

2010 Sustainability Report Act. Develop. Progress.



Wolters Kluwer

The Professional's First Choice

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From the CEO

At Wolters Kluwer, we understand that what is good for our business is also good for society. Social, environmental, and governance challenges call on us to constantly review and refine our own business practices. This consistent program of renewal leads not only to operational efficiencies for Wolters Kluwer, but also to enhanced products for our customers, a stronger focus on sustainable resources, and a more supportive environment for employees to reach their full potential.

Sustainability also creates new sources of value for the future, and this is a key element of our growth strategy. For us, the diversity of our people serves as an engine for innovation, providing a variety of thought and action. Managing for innovation means creating the conditions in which innovation can happen: close relationships with our customers, content and technology partners, a culture of imagination and experimentation for our people in order for great ideas to emerge, and investment and resources to translate ideas into action. We have made a commitment to invest 8-10% of our revenues each year in new and enhanced products. This strong focus on innovation will support the long-term growth aspirations of our company.

2010 was a year of significant change for Wolters Kluwer, driven by the reorganization of our business across global, customer-based divisions. This change to a global organization provided the opportunity for Wolters Kluwer to increase development opportunities for our people, to enhance global customer satisfaction metrics, and leverage products globally.

While our new organization allows us to maximize our global assets, we continue to maintain our deep connection to local markets and communities. I am proud of our continuous efforts to provide local support to low-income communities in need of our services. Notable examples are the free access we provide to medical knowledge through complimentary subscriptions to UpToDate, the Wolters Kluwer Foundation in Spain which assists immigrants in understanding Spanish legal principles, and in the Netherlands, our partnership with the City of Rotterdam for the 2010 World Alliance of Cities Against Poverty (WACAP) conference.

Wolters Kluwer has continued to build its support for sustainability initiatives over the past five years, and in 2011 we have taken one step further to demonstrate our commitment. In 2011, the Selection and Remuneration Committee of the Supervisory Board has added a sustainability element to my own as well as the other Board members' compensation, establishing how seriously we take our responsibility. I believe acting responsibly is not just something that we do for our employees, for our customers, or for society, but something we do in partnership with them. Therefore, I would like to thank our employees, customers, shareholders, and partners for their contributions to making our business and the world at large a more sustainable place.



Nancy McKinstry

CEO and Chairman of the Executive Board



Nancy McKinstry at the Senior Management Council Meeting, Chicago, Illinois.

Sustainability at Wolters Kluwer

Business Overview

Company Values

Our six company values connect all Wolters Kluwer employees and support the successful execution of our strategy.

- **Customer focus:** We develop products, services, and solutions with our customers' needs in mind. We listen to our customers and treat them with professionalism, honesty, and respect;
- **Innovation:** We create bold and forward-looking solutions that combine the latest technologies with our unmatched subject matter expertise and deep knowledge of our customers;
- **Accountability:** We take full responsibility for our actions and performance, and for meeting customers' needs and shareholders' expectations. We keep our promises;
- **Integrity:** We are direct, honest, transparent, and fair in our business dealings. We encourage diversity and respect the ideas and points of view of others;
- **Value creation:** We create value for our customers, employees, and shareholders. We strive for excellence in everything we do; and
- **Teamwork:** We work together with our customers, partners, and each other to meet our business goals.

Some of Wolters Kluwer's leading customer-facing brands are:

- *Legal & Regulatory:* Kluwer, Lamy, Leggi d'Italia Professionale, Wolters Kluwer Law & Business, LA LEY, CT Corporation, Croner, TyMetrix, Corsearch
- *Tax & Accounting:* CCH, Addison, A3 Software, CorpSystem, ProSystem fx
- *Health & Pharma Solutions:* Adis, Lippincott Williams & Wilkins, Ovid, ProVation Medical, UpToDate
- *Financial & Compliance Services:* Wolters Kluwer Financial Services, Bankers Systems, ARC Logics, FRSGlobal, Teleroute

Hallmark

Wolters Kluwer was founded in the Netherlands 175 years ago. The two founding fathers of the 18th century Dutch publishing houses, Æbele Kluwer and Jan-Berend Wolters, launched their business to improve the quality of educational materials and as a result of their work they educated new generations of professionals. Wolters Kluwer continues this long and rich history of producing high-quality information and tools across regions and market segments. Understanding customer needs and the market trends that influence those needs has been the hallmark of our company since its very beginning.

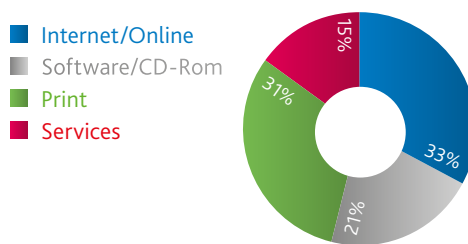
Today, Wolters Kluwer is a €3.6 billion global operating company that serves professionals all over the world. The company maintains operations across Europe, North America, Asia Pacific, and Latin America and employs approximately 19,000 people worldwide.

The company is headquartered in Alphen aan den Rijn, the Netherlands. Its shares are quoted on Euronext Amsterdam (WKL) and are included in the AEX and Euronext 100 indices.

Wolters Kluwer is registered under Dutch law with a two-tier board structure.

Employees (FTEs)	2010
Legal & Regulatory	7,915
Tax & Accounting	5,481
Health & Pharma Solutions	2,726
Financial & Compliance Services	2,018
Corporate Office	97
Total	18,237

Revenues by media 2010 in %



Management*Executive Board*

Nancy McKinstry, CEO and Chairman of the Executive Board;
Boudewijn Beerkens, CFO and Member of the Executive Board;
Jack Lynch, Member of the Executive Board

Supervisory Board

Adri Baan, Chairman; Peter Wakkie, Deputy Chairman;
Bruno Angelici; Barbara Dalibard; Len Forman; Stuart James;
Henk Scheffers

Senior Management

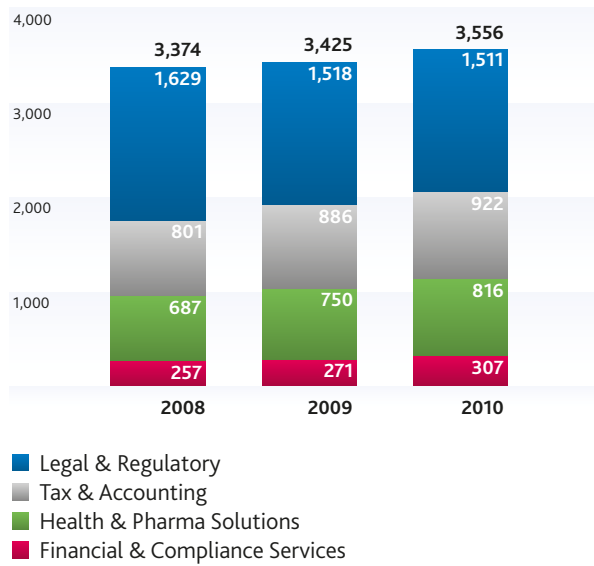
Stacey Caywood, CEO Wolters Kluwer Legal & Regulatory;
Kevin Robert, CEO Wolters Kluwer Tax & Accounting; Robert
Becker, CEO Wolters Kluwer Health & Pharma Solutions;
Brian Longe, CEO Wolters Kluwer Financial & Compliance
Services; Tom Lesica, CEO Wolters Kluwer Global Shared
Services; Richard Flynn, CEO Wolters Kluwer Corporate Legal
Services; Shasha Chang, CEO Wolters Kluwer China

Kathy Baker, Senior Vice President, Human Resources;
Jheroen Muste, Senior Vice President, Mergers & Acquisitions;
Elizabeth Satin, Senior Vice President, Mergers & Acquisitions
North America; Andres Sadler, Senior Vice President, Strategy

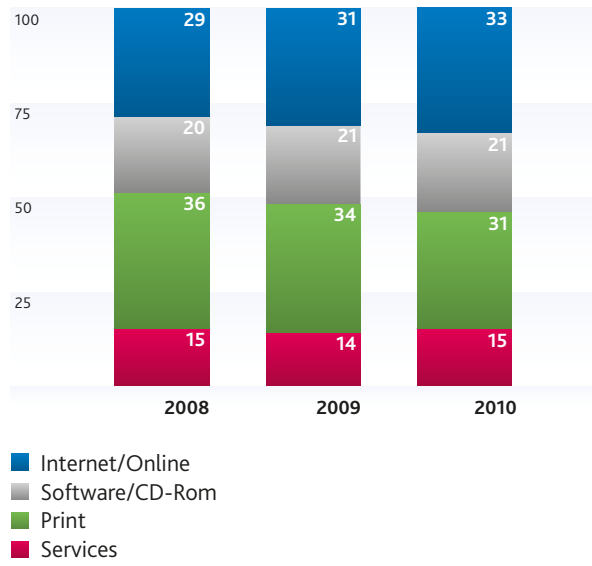
See management profiles at www.wolterskluwer.com.

Financial Overview 2008-2010

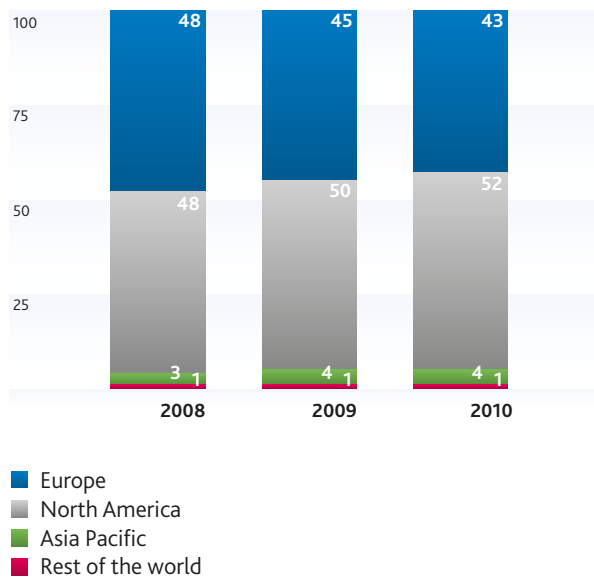
Revenues by division
in millions of euros



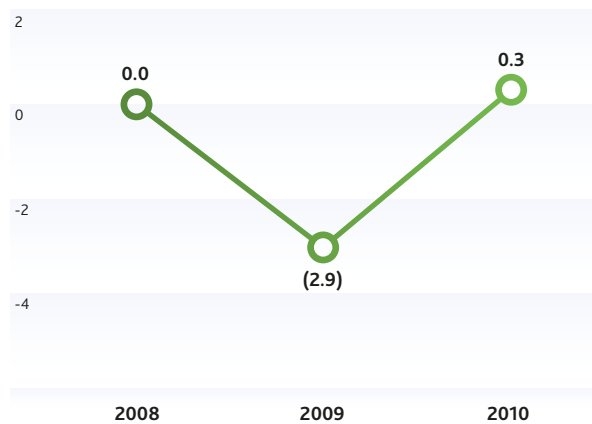
Revenues by media
in %



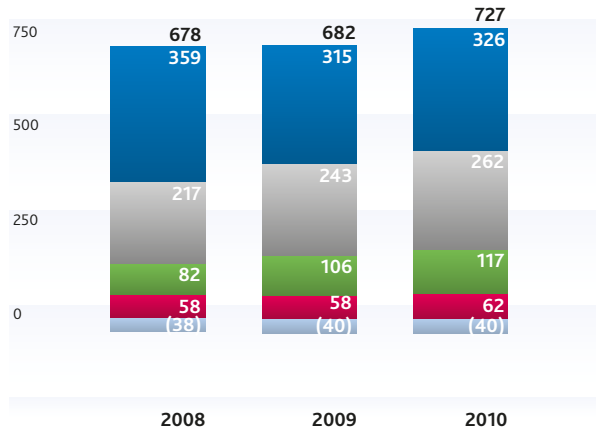
Revenues by geography
in %



Organic revenue growth
in %

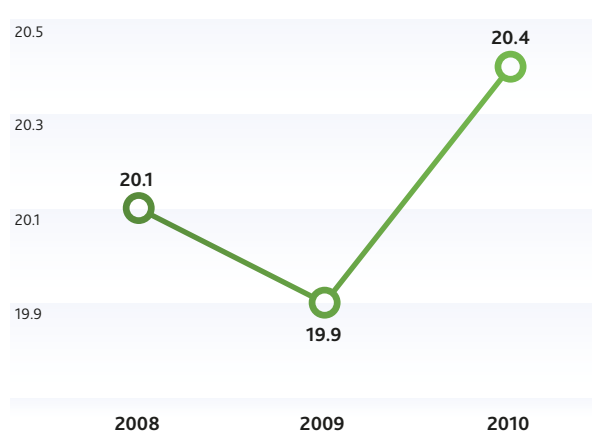


Ordinary EBITA by division
in millions of euros

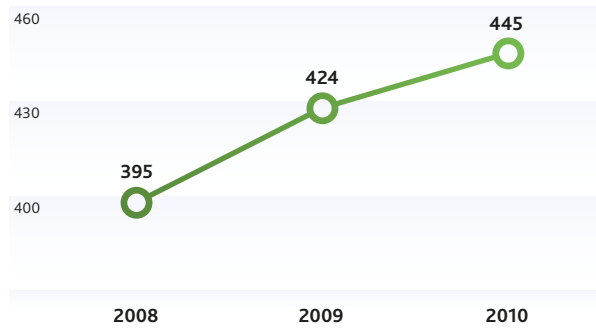


- Legal & Regulatory
- Tax & Accounting
- Health & Pharma Solutions
- Financial & Compliance Services
- Corporate

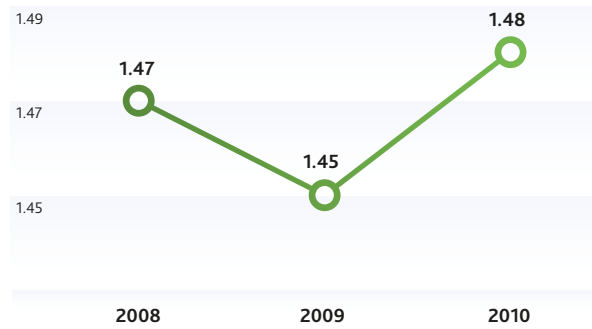
Ordinary EBITA margin
in %



Free cash flow
in millions of euros (in actual currencies)



Diluted ordinary earnings per share
in euros (in actual currencies)



Key performance indicators	2010	Target 2010	2009
Ordinary EBITA margin	20.4%	20%-21%	19.9%
Free cash flow ¹	€427 million	≥ €400 million	€411 million
Return on invested capital	8.6%	≥ 8%	8.5%
Diluted ordinary EPS ¹	€1.43	€1.41 to €1.45	€1.43

¹ in constant currencies (€/€ = 1.39)

About this Report

Coverage

The data in this report covers 94% of the organization, which amounts to 17,132 FTEs unless otherwise stated. This report covers 24 Wolters Kluwer business units and the operations of the corporate office. All values are comparable to the 2009 Sustainability Report.

G3 guidelines and application level

The G3 sustainability reporting guidelines of the Global Reporting Initiative provide the framework for the production of this report. Levels of materiality have been considered in choosing the indicators that are relevant for Wolters Kluwer's sustainability reporting process. A self-assessment has resulted in the application of the GRI principles at level B. The Disclosure on Management Approach and GRI indicators can be found in Annex 2 of this report.

Key Material Issues & Progress

Wolters Kluwer is focused on generating value for customers, shareholders, and employees, as well as the society in which it operates. Sustainability is directly connected to Wolters Kluwer's results through its products, as well as the way the company does business. Operating responsibly makes good business sense, now and in the future. The company concentrates its efforts on where it can make a difference, focusing on increasing access to actionable information, whether it is in the realm of access to medical knowledge and better healthcare decisions, encouraging justice, complying with tax standards, or prudent global financial and risk management enabling fair lending and anti-money laundering.

The company recognizes that sustainability needs to be integrated in its business processes and we strive to be a responsible organization and endeavor to work with fairness, integrity, and respect for differences. Starting from its company values, Wolters Kluwer acts conscientiously in its policies, processes, practices, and behaviors every day.

Key material issues for Wolters Kluwer include ensuring customer satisfaction and multiple formalized customer interaction points; good governance including remuneration linked to sustainability challenges that affect the company; people; increasing sustainability-related solutions (either content or format); supply chain; and the respectful use of environmental resources.

These key material issues apply to multiple business units. Wolters Kluwer determines its specific sustainability objectives based on ongoing analysis of the relevance to society at large and stakeholders, compared to the impact of those objectives on Wolters Kluwer and the company's ability to act, through either its operations or product solutions.

Kathy Baker, Senior Vice President Human Resources, under the sponsorship of the CEO and Chairman, owns key responsibility for Corporate Responsibility. Nicky van Dijk, Senior Manager, Corporate Human Resources, is responsible for the operational management. In addition, Wolters Kluwer's Corporate Legal department, Communications department, and Finance department, as well as the divisions' line management, are actively involved in maintaining and monitoring sustainability-related processes.

Key Material Issues	2010 Objective	Achievement
Customers, People, & Globalization	Implement new operating organization to achieve maximum customer value strategy	100%
People	Perform talent assessments and development plans for all new key positions in 2010	100%
Environmental	Grow online, software, and services revenues to represent at least 75% or more of total revenues in the medium term	69% Ongoing
People	Launch Organizational Health Index to benchmark engagement and performance culture in 2010	100%
Governance	Implement online compliance tool to enable structured management for all business policies with a focus on at-risk countries	25% Ongoing; online training tool to manage compliance launched
Governance	Perform external verification for material sustainability metrics in 2010	100%
Governance & Remuneration	Set sustainability metric for EB remuneration	100%

For more information about sustainability at Wolters Kluwer:

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ir@wolterskluwer.com

Stakeholders

Wolters Kluwer sees its relationships with suppliers as vital to optimize supply chains from a sustainability, risk management, and economic point of view. Shareholders, investors and analysts, non-governmental and sustainability organizations, media, educational institutions, and the public are important stakeholders for Wolters Kluwer. Governments double as regulators and customers for many of our solutions – influencing not just how Wolters Kluwer does business but also its future business volume. Wolters Kluwer continuously strives to exchange ideas with stakeholders and to provide them with relevant information.

Wolters Kluwer has affirmed its commitment to human rights by joining the United Nations Global Compact. The Global Compact is a framework for businesses that are committed to aligning their operations and strategies with universally-accepted principles in the areas of human rights, labor, the environment, and anti-corruption.

Recognition & Awards

Wolters Kluwer's ongoing sustainability efforts have led to continued external recognition. The company has been part of the Dow Jones Sustainability World Index for consecutive years and is a member of the United Nations Global Compact. Wolters Kluwer was again included in the SAM Sustainability Yearbook, representing the top-scoring 15% of the world's large companies. It also won the SAM Bronze Class Award.

In 2010, Wolters Kluwer's businesses were again at the forefront of awards for its customer service and solutions, its people, and business practices. 62% of Wolters Kluwer's business units received some form of external recognition,

compared to 59% in 2009. This section provides examples of prizes, awards, and other forms of recognition.

Wolters Kluwer

- Wolters Kluwer's commitment to corporate responsibility was recognized by the Dow Jones Sustainable World index and SAM 2010 Bronze Class award for the third year in a row.

Legal & Regulatory

- Wolters Kluwer Spain was again selected as Best Workplace 2010 by the Great Place to Work Institute. It also received recognition for its social journalism articles, and its CEO, Salvador Fernández López, won a CADEMO award for most innovative entrepreneur (premio Joan Bufi and Planas);
- Corporate Legal Services received product awards for BizFilings – the Davey Award (Silver), American Design Awards (Silver), IMA Best in Class B2B, and Site of the Day from CSS Awards;
- Law & Business in the United States was highlighted with interviews and a site shoot in the movie "The Forerunners," an educational film targeting Americans with Disabilities Act students. The movie showcased employers that hire individuals with disabilities and received a Chicago International Film Festival Award;
- Wolters Kluwer Germany (CW Haarfeld) won an intermedia-globe GOLD award for its Praxis Aktuell publications;
- Wolters Kluwer Hungary received academic awards for several of its titles, including the Environmental Encyclopedia (Mészáros Ernő); and
- Wolters Kluwer the Netherlands was recognized as Best Innovative Supplier by the Public/Government Department, CWI, in the Netherlands.

Tax & Accounting

- Wolters Kluwer Belgium was awarded two Fit for the Future awards from financial professionals as Best Post-accounting Software and Best Publisher;
- AAV in Wolters Kluwer Germany was awarded Best Software of the Year;
- CCH KnowledgeConnect – winner of The CPA Technology Advisor's 2010 Tax and Accounting Technology Innovation Award and named as Accounting Today's 2010 Top New Product – Practice Management category;
- In the United States, ProSystem fx Document Software as a Service was an Honorable Mention recipient of The CPA Technology Advisor's 2010 Tax and Accounting Technology Innovation Award;
- The leaders of Tax & Accounting North America and Small Firm Services, Mike Sabbatis and Jeff Gramlich, were named by Accounting Today's "Top 100 Most Influential People in Accounting" for 2010. The annual list encompasses the top professionals who have an active hand in shaping the current and future direction of accounting;

- Three CCH leaders were named to The CPA Technology Advisor's 2010 40 Under 40 list, which recognizes the top young accounting, tax, and technology professionals in the public accounting space:
 - Tracy Mortenson, Director of Federal and State Tax
 - Brian Steinert, Director of Product Management, Workflow Solutions
 - Tanya Rose, Director of Product Management, Tax Solution Set; and
- In 2010, a total of 22 CCH and CCH Small Firm Services solutions (up from 17 solutions in 2009) placed in The CPA Technology Advisor's 2010 Readers' Choice Awards, including:
 - CCH: ProSystem fx Tax, ProSystem fx Planning, CCH IntelliConnect, Tax Research NetWork, ViewPlan Advanced, ProSystem fx Trial Balance, ProSystem fx Write-Up, ProSystem fx Engagement, ProSystem fx Practice Management (placed in 2 categories), ProSystem fx Profit Driver, ProSystem fx Client Portals, ProSystem fx Scan, ProSystem fx Workstream, ProSystem fx Fixed Assets.
 - Small Firm Services: ATX, TaxWise, ATX Total Kleinrock Office, ATX Unlimited W-2/1099, ATX & TaxWise Write-Up, TaxWise & ATX Document Manager, ATX & TaxWise Scan & Fill, TaxWise Fixed Assets.

Health & Pharma Solutions

- Healthcare Analytics in New Zealand received a United Blood Community Service Award;
- Pharma Solutions UK – Investors in People Award;
- Medical Research's Targeted and Nursing Journals received awards and recognition; and
- 2010 Top 20 Best in KLAS Awards Report named ProVation Medical Software Number One in Clinical Procedure Documentation. This marks the sixth consecutive year the procedure documentation and coding solution has topped its KLAS category.

Financial & Compliance Services

- The company made several top lists, illustrating the quality of its solutions:
 - American Banker and IDC Financial Insights' FinTech 100
 - AutoRemarketing's Power 200 Top Company Listing
 - Chartis Research's RiskTech100
 - Top 10 Risk Management Technology Firm
 - Mortgage Technology's Top 50 Service Providers
 - Operational Risk & Regulation's Compliance 20 Software Rankings
 - Risk's Vendor Technology Rankings;
- Financial Services' people were chosen as Best Editorial Team and honored with a Compliance Register's Outstanding Service to Compliance and Regulation (OStCaR) Award;

- It also won a Technical Analysis of Stocks & Commodities' Readers' Choice Award: Portfolio Management—GainsKeeper; as well as a U.S. Postal Service's Corporate Business Achievement Award; and
- Teleroute, part of Wolters Kluwer Transport Services, received a Committed to Excellence award from EFQM, a global not-for-profit membership foundation dedicated to nurturing a network for innovative organizations to achieve sustainable growth.

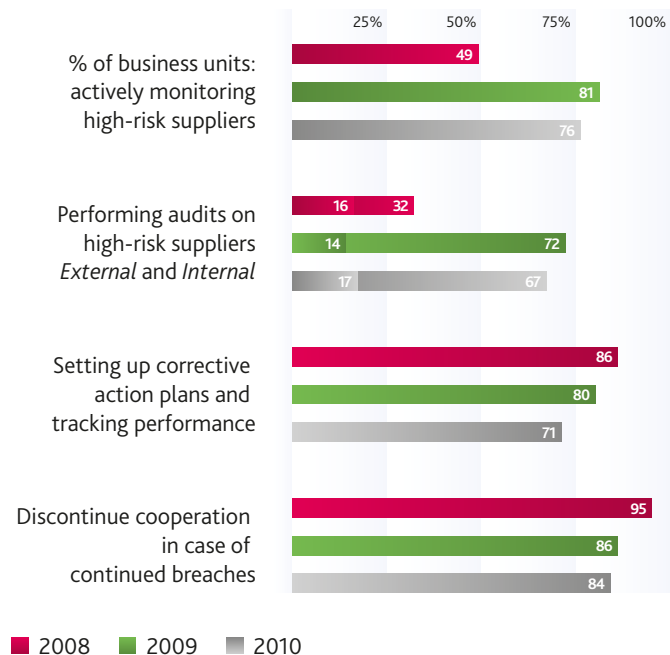
Supply Chain

Wolters Kluwer developed its Human Rights and Supplier policy in 2007. This policy was created to ensure that human rights are upheld in all business dealings. This does not just include the company's own behavior, but also that of its suppliers. Wolters Kluwer believes this can be influenced. It also believes good – as well as poor – supplier behavior reflects upon Wolters Kluwer as a business. This means including supplier principles as part of its Human Rights Policy, to be applicable to all suppliers across the world.

The policy is guided by the articles of the United Nations Universal Declaration of Human Rights and the eight core labor standards of the International Labor Organization: no forced or child labor, no abuse of labor, respecting freedom of association, non-discrimination, and compliance with wages and benefits legislation.

Wolters Kluwer spends most of its procurement on locally-based suppliers.

Procurement



The company has continued its improvements compared to 2008. Differences in performance compared to last year are driven by increasing global coverage on this question for markets such as Eastern Europe and Asia Pacific since Wolters Kluwer's supplier principles apply to the entire business. Those business units that answered "no" to any of the questions above, did state that either they had no suppliers who qualified as high risk, or that these issues are covered and monitored by the local judicial system. Wolters Kluwer expects all its suppliers to adhere to laws and applicable standards for labor and human rights, which is a standard part of its contracts. The company also has criteria for offshore printers, which must confirm that they comply with global labor standards.

Wolters Kluwer works with an internal Supplier Balanced Scorecard, which is created as a result of internal and external surveys. Quarterly Business Reviews with suppliers and internal team members are conducted to review performance and create action plans as necessary. Annual supplier reviews are conducted to define continuation or termination.

2011 Objectives

- Set up one global approach for identifying, managing, and auditing high-risk suppliers.

Governance & Remuneration

Corporate governance is an important subject for Wolters Kluwer. Wolters Kluwer's credibility to its people, its customers, and other stakeholders depends on how it behaves. This makes corporate governance a key business imperative. Wolters Kluwer has implemented strict governance practices applying to all its businesses and employees, which include business principles.

The business principles encompass:

- Responsibilities towards society at large, including human rights and supplier guidelines;
- Responsibilities towards employees;
- Responsibilities with respect to customers and other business partners; and
- Responsibilities towards one another and towards Wolters Kluwer.

The principles feature an editorial policy, whistleblower policy, human rights policy including supplier principles, environmental policy, acceptable use policy, insider trading code, and a global travel policy that includes encouragement to employees to reduce travel by using technology-oriented alternatives. The Executive Board and the Supervisory Board are responsible for the corporate governance structure of the company.

The Wolters Kluwer business principles are not simply guidelines on paper. The company monitors the effective implementation of the business principles in all its business units. The principles themselves are integrated into every aspect of the company's internal and external policies, including new employee on-boarding. The Wolters Kluwer values are also integrated into workplace standards for each Wolters Kluwer employee through the roll-out of common performance management systems throughout its European and North American businesses. The company's values and business principles are at the heart of these systems. The values have been translated into behaviors for both managers and employees in all our European as well as North American businesses as the basis for the criteria in performance management systems. This behavior is regularly evaluated. Both managers and employees are assessed against value-driven behavior indicators. For example, within Europe the value Innovation means:

Value	Description	Translated in Behaviors
Innovation	We create solutions that are bold and forward-looking	<p>Employees</p> <ul style="list-style-type: none"> • Thinks outside of the box: proposes innovative ideas/solutions. • Proactively implements and adapts new ways of working by modifying current tasks and processes to continuously improve performance. <p>Managers</p> <ul style="list-style-type: none"> • Thinks outside of the box: proposes innovative ideas/solutions. Encourages this behavior in others. • Seek out best practices; identifies new approaches to exceed customer expectations and adapts new perspectives by modifying current tasks and processes

The remuneration of employees is linked to values and business principles. With the exception of obligated remuneration increases as determined by collective labor agreements or legal inflation indexation, all increases are based on performance achievements and therefore directly linked to the values and business principles.

2010 Achievements and statistics

To assure effective implementation of the Wolters Kluwer Business Principles, the business units have several mechanisms in place (see table below).

Formally, these figures reflect programs relating to the communication of the Business Principles; informally the principles and values are integrated in the Wolters Kluwer culture and way of working. Furthermore, all breaches reported through the Whistleblower Policy result in corrective actions following an independent investigation. In 2010 there were no breaches with cause reported against the Business Principles. There were no significant fines. Wolters Kluwer did not make contributions to political parties.

Wolters Kluwer introduced an online training tool to actively manage compliance during 2010. The training was specific to the Business Principles, Company Values, and Anti-trust/Competition Law, with an objective of increasing awareness and relevant knowledge of the employees in these matters.

In 2010, an external advisor verified a number of material sustainability indicators. Wolters Kluwer used these outcomes to set a sustainable remuneration indicator and target for the Executive Board as well as to improve measurement and reporting processes.

Lastly, an important objective was to set a sustainability metric for remuneration. The company will add the metric for percentage of electronic revenue to the short-term bonus targets of the Executive Board. More information is available in the Remuneration Report of the 2010 Annual Report.

2011 Objectives

- Roll out compliance training to other Wolters Kluwer businesses;
- Repeat the verification of key sustainability metrics by an external party; and
- Continue Executive Board remuneration on sustainability criteria.

% of workforce	2010	2009	2008
Provided with copy of the business principles	74%	54%	45%
Annual staff training	56%	43%	40%
Signed an acknowledgement statement that they have read and understood the principles	33%	41%	30%
Systematically defined responsibilities, accountabilities and reporting lines	92%	86%	86%
Application of business principles certified or audited by external third party	42%	33%	39%
Faces disciplinary action by their business unit in case of breach	88%	80%	81%

People & Community

People & Organization

People drive our value

Wolters Kluwer's success depends on the inspiration and talent of its people; its customers rely on high-quality content, services, technology, and deep understanding of the professional information markets. The company's workforce is highly skilled. It includes practitioners such as nurses and CPAs, subject matter experts, and technologists who work together to develop solutions for our customers. Wolters Kluwer employees combine content, technology, and customer knowledge to partner with customers, enabling them to work effectively and efficiently, whenever and wherever they need.

Wolters Kluwer is committed to hiring, developing, motivating, and retaining the best people who are excited about what they do. The company believes good performance and potential should be rewarded. It endeavors to provide compensation and talent opportunities rivaling those offered by the external market. It also stimulates recognition of outstanding achievements.

The company has 18,237 employees (full-time equivalent) in over 40 countries around the world. Wolters Kluwer is

inclusive in its hiring and sees diversity as a catalyst for innovation and creativity.

2010 Achievements and statistics

Reshaping the organization to meet customer's needs

To better support the company's strategy for Maximizing Value for Customers, in early 2010 the company reshaped its organization into four customer-based global divisions: Legal & Regulatory, Tax & Accounting, Health & Pharma Solutions, and Financial & Compliance Services. This global organization with four divisions is supported by Global Shared Services.

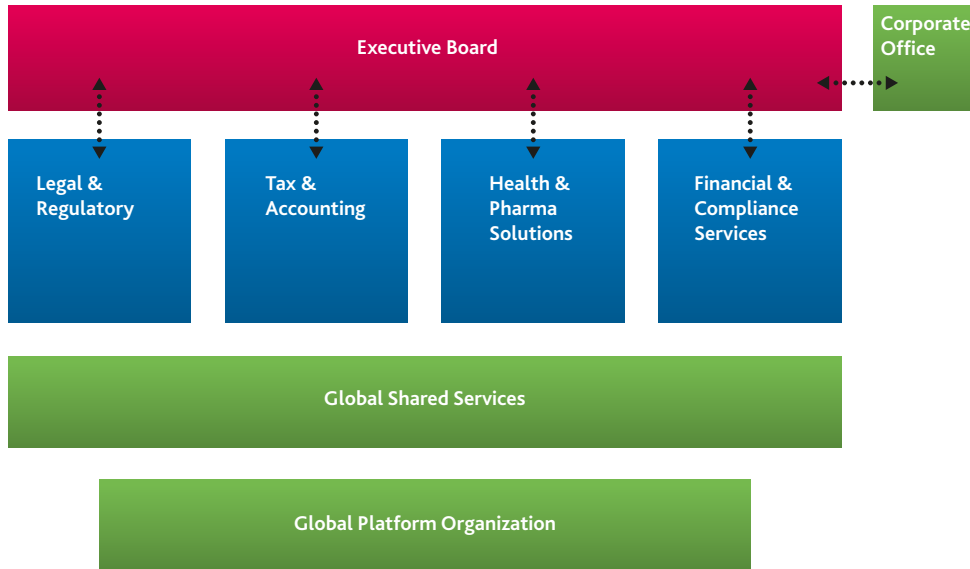
Together, they focus on capturing growth opportunities through sharing deep knowledge of customers and markets across geographies, rapidly deploying new products and technologies, addressing customer needs resulting from global regulation and requirements, and exploiting new products and technologies.

In addition to the global divisional structure put in place in early 2010, Wolters Kluwer launched a new organization design for its Tax & Accounting division in North America. This new organization is centered around major units: Accounting, Audit & Workflow; Corporate; Tax; and Cross Market Solutions.

While staffing the new organization, all internal and external candidates for key positions were structurally assessed, which included development plans.



Wolters Kluwer Global Shared Services employees in Torrance, California.



Wolters Kluwer’s global presence creates opportunities to leverage its global scale and scope. It enables the company to offer employment and professional development opportunities throughout the world.

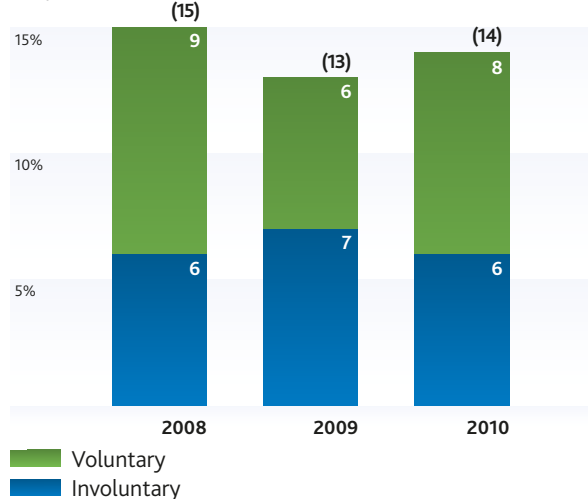
Wolters Kluwer’s workforce in 2010

Regardless of the role in the organization, the company’s workforce consists of technologically savvy, globally-oriented people, who enjoy solving problems through direct contact with customers. They bring diverse expertise that helps their customers deliver results every day.

Employment	2010	2009	Variance
Legal & Regulatory	7,915	8,193	(278)
Tax & Accounting	5,481	5,709	(228)
Health & Pharma Solutions	2,726	2,567	159
Financial & Compliance Services	2,081	1,638	380
Corporate	97	100	(3)
Total	18,237	18,207	30

The total workforce is comparable to 2009. Reduction of FTEs resulted from restructuring activities either through allocating people to different parts of the new organization structure or caused by efficiency projects such as Springboard which combined activities globally. This was more than offset by people additions as a result of acquisitions and staff increases, predominantly related to sales and in emerging markets.

Employee turnover
in %



Wolters Kluwer monitors its turnover development for key staff groups on a weekly basis to enable fast reactions. It has also institutionalized standard exit interviews and questionnaires to be able to understand and manage the drivers of talent turnover. On average, the length of service of current Wolters Kluwer employees is approximately nine years; this is the same as in 2009.

Wolters Kluwer strives to reward its employees fairly and in a market-competitive way. In 2010, the total average remuneration per full time equivalent (FTE) increased by 4% to €70,626. The increase is mainly driven by:

- Changing the talent profile from traditional publishing skills towards increased software and online capacities either through hiring or through acquisitions. Wolters Kluwer expects this trend to continue in line with its strategic ambition; and

- Rewarding employees for performance through merit increases.

Diversity as catalyst for innovation

Wolters Kluwer's employee population is diverse and worldwide. The company sees diversity as a catalyst for innovation and creativity. It always balances between fitting the best global candidates into key roles, developing local talent to foster people development, and promote cultural awareness by filling roles with local candidates who understand the culture. Wolters Kluwer continually concentrates on diversity as a factor in people decision-making. This is reflected by the company's progress in gender diversity. At Wolters Kluwer, employees are covered by policies or programs to promote gender diversity. Wolters Kluwer is the only company at the Dutch AEX index with a female Chairman and CEO and she actively drives diversity.

Gender diversity	2010	2009
% of female executives	30%	22%
% of female managers	37%	40%
% of female employees	56%	55%

Changes in the representation of women at the management level is driven by actively promoting more women to the top level, demonstrating Wolters Kluwer's diversity policies at work. HR and management actively monitor internal equity, as well as compliance with internal diversity policies and external legislation such as the Equal Opportunities Act.

The average salary of women at Wolters Kluwer is 12% higher than that of men at the executive/senior management level due to a high representation within highly-paid top positions such as CEO and Chairman, divisional CEO of the largest division, CEO of key emerging market China, and SVP of Mergers & Acquisitions. At the manager and employee level, women earn less than their male counterparts (respectively 17% and 22%). This is an improvement compared to 2009, when the difference was 20% across the board. The drivers of the difference are first, the fact that significantly more female employees work part-time, and therefore earn a lower average salary compared to their male colleagues. Second, the number of males is higher in qualified well-paid technical positions. Once job level was factored in, analysis showed differences in salary are determined by years of service, full-time versus part-time, and geographic differentials, not by gender.

Germany's tenth Girls' Day took place on March 22, 2010. The nationwide action day provides vocational guidance about different technical occupations in which women



CEO Nancy McKinstry meets with employees at Wolters Kluwer China.

are underrepresented. Girls' Day is supported by a broad coalition of government and industry. Since its introduction the numbers of training and first-year female students in technical fields have flourished.

To kick off the Girls' Day, Chancellor Angela Merkel and 24 students visited the initiative's D-21 engineering course at the Federal Chancellery. Three women from Wolters Kluwer Germany's brand, CW Haarfeld, were featured as a practical example for the job of media designer. The students got to play out a working day-in-the-life of an online editor.

"Young women, just like men, use new media. As a specialist publisher, for us new media is of immense and ever-growing importance," said CW Haarfeld business leader Andreas Tachilzik. "The Girls' Day helps young women to incorporate these interests and skills in their career choices."

Developing people at all levels: Personal growth leads to business growth

Wolters Kluwer is committed to investing in and developing its employees through several programs. The company endeavors to be an enabler to help its people reach their maximum potential at all levels. Wolters Kluwer believes personal growth triggers business growth.

The talent management program establishes a global framework for leadership criteria, assessment, and

development. The goal of the program is to retain and develop talent to ensure successful implementation of the company's strategy. As such, the program encompasses current and future leaders. It also identifies critical workforce segments based on positions and skills that managers believe are essential to the execution of the business strategy. The talent management program, through training and work assignments, enables these required capabilities to be developed within Wolters Kluwer.

The talent management program, implemented in 2005, is now firmly embedded in the company, supported by robust processes that link skill assessment and individual development guides with succession planning and global slating of internal candidates for critical positions. Successful employees are being promoted both across businesses and across countries as a result.

This year, Wolters Kluwer extended its Leadership Forums to include high potentials and future leaders. The Forums provide a valuable platform for Wolters Kluwer leaders, both experienced and emerging, to work together to develop answers to shared business issues. The program has expanded in the past year to include regular webinars and task forces, for example on innovation and leadership. In 2010, the Wolters Kluwer Leadership Forum's theme was "Innovating to Maximize Customer Value."



Members of Wolters Kluwer's Talent Management Group at the three-day 2010 Leadership Forum in Barcelona, Spain.

Employees that have taken part in skill assessments and capability development
in %



Wolters Kluwer strives to continually improve the use of learning tools in all its activities.

% of businesses with ...	2010	2009	2008
Formal learning networks including regular meetings and staff support	70%	71%	65%
Intranet-based knowledge repositories/databases	78%	75%	60%
Intranet-based interactive knowledge platforms integrated into daily work processes	48%	40%	31%

Other learning programs include KPI comparisons across business unit peer groups to learn from and with each other, and business-specific education programs, like the CLS University or the internal academy in Sweden. It also includes formalized idea management and innovations labs, for example within Tax & Accounting in North America.

The company views regular performance feedback as critical to development for all its employees. The company has implemented common performance criteria across the North American and European businesses. Creating value for customers, continually improving performance, and behaving

according to Wolters Kluwer's values are fundamental. The systems provide the basis for feedback on performance and development plans. All of Wolters Kluwer's staff receive regular and common performance appraisal.

Currently, 88% of the business units use management by objectives and 69% use multidimensional performance appraisals (respectively 95% and 80% in 2009). The difference is driven by the fact that one of the larger business units is reviewing its performance management cycle and by increased data collection within Wolters Kluwer's Eastern European businesses where multi-dimensional performance appraisals have not always been introduced. The businesses utilizing formal comparative ranking of employees has gone up from 44% in 2009 to 50% in 2010.

Some of the businesses creatively use other reward mechanisms to strive for excellence. For example, Italy and Asia Pacific celebrate special awards for outstanding performances, including a peer-to-peer nomination possibility in Asia Pacific. Financial & Compliance Services has recently started its "Do you know a Finance & Compliance Services Hero?" program, intended to recognize "above and beyond" efforts made by team members to help its customers, their co-workers, and their business succeed.

Launching the first global Organizational Health Index survey

Managing a large and diverse organization like Wolters Kluwer cannot be successful without paying attention to its people. That means listening to their voices, ideas, and feedback, but it also means acting upon the information. Operating on a global organizational scale comes with an additional challenge: how to effectively engage a culturally-different employee population across the world around the same values and behavior.

During 2010, Wolters Kluwer launched the 'Organizational Health Index' (OHI) to benchmark its engagement and performance culture, with a response rate of 62%. Among the dimensions measured, leadership was one of the strongest-rated aspects: leaders at Wolters Kluwer set high expectations and help the company achieve success. The company has launched a number of global employee taskforces who are using the OHI outcomes to recommend practical actions centered on stimulating innovation, growing leaders, rapidly delivering results, and achieving the right level of local empowerment to act quickly on external opportunities and ideas. In addition to the OHI, over half of

	2010	2009	Δ
Amount spent on learning per FTE	€ 453	€ 320	42% points
Training days per FTE	3	2	

the businesses conducted employee engagement surveys concentrating on issues specific to their business.

Each business unit structurally asks its people for ideas, suggestions, and constructive criticism to improve Wolters Kluwer. Communications within Wolters Kluwer include using cross-business and cross-geographic social networks, providing SharePoint sites to interact together, regular newsletters, videos, and senior management updates. Material is made available in a multitude of languages. Wolters Kluwer also provides cultural awareness and language training when needed.

Employee feedback can also be critical. Wolters Kluwer finds it important that these voices also have opportunities to be heard. It has systems in place across all its business units to handle employee grievances and complaints. The company wants to ensure that employees can raise their concerns in confidence. The business units provide employees with help lines, a Whistleblower Policy, counseling, and an independent person or department charged with solving complaints.

Improving health and wellness

While the nature of the work does not impose major health and safety risks on employees, 85% of the business units had a health and safety policy in place in 2010 compared to 63% in 2009. Despite the low risks, Wolters Kluwer is actively monitoring the application of its health and safety policies. In 2010, 111 health & safety incidents were reported across Wolters Kluwer. Wolters Kluwer will start tracking severity for all incidents on a global level in 2011. For 2010, 47 incidents were assessed for severity in more detail which showed only 8 leading to lost time at work.

Wolters Kluwer encourages its employees to maintain a good work-life balance, and has a multitude of programs in place within its different locations to help people achieve this. Examples of these programs are telecommuting, flextime policies, and job-sharing. It also offers flu shots and biometric screenings at offices across the world.

The company has increased its Wellness program, for example through hosting 15 wellness webinars for employees in the United States working in tandem with Magellan (our Employee Assistance Plan provider) and the American Cancer Society. Wolters Kluwer worked with internal Wellness Champions to establish Weight Watchers at Work meeting groups. Half of these groups remained active throughout all of 2010. Through Q3, Wolters Kluwer employees have lost more than 4,000 pounds as a result of this program.

Employee benefits provided by the Wolters Kluwer business units range from pension plans, health insurance, medical care for the employee's family, disability insurance, maternity and paternity leave as well as flexible work schemes. In 2010 the company implemented several changes required as part of the Health Reform legislation, introduced tobacco-free incentives, and added a tobacco cessation program. In the United States, the first Vendor Summit was organized for all Wolters Kluwer health and welfare vendors. The Summit was very successful

and was a good first step towards improving effectiveness, efficiencies, integration and cooperation among all providers.

Key trends and challenges

Pressure on future labor market and aging workforce in Europe and North America.

Growing workforce in new and emerging markets creates employment and development opportunities.

Globalization while respecting local culture and language differences. Creating diverse and inclusive workforce.

Although these trends all create future business opportunities for Wolters Kluwer, they can also be expected to impact its workforce. Wolters Kluwer will continue to focus on creative solutions through:

- Integrating rigorous workforce planning within all its businesses to ensure availability of sufficient talent in order to achieve business objectives and targets. Strategic workforce planning means including all potential sources for access to talent: internal succession and people development, external recruitment, outsourcing and off-shoring, partnerships, and dividing work into global teams to use available resources and specializations;
- Continuing to expand talent management and learning with localized quick solutions, for example the fast-track sales force program in China;
- Improving Health & Wellness initiatives;
- Stimulating diversity to increase the potential workforce pool; and
- Adhering to Wolters Kluwer's global behavioral standards and policies, for example regarding human rights, diversity, and labor conditions, both in existing and new markets.

2011 Objectives

- Develop the process and framework for the evaluation and adoption of a sole global employer brand;
- Increase use of learning tools across the business;
- Develop and roll out Organizational Health Index initiatives; and
- Repeat Organizational Health index, with increased performance in key areas.

Community Involvement

Wolters Kluwer employees were actively involved in many different initiatives that benefit society by offering their expertise, products, and time. In 2010, Wolters Kluwer donated €1,209,300 to different initiatives which represents a large increase from 2009 (€470,000). This represents 0.3% of ordinary net income in 2010 compared to 0.1% in 2009. The increase is mainly driven by better awareness and more diligent tracking across the businesses combined with a relief of economic pressure on the business units in the United States. Next to monetary donations, the company used its strengths in skills, products, and people to generate long-term local solutions.

Wolters Kluwer partners with customers to develop its solutions, services, and products. It applies the same logic to community involvement. Partnering with NGOs works to combine their expertise with Wolters Kluwer's resources, people, and/or solutions to reach specific long-term targets.

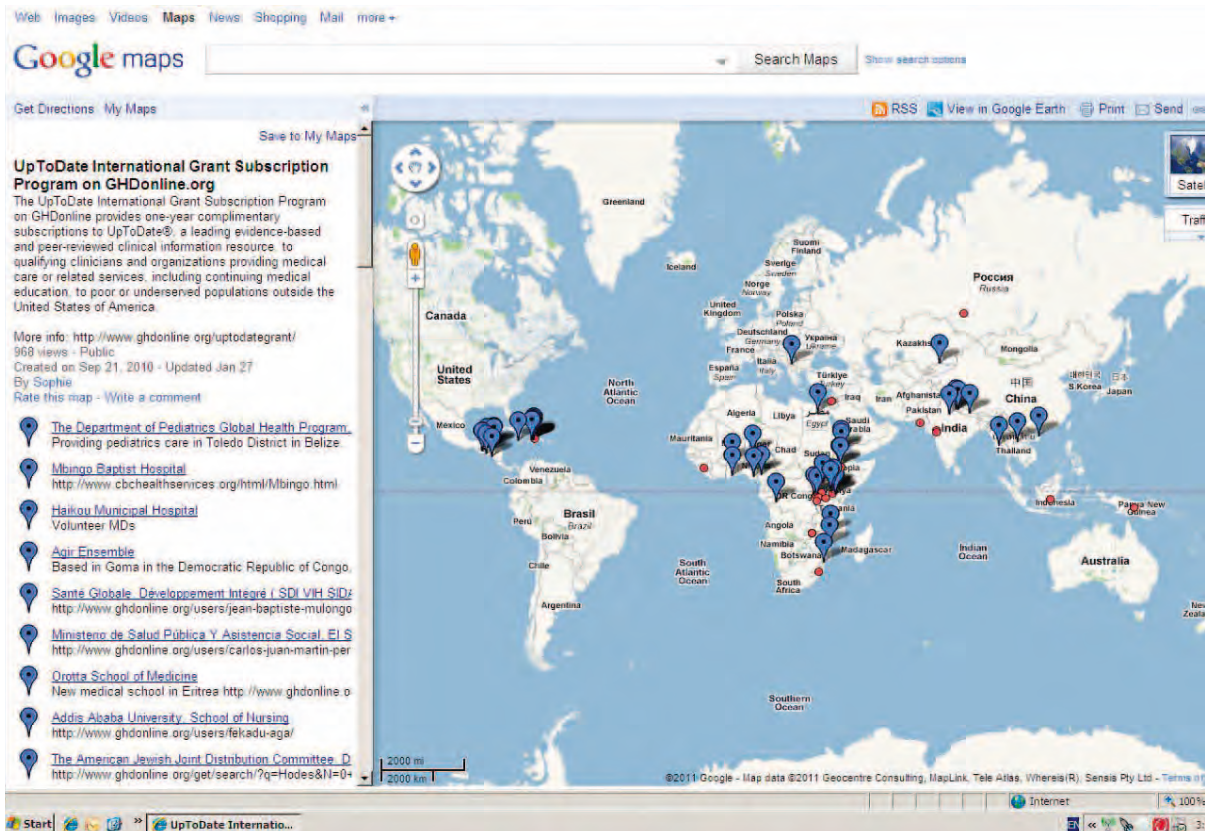
Wolters Kluwer Health & Pharma Solutions, as an example, promoted access to medical knowledge through its partnership with Global Health Delivery. As a result, complimentary one-year UpToDate® subscriptions are offered to clinicians who provide medical care to poor or underserved communities, giving them the benefit of access although funds are unavailable for them. The division also

continues to contribute to the World Health Organization's HINARI initiative, an online resource providing free or low-cost access to major medical and social sciences research journals to not-for-profit institutions in developing countries. See > www.who.int/hinari.

Wolters Kluwer Legal & Regulatory focused on advancing living conditions for groups that are most vulnerable, including initiatives such as the Spanish "Conoce tus leyes" (Know Your Law) program. In Poland, Wolters Kluwer teamed up with the Helsinki Foundation for Human Rights, hosting seminars and training for lawyers and publishing relevant information to address human rights issues in Poland.

Throughout the entire company, units are active in local community activities, donations, and in kind engagement to improve quality of life.

- In Spain, the organization set up the Wolters Kluwer Foundation, a charitable organization which supports social activities in the areas of Justice, Education, Environment, and Innovation. The Foundation was granted the 'Distinction of European Excellence' by the Community of Madrid, Spain. The program provides immigrants in Madrid with basic training on Spanish legal principles and rules to live, work, and settle in Spain. More than 4,000 people have participated in three editions of this program.



UpToDate, part of Wolters Kluwer Health, supports underserved communities.

It was developed in collaboration with the Madrid community, law schools, and legal offices;

- For the second consecutive year, Wolters Kluwer was proud to sponsor the Zacharias Center's Women Helping Women Luncheon on June 19 at their facility in Gurnee, IL;
- Wolters Kluwer France employees hosted a used book sale and donated its proceeds to Libraries Without Borders, a French organization dedicated to improving the lives of people in Haiti by setting up mobile and virtual libraries. Also for the global 2010 holiday giving season, Wolters Kluwer supported Libraries Without Borders in carrying out the important work they do in Haiti;
- Wolters Kluwer continues to publish "Intervention," the War Trauma Foundation's international journal of mental health, psychosocial work, and counseling in areas of armed conflict;
- Wolters Kluwer carried on its partnership with Foundation Plan to tackle malnutrition and improve school performance in Ghana through providing daily lunches to 500 school children in Pulima primary and junior high school. Local women from the community prepare the lunches. The project helps Ghana in attaining the objectives of the Millennium Development Goals by 2015. Selected accomplishments in 2010 were: drastic improvements in health of the children, increased attendance and school performance, the training of

parents and cooks in a variety of nutritious food, and the introduction of energy-saving cooking stoves using less fuel wood. Using soy as a base ingredient in school meals has resulted in a new market within the local community and farmers learning how to grow and sell soy beans;

- The Peterson location in the United States donates 90 hours of facility use to the CPS Northside Learning Center to support life skill and occupational preparation for youth with cognitive disabilities; and
- Examples of other donations included the Cancer Society, Toys for Tots, local food banks, Transport Services: European Foodbank, relief donations to Haiti and the Annual United Way Campaign in Canada, where CCH Canadian matches generated employee contributions. The legal business in the Czech Republic cooperates with the DUHA Foundation, a local environmental movement.

2011 Objectives

- Set up a community giving framework with senior management and share best practice activities across Wolters Kluwer.



A graduate of "Conoce tus leyes" accepts her degree.

Customers & Solutions

Customers drive success

Wolters Kluwer is committed to an ongoing dialogue with its customers, content and technology partners, and various other stakeholders to deliver innovative and high-quality solutions. Inspiration comes from many sources. Management at Wolters Kluwer is privileged to be

surrounded by customers, partners, and authors who have a similar goal: to deliver value to the society we live in.

2010 Achievements

Innovating for and with customers

Wolters Kluwer sees creating value for the company, its customers, and the world at large as a genuine business opportunity. The company continues to invest 8-10% of its annual revenue into innovation, which includes a strong

Solutions impacting society

<p>Legal & Regulatory</p>	<p>Encourage justice and legal compliance</p>	<p>Croner Simplify in the U.K. provides an information service consisting of compliance tools and guidance that manages all aspects of employment law, health and safety, and other regulations.</p> <p>Kluwer Snelbalie is an online expert software system that supports municipalities to decide on financial support applications for citizens in the Netherlands. The system makes it possible to process an application immediately. On top of faster clarity and resolution for those in need of help, it reduces the administrative burden on the municipality by 40-50%.</p>
<p>Tax & Accounting</p>	<p>Drive adherence to tax & accounting standards (tax is an investment back into society)</p>	<p>The Internal Revenue Service in the U.S. selected TaxWise from CCH Small Firm Services as the software used by IRS employees and volunteers to prepare and electronically file tax returns for millions of low income, elderly, and limited-English proficient taxpayers. This marks the 15th consecutive year that TaxWise has won this prestigious contract.</p>
<p>Health & Pharma Solutions</p>	<p>Promote access to medical knowledge and better healthcare decisions</p>	<p>A study published in the International Journal of Medical Informatics demonstrated a strong association between hospital quality and efficiency and use of UpToDate. Hospitals performed significantly better on risk-adjusted measures of patient safety and complications and had significantly shorter length of stay (by an average 0.167 days per discharge) compared with hospitals without access. These benefits correlated with how frequently UpToDate was used.</p>
<p>Financial & Compliance Services</p>	<p>Realize prudent & transparent financial, ethical, and risk management across the world</p>	<p>Teleroute promotes environmental policies by reducing the amount of trucks on the road.</p> <p>Wolters Kluwer Financial Services provides a web-based Wiz Sentri: RiskID solution to verify customer identities, screen high-risk customers and evaluate potential risks for banks and investors. The company also provides the Wiz Sentri AML suite to monitor, analyze, investigate and prevent suspicious activity that could lead to money laundering.</p>

emphasis on delivering solutions that positively impact society for and with our customers.

Wolters Kluwer has implemented a structured process and toolkit for product development in collaboration with its customers called Contextual Design. Customers provide essential insight which Wolters Kluwer uses to create and enhance its products and services. For example, the Clinical Solutions business uses an “Innovation Lab” approach where hospitals become the design setting for new product innovation. Customers are excited about the Innovation Lab process as it will help them to provide more cost-effective, quality solutions to their patients and improve their hospital's economics at the same time.

Introducing one global customer satisfaction metric

In 2010, Wolters Kluwer increased its means of interaction with customers by initiating one common customer loyalty metric across its global customer segments, the Net Promoter Score (NPS). The Net Promoter Score measures customer satisfaction through one question: “Based on your experience with this product, how likely are you to recommend Wolters Kluwer to a friend, relative or colleague?” Based on their responses, customers are categorized into one of three groups: Promoters (9–10 rating), Passives (7–8 rating), and Detractors (0–6 rating). The NPS is measured by deducting the percentage of Detractors (score 0 to 6) from the percentage of customers who are Promoters (score 9 to 10). The Executive Board and senior managers review customer satisfaction results within their regular business meetings, both for short-term actions and as part of the strategic 3-year business development planning cycle. They share successes and actions within their businesses.

For example, CLS Strategic Research has invested in determining Drivers of Loyalty for each business unit's products & customer segments. Multiple staff members have consulted with customer-facing teams from CLS business units to review NPS and Drivers of Loyalty to determine and prioritize areas for process and product enhancement.

Key trends and challenges

Customers are increasingly paid for results rather than time. More emphasis on quality, accuracy, and productivity.

Growing unifying processes: more similarities in customer needs and regulatory frameworks across global markets.

Wolters Kluwer to deliver collaboration and connectivity between clients, firms and governments.

Provide access to actionable information

Access to information is the key to participating in society. Wolters Kluwer actively promotes access to independent information for all who need it, and ensures that the information provided is actionable. In the last decade, the availability of information has exploded and the amount of information and regulations – globally and locally – is constantly increasing. All Wolters Kluwer businesses work to simplify and enable people to access this proliferation of rules, regulations, and scientific data.

Collaborating with customers to give them the right solutions when they need them often means integrating their proprietary information. This leads to another challenge: balancing free information access (for example, to expert blogs and using social networks to evaluate content relevance and credibility) with closed access requiring stringent data security policies.

To enable integrated solutions into a customer's workflow, the company's proprietary content needs to be actionable, flexible, and accessible through any online and mobile device. ProSystem fx Portal, allowing accountants to exchange documents confidentially through the cloud, experienced faster customer adoption in 2010 than any other solution in CCH's history.

Editorial guidelines

The company-wide Editorial Statement is part of the Wolters Kluwer Business Principles. It includes a responsibility to all stakeholders to produce high-quality and accurate content, regardless of media format used. Wolters Kluwer strives to be impartial and to accurately reflect the legal, health, fiscal, financial, transport, or professional landscape and all significant strands of opinion regarding interpretation or best practice. Wolters Kluwer upholds copyright laws.

2011 Objectives

- Invest 8-10% of annual revenue in innovation;
- Achieve or improve NPS leadership positions in key markets;
- Review Wolters Kluwer Editorial policy for access to information, open source, social networks, and other recent information developments; and
- Develop Global Brand Management (GBM) strategy to maximize the value of the Wolters Kluwer brand.

Environment

Minimizing the environmental impact of Wolters Kluwer's products and operations

Offering choices for responsible product consumption, such as electronic or paperless products, is a crucial concern for the company. Wolters Kluwer has included a global environmental policy as part of its business principles. It strives to convert its portfolio from print-centric products into more environmentally-friendly product formats. The company works on this in two ways.

1. Developing new electronic products and the migration of customers to non-paper solutions have helped shift Wolters Kluwer's portfolio to a higher proportion of online and software products and services. These products have a different climate footprint caused by reduction in traditional raw materials such as paper, water, and energy involved in storing and transporting paper products for the company and its suppliers. The move towards more electronic products will positively influence climate change, and where electronic products lead to a decrease of paper use, deforestation. It will also add more value to the daily work of customers.
2. Continuing to evolve processes related to ensuring that the remaining paper-based part of the portfolio is as clean as possible. Improving clean paper performance will positively impact deforestation, climate change, water use, and pollution challenges for society.

Wolters Kluwer also promoted increased opportunities for environmentally-friendly work within its own facilities. The company continued its operational innovations to deliver better energy efficiencies through the @WorkAnywhere program. This program's accomplishments over the year included the development of a Remote Work policy, including productivity measurement frameworks for North America, outlining a 5-year real estate plan, and adding active green strategy and management to the real estate site selection and new lease contracts.

Wolters Kluwer measures the environmental performance of its business units in terms of paper use, waste, energy use, and water use annually. It also measures the environmental impact of lease cars and business-related air travel. Most of the company's business units offer alternatives to business travel, such as teleconferencing, videoconferencing, and working from home. Furthermore, Wolters Kluwer is looking into opportunities to invest in renewable energy in its offices and is working with local suppliers, mainly in the United States, to generate environmental information on its buildings. Existing landlords are under no legal obligations in the U.S. to provide this information; everything was given on a voluntary basis. Wolters Kluwer finds this too weak a basis for specific environmental target setting. In 2009, Wolters Kluwer updated its new rental contract templates in North America to ensure sustainability as a factor for decisions

regarding new, greener buildings. Also, this will enable the company to obligate new landlords to provide environmental information. This decision factor was also brought into practice with part of a Health unit moving into a greener building when their current lease agreement expired.

At the moment, seven business units have confirmed that they have an environmental management system for their operations.

2010 Achievements and statistics

Transforming portfolio to electronic solutions and services



Wolters Kluwer's electronic solutions help contribute to sustainable use of natural resources.

In 2009, the company already reached a milestone with more than half of its revenue originated from non-paper products. The portfolio shifted further in 2010 with 54% of revenue generated by electronic solutions.

Revenue from electronic products

in %



CT Corporation continues to develop and urge adoption of its Paperless Service of Process product, whereby customers receive electronic copies of jurisdictional communications via electronic formats. This service greatly reduces the need for multiple paper copies of those documents to be made,

and reduces carbon emissions by eliminating the need for shipping those documents via land and air.

CCH has been helping its clients drive paperless practices for many years. In 2001, CCH acquired ProSystem fx Engagement, allowing approximately 3,000 firms to implement Engagement and make their offices paperless. This impacted thousands of users and clients across the globe. This has also helped to reduce paper and impact high-level climate change with the ability to work anytime, from anywhere. The entire ProSystem fx Suite has also been driving this paperless workflow, impacting the entire firm's processes. ProSystem fx Tax, Scan, Document and Practice all contribute to enable a paperless firm workflow. The evolution of online access to tax and accounting research is also contributing to a more sustainable environment, by allowing firms to subscribe to their required content in additional online formats, including Smart PDFs and eBooks. CCH has eliminated many print user guides and has enabled users to access that information electronically.

Wolters Kluwer Italy was the first publisher in Italy to launch an e-book.

These products illustrate that balancing business and environmental considerations can be a win-win situation; customers receive higher-value solutions while reducing both their own and Wolters Kluwer's environmental footprint.

Move towards cleaner paper for remaining paper-based portfolio

The company has begun to chart volumes of recycled as well as externally-certified chain of custody paper across the business. In 2010, Wolters Kluwer produced 98% of all its books and 100% of all its journals units for the Tax & Accounting division and the Law & Business unit in the United States under Sustainable Forestry Initiative (SFI) or the Forest Stewardship Council (FSC) chain of custody certifications.

Tax and Accounting in the United States also reviewed its office paper use: the marketing sector's primary print suppliers are now certified by the FSC and the SFI for their environmentally-friendly processes. All direct mail, sales sheets, and marketing sales collateral are produced at these facilities. These products are produced without the use of toxic chemicals, with aqueous-based coatings and with low VOC soy or vegetable inks on efficient equipment that reduce energy, waste, and spoilage. When applicable, papers containing post-consumer waste are used.

Paper	2010	2009	2008
Total paper use (in metric tonnes)	32,116	28,613	31,396
Paper consumption (in kg per FTE)	1,761	1,633	1,709

In 2010, Wolters Kluwer introduced more stringent paper measures resulting from stakeholder requests, as well as external data verification which included paper as a key indicator. The company added a distinction for production paper and office paper to ensure capturing the full scope. This distinction is the main reason for the reported increase in paper use compared to last year. Wolters Kluwer also detailed the definition for chain of custody certified paper and recycled paper based on best practices within the industry. It also started measuring volumes of environmentally-friendly paper used across all its business units. In prior years, this was only done for the United States.

Certified or recycled paper	2010
Chain of custody certified paper (FSC, PEFC or SFI) or 100% recycled	15,993
at least 10% post-consumer recycled material	2,794
% clean paper	58%

Environmental performance

Globally, Wolters Kluwer emitted approximately 92,000 metric tons of carbon dioxide in 2010.

Environmental data	2010	2009
Energy consumption		
Total (GWh)	153	164
Energy use (KWh per FTE)	8,932	9,464
CO ₂ emission (tons per FTE)	3.77	3.9
Water consumption		
Total (cubic meters)	190,548	364,900
Water use (liters per day per FTE)	48	91
Business travel		
Total flights (million kilometers)	219	86
Flight use (km per FTE)	12,777	4,924
Total lease cars (million km)	21	19
Lease car use (km per FTE)	1,229	1,100
CO ₂ emissions (tons per FTE)	1.58	0.82
Total CO₂ emissions (tons)		
Total	91,956	86,465
Per FTE	5.02	4.72

Energy consumption was reduced significantly to 153 GWh: 80% from electricity and 20% from natural gas. There were two reasons for the reduction. First, within the United States actual environmental data were measured for all owned buildings (opposed to converting costs made). This covers approximately a quarter of the U.S.-based employees. The results were aggregated across the United States and give a more accurate overview. This led to a reduction in electricity and water usage for the United States, although the amount of gas used went up. Second, performance was improved within business units in the United States, the Netherlands, and Poland through energy consumption management and programs such as @WorkAnywhere. One business unit, Spain, has reported that it uses energy from renewable energy sources. This is comparable to last year.

Water also decreased significantly. Again this was driven by measurement improvement in the United States (based upon actual gallons consumed) as well as improved performance most notably in Asia Pacific, the Netherlands, and Belgium.

The sizable increase in business travel also explains why Wolters Kluwer's total CO₂ emissions have gone up. In 2010 both Corporate travel and the Asia Pacific businesses were included, which drove up the total. Also, while changing to a global organization offers customer, people, and development opportunities, it did lead to more travelling. Wolters Kluwer will continue to balance flight and car travel with online, telephone, and other alternatives as stated in its travel policy.

2011 Objectives

- Grow online, software, and service revenues to represent at least 75% or more of the total revenues in the medium term; and
- Develop clean paper targets for individual business units and increase percentage of clean paper.

Annexes

Annex 1: Membership in (Trade) Organizations

American Bankers Association	CrossRef
American Bar Association	Deutsche Gesellschaft für Personalführung eV (Germany)
American Chamber of Commerce in the Netherlands	Editors Association of Canada
American Marketing Association	Employers and Manufacturers' Association (New Zealand)
American Marketing Organization	EURALEX (Hungary)
American Medical Publishers Association	Federación de Gremios de Editores de España (Spain)
American Institute of Certified Public Accountants	Fédération Nationale de la Presse d'information Spécialisée (France)
American Society for Training & Development	Federation of Belgian graphic industry (FEBELGRA)
America's SAP Users Group	Flanders Interuniversity Institute for Biotechnology (VIB, Belgium)
Amsterdam Partners (Netherlands)	Föreningen för svenska läromedel (Sweden)
Arbeitsgemeinschaft der rechts- und staatswissenschaftlichen Verlage eV (Germany)	Groupement Français de l'Industrie de l'Information (France)
ARMA International	Healthcare Marketers Council (United States)
ASSINFORM – Associazione Italiana per l'Information Technology (Italy)	HINARI Initiative
Association of American Publishers	Human Resources Community (Italy)
Association Chartered Accountants (ACA)	Human Resources Institute of New Zealand
Association Chartered Certified Accountants (ACCA)	Human Resources Professional Association of Ontario, Alberta & British Columbia (Canada)
Association of Customer Services (United Kingdom)	Hungarian Logistics Association (MLE)
Association of Learned and Professional Society Publishers	Hungarian Publishers' and Booksellers' Association (MKKE)
Association of Information and Dissemination Centers (United States)	Independent Community Bankers of America
Associazione Italiana Editori (Italy)	Indian Pharmacological Society (IPS)
Assoftware (Italy)	Institute of Chartered Accountants (Australia)
Auckland Chamber of Commerce (New Zealand)	Institute of Management Accountants (United States)
Australasian Society of Clinical & Experimental Pharmacologists and Toxicologists (ASCEPT)	Institute Payroll & pensions Management (IPPM)
Australian Human Resources Institute	International Academy of Cardiovascular Sciences (IACS)
Australian Institute of Management	International Association of Scientific, Technical & Medical Publishers (STM)
Australian Society of CPAs	International Health Economics Association
AWVN (Netherlands)	International Institute of Risk & Safety Management (IIRSM)
Better Business Bureau	International Society for Medical Publication Professionals
Biotech Industry Association (BIO)	International Society Pharmaeconomics & Outcomes Research (ISPOR)
Bonus presskopia (Sweden)	John Adams Institute (Netherlands)
Börsenverein des Deutschen Buchhandels (Germany)	La Asociación para el Progreso de la Dirección (Spain)
British Educational Suppliers Association	La Confederación Española de Organizaciones Empresariales (Spain)
Canadian Tax Foundation	Law Society of New South Wales (Australia)
Central Minnesota Society of HR Management (United States)	Law Society of Upper Canada
Certified General Accountants (Canada)	L'Association des Editeurs Belges (Belgium)
CFO Community (Italy)	Life Sciences (Editorial Board, United States)
Chartered Accountants (Canada)	Local Paralegal Associations (United States)
Chartered Institute Management Accountants (CIMA)	L'Union Wallonne des Entreprises (Belgium)
Chartered Institute Marketing (CIM)	Management Professional Association (Spain)
Chartered Institute of Personnel & Development	Management Systems Society (United States)
Chartered Secretaries of New Zealand	Marknadsföreningen (Sweden)
Consumer Bankers Association (United States)	MASZRE (Hungary)
Coopérative de la presse périodique (France)	MATESZ (Hungary)
	MATISZ (Hungary)
	Medical Library Association (United States)
	Medie och Informationsarbetsgivarna (Sweden)
	Michigan Association of Certified Public Accountants (MACPA, United States)
	Microsoft Connect

Microsoft Developers Network New Zealand
 Mortgage Bankers Association (United States)
 Mortgage Industry Standards Maintenance Organization
 (United States)
 MSDN Connection
 National Association of Credit Union Service Organizations
 (NACUSO, United States)
 National Council of Prescription Drug Programs
 (United States)
 National Foundation of Abstracting I & Indexing Services
 (United States)
 Nederlands Uitgeversbond (Netherlands)
 New Zealand Law Society
 New Zealand Institute of Chartered Accountants
 New Zealand Microbiological Society
 New Zealand Network Operators Group
 New Zealand Organisation for Quality
 New Zealand Software Architects Council
 OJD (France)
 Ontario Bar Association (Canada)
 Országos Humánpolitikai Egyesület (Hungary)
 Pharmaceutical Management Science Association
 (United States)
 Pharmaceutical Marketing Research Group (United States)
 Pharmaceutical Society of New Zealand
 Polish Book Association
 Professional & Scholarly Publishers (United States)
 Project Management Institute (United States)
 Public Relation Society of America
 Royal Australasian College of Medical Administrators
 Royal Pharmaceutical Society Great Britain
 RUIT (Belgium)
 Save the Children (Italy)
 Skattebetalerforeningen (Norway)
 Society for Corporate Secretaries & Governance Professionals
 (United States)
 Society for Human Resources Management (United States)
 Special Libraries Association (United States)
 SQL Server Administrators Association (United States)
 State Bar Associations (United States)
 State Specific Bankers Associations (United States)
 Syndicat National de la Presse Professionnelle (France)
 Syndicat National de l'édition (France)
 Syndicat de la Presse économique et juridique (France)
 Syndicat de la Presse médicale (France)
 Tankönyves Vállalkozók Országos Testülete (Hungary)
 Taxation Institute of Australia
 The Marketing Association of New Zealand
 The Marisa Bellisario Foundation (Italy)
 The Publishers Association (United Kingdom)
 Unie van Zelfstandige Ondernemers (Belgium)
 Verbond van Belgische Ondernemingen (Belgium)
 Vereniging van Beleggers voor Duurzame Ontwikkeling
 (Netherlands)
 Vereniging VNO-NCW (Netherlands)
 Vlaams Economisch Verbond (Belgium)
 Vlaams Instituut voor Logistiek (Belgium)
 Vlaamse Uitgevers Vereniging (Belgium)
 Vlaamse Vereniging voor Zakelijke Communicatie (Belgium)

Annex 2: Disclosure of Management Approach and GRI Table

Strategy and analyses	Chapter/Section	
1.1	CEO statement	From the CEO
1.2	Key impacts, risks, and opportunities	Sustainability at Wolters Kluwer / Key Material Issues and Progress People & Community Customers & Solutions Environment
Organizational profile		
2.1	Name organization	Front Cover
2.2	Products and services	Sustainability at Wolters Kluwer / Business Overview
2.3	Operational structure	People & Community / People & Organization
2.4	Location headquarters	Sustainability at Wolters Kluwer / Business Overview
2.5	Countries located	People & Community / People & Organization
2.6	Nature of ownership and legal form	Sustainability at Wolters Kluwer / Business Overview
2.7	Markets	Sustainability at Wolters Kluwer / Business Overview
2.8	Size of operations	Sustainability at Wolters Kluwer / Business Overview
2.9	Organizational changes	People & Community / People & Organization
2.10	Awards	Sustainability at Wolters Kluwer / Recognition & Awards
Reporting parameters		
3.1	Reporting period	Sustainability at Wolters Kluwer / About this Report
3.2	Previous report	Sustainability at Wolters Kluwer / About this Report
3.3	Reporting cycle	Sustainability at Wolters Kluwer / About this Report
3.4	Contact person(s)	Contact
3.5	Process report content	Sustainability at Wolters Kluwer / About this Report
3.6	Scope	Sustainability at Wolters Kluwer / About this Report
3.7	Scope limitations	Sustainability at Wolters Kluwer / About this Report
3.8	Basis for reporting on joint ventures	Annual Report
3.9	Data measurement techniques	Sustainability at Wolters Kluwer / About this Report
3.10	Re-statements	No restatements made.
3.11	Reporting changes	Sustainability at Wolters Kluwer / About this Report
3.12	Standard Disclosures	Annexes / GRI Table
3.13	Policy external assurance	Sustainability at Wolters Kluwer / Governance & Remuneration
Governance, Commitments, and Engagement		
4.1	Governance structure	Sustainability at Wolters Kluwer / Business Overview; Annual Report
4.2	Chair of the highest governance body	Annual Report
4.3	Independent members	Annual Report
4.4	Mechanisms for shareholders and employees	People & Community / People & Organization; Annual Report
4.5	Remuneration highest governance body	People & Community / People & Organization; Annual Report
4.6	Processes to ensure conflicts of interest are avoided	Sustainability at Wolters Kluwer / Our Values; Sustainability at Wolters Kluwer / Governance & Remuneration; www.wolterskluwer.com
4.7	Expertise highest governance body	Annual Report
4.8	Internally developed statements	Sustainability at Wolters Kluwer / Key Material Issues & Progress People & Community Customers & Solutions Environment
4.9	Procedures of the highest governance body	Sustainability at Wolters Kluwer / Governance & Remuneration
4.10	Performance highest governance body	Annual Report
4.11	Precautionary approach	Sustainability at Wolters Kluwer
4.12	Externally developed principles	Sustainability at Wolters Kluwer
4.13	Memberships in associations	Annex I: Membership in (trade) organizations

4.14	List of stakeholder groups	Sustainability at Wolters Kluwer / Stakeholders; Sustainability at Wolters Kluwer / Supply Chain; Customers & Solutions; People & Community
4.15	Identification and selection of stakeholders	Not included
4.16	Approaches to stakeholder engagement	Sustainability at Wolters Kluwer / Stakeholders
4.17	Key topics through stakeholder engagement	Sustainability at Wolters Kluwer / Key Material Issues & Progress

Disclosure on management approach	Materiality	Responsibility	Objectives & performance	Policy	Training	Monitoring
Economic	Economic Performance, Market Presence, Indirect Economic Impacts	Corp: CEO BU: BU managers	Business Principles Key Material Issues & Progress; Customers & Solutions; Annual Report Environment	Business Principles Key Material Issues & Progress; Customers & Solutions; Annual Report Environmental Policy Environment	Governance & Remuneration	Annual Report Environment
Environment	Materials, Water, Energy, Transport	Corp: CEO BU: BU managers	Environment	Environmental Policy Environment		Environment
Labor rights	Employment, Labor Relations, Health and Safety, Training, Diversity	Corp: Senior Vice President HR BU: BU managers	People & Organization Supply Chain Human Rights policy, including supplier principles, Business Principles Values	Human Rights policy, including supplier principles, Business Principles Values	Onboarding Compliance training Governance & Remuneration	People & Organization Supply Chain
Human rights	Non-discrimination, Freedom of Association, Complaints and grievances	Corp: Senior Vice President HR, Corporate Legal Department	People & Organization Supply Chain Human Rights policy, including supplier principles, Business Principles Values	Human Rights policy, including supplier principles, Business Principles Values	Onboarding Compliance training Governance & Remuneration	People & Organization Supply Chain
Society	Community, Corruption, Public policy, Anti-competitive Behavior, Compliance	Corp: CEO BU: BU managers	People & Community Business Principles Annual Report	People & Community Business Principles Annual Report	People & Community	People & Community Business Principles Annual Report
Product responsibility	Marketing, Communications, Customer Privacy	Corp: CEO BU: BU managers	Sustainability at Wolters Kluwer/ Key Material Issues & Progress Environment Customers & Solutions	Sustainability at Wolters Kluwer/ Key Material Issues & Progress Environment Customers & Solutions		Customers & Solutions

Economic performance indicators		
EC 1	Direct economic value	Business Overview; People & Organization; Community Involvement; Annual Report
EC 2	Financial implications due to climate change	Environment (partly included)
EC 3	Coverage benefit plan obligations	Annual Report
EC 4	Financial assistance received from government	Not included; not applicable
EC 6	Locally-based suppliers	Supply Chain
EC 7	Local hiring	People & Organization
EC 8	Infrastructure investments	Community Involvement
Environmental performance indicators		
EN 1	Weight of materials used	Environment
EN 2	Recycled input materials	Environment
EN 3	Direct energy consumption	Environment
EN 4	Indirect energy consumption	Environment
EN 6	Initiatives to provide energy-efficient or renewable energy-based products and services	Environment
EN 8	Total water use	Environment
EN 11	Location land in protected areas	Not applicable
EN 12	Significant impacts on biodiversity	Not applicable
EN 16	Total direct and indirect green-house gas emissions by weight	Environment
EN 17	Other relevant indirect green-house gas emissions by weight	Environment
EN 19	Emissions of ozone-depleting substances	Not applicable
EN 20	NOx, SOx air emissions	Not applicable
EN 21	Total water discharge	Not applicable
EN 22	Total weight of waste	Environment (partly included)
EN 23	Total spills	Not applicable
EN 26	Initiatives to mitigate environmental impacts	Environment Customers & Solutions
EN 27	Products reclaimed at the end of their useful life	Not included
EN 28	Monetary value of significant fines	Governance & Remuneration
Social Indicators		
<i>Labor Rights and Decent Work</i>		
LA 1	Breakdown of total workforce	People & Organization
LA 2	Employee turnover	People & Organization
LA 3	Benefits provided to full-time employees that are not (add) provided to temporary or part-time employees, by major operations	People & Organization
LA 4	Employees covered by collective bargaining agreements	People & Organization
LA 5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements	People & Organization
LA 7	Rates of injury, occupational diseases, lost days, and absenteeism	People & Organization
LA 8	Risk-control programs regarding diseases	Not included
LA 10	Training per employee category	People & Organization
LA 11	Programs for skill management	People & Organization
LA 12	Percentage of employees receiving performance and career development reviews	People & Organization
LA 13	Gender breakdown of governance bodies	People & Organization
LA 14	Ratio of basic salary of men to women	People & Organization

Human Rights

HR 1	Significant investment agreements that include human rights clauses	Not applicable
HR 2	Screening of suppliers on human rights	Supply Chain
HR 4	Incidents of discrimination	Governance & Remuneration
HR 5	Incidents of violations of freedom of association and collective bargaining	Governance & Remuneration
HR 6	Child labor	Not applicable
HR 7	Forced or compulsory labor	Not applicable

Society

SO 1	Impact on communities	Community Involvement
SO 2	Number of business units analyzed for risks related to corruption	Not included
SO 3	Employees trained in organization's anti-corruption policies and procedures	Governance & Remuneration
SO 4	Actions taken in response to incidents of corruption	Governance & Remuneration; Supply Chain
SO 5	Public policy positions and participation in public policy development	Not included
SO 6	Contributions to political parties	Governance & Remuneration
SO 8	Monetary value of significant fines	Governance & Remuneration

Product Responsibility

PR 1	Improving health and safety impacts across the life cycle	Not applicable
PR 3	Product information and labeling	Not applicable
PR 5	Customer satisfaction	Customers & Solutions
PR 6	Marketing communications	Customers & Solutions
PR 9	Monetary value of significant fines	Not applicable

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