunteer Day Off program, which offers employees up to one day off each year to spend supporting eligible non-profit organizations.

^(**) Employee cost includes management cost related to community contributions, as indicated in the table *Community contributions* above.

⁽¹⁾ Activities held to raise funds for projects or direct donations through employees.

⁽²⁾ Gathering and donating of supplies for charitable projects such as school supplies, meals, clothing, toiletries, holiday gifts, and toys.

⁽³⁾ Activities relating to relief efforts for the global pandemic, such as products, donation, fundraising, and expertise.

⁽⁴⁾ Employees volunteering their time during office hours to contribute to projects such as community service, mentoring, health promotion, and raising awareness for several causes.

⁽⁵⁾ Cleaning, recycling, or other activities supporting the environment.

⁽⁶⁾ Charitable activities as a team.

Governance disclosures

Ethics and compliance	2021	2020	2019
Annual Compliance Training			
% of active employees that completed training	99%	99%	99%
SpeakUp concerns			
Number of SpeakUp concerns reported to the Ethics & Compliance Committee	21	19	29
Board and Division CEO diversity			
% female on Supervisory Board	43%	43%	43%
% female on Executive Board	50%	50%	50%
% female division CEOs	50%	50%	75%

Environmental, Social, and Governance data management

The Corporate Sustainability team works together with various functions such as Procurement, Human Resources, Real Estate, Legal, Compliance, Group Accounting & Reporting, Strategy, and Corporate Communications to collect data from divisions and operating companies within the pre-defined 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.



Indices to the GRI, SASB, and UN Global Compact Disclosures are available at
www.wolterskluwer.com/en/investors/financials/annual-reports

Most of the ESG data is gathered using the Enablon platform, a Wolters Kluwer product that provides data collection, analytics, and reporting, which supports hundreds of global industry-leaders and millions of users to increase safety, manage environmental performance, manage risks and opportunities, and improve profitability and sustainability. Enablon allows a clear assignment of responsibilities for data contribution, validation, and final sign-off and 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.

To ensure continuity and transparency in our reporting processes and performance, we prepared this ESG reporting in accordance with the International <IR> Framework, the GRI Standard 2016: Core Option, and the Sustainability Accounting Standards Board (SASB). For more information see *2021 GRI, SASB, and UN Global Compact Disclosures*, available on our website.



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 measures or topics, only data for 2021 is provided. Whenever a dash is shown, this means the data is not available. The data presented in this document is collected on an annual basis and represents the reporting period from January 1 through December 31. The data provided in the energy, water, and waste consumption section is reported with a lag of one year to allow for the delay in accessing this data.

These are the scoping guidelines for our ESG data:

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

Environmental, Social, and Governance data management continued

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

Chapter	Section	Specification
ENVIRONMENTAL DISCLOSURES 	Energy, water, and waste consumption	<p>1) Data is collected as follows:</p> <ul style="list-style-type: none"> • Europe, North America, and Rest of World (ROW): facilities that cover more than 1,000 m²; and • We extrapolate for offices smaller than 1,000m² <p>2) Data expressed 'per FTE' (emissions from energy consumption, waste production, water consumption) is based on the average number of FTEs for the year.</p> <p>3) CO₂ emissions from electricity are calculated with location-specific conversion factors from the International Energy Agency (IEA 2016) for electricity conversion factors. Calculations for CO₂ emissions use source-based conversion factors from the Guidelines to Defra/DECC's GHG Conversion Factors for Company Reporting.</p>
	Business travel	<p>1) Data is collected per legal entity.</p> <p>2) CO₂ emissions from business travel use source-based conversion factors from the Guidelines to Defra/DECC's GHG Conversion Factors for Company Reporting.</p>
SOCIAL DISCLOSURES 	Employees	<p>1) Data is collected centrally based on the status on December 31.</p> <p>2) Performance reviews are held for employees hired during the year if they joined before the fourth quarter.</p> <p>3) Living wage is compared to the living wage benchmark of the Global Living Wage Coalition, that were published up to and including December 2020. 2020 benchmarks are available for six countries where Wolters Kluwer has employees (Brazil, China, India, Mexico, South Africa, and Vietnam).</p>
	Product Impact Portfolio (PIP)	<p>We annually select the three top <i>expert solutions</i> from each division for the PIP. We use selected indicators around economic, social, and environmental topics and measure whether the selected <i>expert solutions</i> contribute to these indicators. The analysis of the indicators is done based on publicly available information on the <i>expert solutions</i>.</p>

Environmental, Social, and Governance data management continued

Chapter	Section	Specification
SOCIAL DISCLOSURES CONTINUED	Responsible supply chain	<p>1) Percentage 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> <p>2) Major data center suppliers are data center suppliers managed through our central supplier database that are identified as critical by the Global Business Services IT department.</p> <p>3) Certified paper is calculated by total weight of paper used for print products.</p> <p>4) Certifications for certified paper include Blue Angel, EU Ecolabel, FSC, SFI, Nordic Swan, or PEFC.</p>
GOVERNANCE DISCLOSURES	All indicators	<p>1) Data is collected globally, although some exceptions may apply due to local legislation.</p> <p>2) The “Division CEO” includes the division CEOs of the operating divisions: Health; Tax & Accounting; Governance, Risk & Compliance; and Legal & Regulatory.</p>



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Trade Registry No. 33.202.517

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This document contains a full overview of ESG data disclosures. In addition, selected ESG information is integrated within the *Sustainability* chapter of the 2021 Annual Report. For more information on our sustainability strategy, visit our website.

This Environmental, Social, and Governance Data Overview and the GRI, SASB, and UN Global Compact Disclosures are available as PDF on our website. The 2021 Annual Report is also available as a PDF on our website.



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Read more on sustainability on
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