
Environmental,
Social, and
Governance
Data Overview

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1 Introduction to the 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 2020 and the prior two years to the extent available. A selection of these data is included in our [2020 Annual Report](#), along with our materiality matrix, 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 SASB and GRI Content Index are available on our [website](#).

2 Environmental disclosures

Energy, water, and waste consumption (*)	2019	2018	2017
Energy consumption			
Total energy use in GWh (1)	84	94	92
Electricity from renewable sources (2)	12%	16%	17%
Total CO ₂ emissions from energy in metric tons (3)	30,072	33,439	31,731
Tons of CO ₂ emissions from energy per FTE	1.59	1.79	1.67
Waste consumption (4)			
Total waste production in tons	3,604	3,806	4,338
Total waste recycled in tons	1,653	1,720	2,633
Percentage recycled waste	46%	45%	61%
Waste production in ton per FTE	0.19	0.20	0.23
Water consumption (5)			
Total water use in m ³	164,459	140,421	136,367
Water use in m ³ per FTE	8.71	7.51	7.20

* The energy, water, and waste consumption data are reported with a lag of one year to allow for the delay in accessing this information. In previous sustainability reports, the data of the previous year was extrapolated to reflect the reporting year. We extrapolated these data based on full-time employee (FTE) data of the previous year and m² of the reporting year; e.g. in the 2019 Sustainability Data Report, 2018 data was extrapolated based on FTE data of 2018 and m² data of 2019. As such, 2018 data was reported as 2019, and 2017 data was reported as 2018. Starting this year's reporting cycle, we report the data to reflect the actual year over which the data was collected. The data have been adjusted to reflect m², FTE, and consumption of the same year that the energy, water, and waste data is reported on. Hence, in this document we report over the years 2017, 2018, and 2019.

- (1) Energy use is based on electricity, natural gas, heating oil, and district heating. Wolters Kluwer's strategy to reduce the size of its facilities resulted in a marked decrease in energy consumption, particularly in Europe. Another factor that contributed to this decrease were warmer outside temperatures resulting in less heating.
- (2) In 2019, several of our facilities in Germany, Belgium, Italy, the Netherlands, Sweden, Canada, and one facility in the U.S. utilized a substantial amount of renewable electricity. However, there was a decrease in the total use of renewable electricity compared to the previous years because of i) a reduction of facilities and office space in Europe, resulting in a decrease of energy consumption in general, and ii) over 2019 more facilities in North America reported their energy consumption data than in the previous year, while use of renewable energy is less common in North America.
- (3) Total CO₂ emissions are lower in 2019, due to Wolters Kluwer's strategy to reduce the size of its facilities that resulted in a marked decrease in CO₂ emissions, particularly in Europe.
- (4) The decrease in waste consumption was mainly attributed to the reduction of facilities in the United Kingdom and the Netherlands. The waste recycling percentage decreased in 2019 due to a high recyclable waste clean-up in 2018 and 2017.
- (5) Water consumption increased due to a scope increase from facilities in North America to include landscaping, as well as an increase of facilities reporting on water consumption that had higher than average water consumption.



Business travel	2020	2019	2018
Total millions of kilometers travelled by plane (1)	12	94	90
Flight use (km/FTE)	618	4,959	4,816
Total thousands of liters consumed by car travel (2)	1,223	2,666	2,797
Car use (liters/FTE)	64	141	150
Total CO ₂ emissions from business travel in metric tons (3)	5,471	19,799	19,529
Total CO ₂ emissions from business travel per FTE in metric tons	0.29	1.05	1.05

(1) Due to COVID-19, total business travel by airplane and flight use decreased in 2020 by almost 90%.

(2) Due to COVID-19, the total number of liters of fuel consumed by car travel decreased more than 50%, and consequently car use (liters/FTE) also decreased. Several of our businesses are implementing policies to decrease fuel usage and transition to more efficient cars, electric cars, or petrol/gasoline instead of diesel.

(3) In total, there was a decrease of 72% in CO₂ emissions from business travel.

3 Social disclosures

Employees	2020	2019	2018
Diversity, equity, and inclusion			
<i>Total workforce by gender</i>			
Female	47%	47%	48%
Male	53%	53%	52%
<i>% female</i>			
Executive Board	50%	50%	50%
Division CEOs/managing directors	50%	75%	75%
Managers (1)	38%	39%	n/a
Non-managers	48%	49%	50%
Employee engagement			
Employee engagement score (2)	84%	77%	76%
Talent management			
<i>% turnover</i>			
Voluntary	7.1%	8.8%	n/a
Non-voluntary	4.1%	3.8%	n/a
Total	11.2%	12.6%	n/a
Performance review			
<i>% performance review participation</i>			
Top management	99.2%	97.9%	100%
Managers (1)	99.9%	99.5%	99.9%
Non-managers	99.3%	98.0%	99.5%
Living wage (3)			
% of employees above living wage benchmark	100%	100%	n/a

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

(2) Results are from the engagement category of the global engagement survey of all employees in 2018, and a shorter pulse survey, administered to 20% of employees in 2019 and all employees in 2020.

(3) The scope of the benchmark covers employees in countries for which a Living Wage Benchmark Coalition benchmark is available over 2019.

Product impact and innovation	2020	2019	2018
Global Innovation Awards			
Number of ideas submitted	219	260	303
Number of finalists	17	15	14
Number of winners	6	4	4
Investment in new and enhanced products			
% of total revenues invested in new and enhanced products	8%-10%	8%-10%	8%-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 here below.

Product impact portfolio analysis

Indicator	HLT			TAA			GRC			LR		
	UpToDate	Sentri7	POC Advisor	TeamMate	CCH Targetik	CCH Access	OneSumX	ELM Solutions	eOriginal	Enablon	Kleos	One
Economic Enhancing efficiency: Achieving 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 risk: Facilitate to identify, manage, and mitigate risks	■	■	■	■	■	■	■	■	■	■	■	■
Social 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	■	■	■	■	■	■	■	■	■	■	■	■
Environment 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	■	■	■	■	■	■	■	■	■	■	■	■

Responsible supply chain	Target 2021	2020	2019	2018
Total number of suppliers that signed our Supplier Code of Conduct or have an equivalent standard (1)	590	490	261	178
% of centrally managed suppliers that completed the due diligence questionnaire	In line with previous year	98%	90%	93%
% of major data center suppliers that are certified according to ISO/IEC 27001 standard	100%	100%	100%	100%
% of major data center suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule	In line with previous year	100%	100%	n/a
% of major print products suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule	In line with previous year	100%	100%	n/a
% of certified paper used in print products	85%	85%	N/A	n/a

(1) In 2020 a number of uncategorized suppliers received a risk category and, together with new first-time suppliers, went through the due diligence process, resulting in a larger than expected increase. The number for 2019 was adjusted from 260 to 261.

Community contributions in thousands of euros	2020	2019	2018
Community contributions in cash (1)	1,136	759	597
Community contributions in kind (2)	2,906	813	497
Management cost related to community contributions	35	35	34
Total	4,077	1,607	1,128

(1) In 2020 we had a large increase in donations in cash relating to relief efforts for COVID-19.

(2) Our businesses participated in or initiated a total of 92 different projects in 15 different countries, including 9 global projects. There was a large increase of contributions in kind. This was due to more focus and higher investment on pertinent projects to support COVID-19 relief efforts. These projects included free of charge access to our products and services, via downloads (HINARI and Kluwer Law International resources), guest passes (UpToDate), and training (OVID, webinars, and online courses).

Community contributions in kind Category	Number of projects	Number of employees	Number of volunteering hours	Employee cost*	Cost of products & services	Total project cost
<i>In thousands of euros</i>						
Fundraising & employee donations (1)	31	312	1,383	41	–	41
Supply donations (2)	18	233	976	29	172	201
Pandemic donations (3)	19	1,977	363	11	2,417	2,428
Volunteering (4)	10	103	1,487	45	4	49
Environmental aid (5)	10	111	123	4	205	209
Team charity events (6)	4	459	447	13	–	13
Total	92	3,195	4,779	143	2,798	2,941

* Employee cost includes management cost related to community contributions, as indicated in the table 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 COVID-19, such as product donations, 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.

4 Governance disclosures

Ethics and compliance	2020	2019	2018
Annual Compliance Training			
% of active employees that completed training	99%	99%	99%
SpeakUp concerns			
Number of SpeakUp concerns reported to the Ethics & Compliance Committee*	19	29	n/a
Non-compliance with laws and regulations			
Number of significant fines (more than €100,000) and non-monetary sanctions incurred	None	None	None

(*) In 2020 we rolled out a training and communication plan for the new Code of Business Ethics, emphasizing the channels and escalation paths for reporting concerns. Employees are therefore more aware of the available channels and may be more comfortable seeking guidance via direct managers or other available sources versus the Ethics & Compliance Committee.

Board and Division CEO diversity	2020	2019	2018
% female on Supervisory Board	43%	43%	43%
% female on Executive Board	50%	50%	50%
% female division CEOs/managing directors	50%	75%	75%

5 Environmental, Social, and Governance data management

We have compiled and gathered our ESG data by using the Enablon platform, a Wolters Kluwer product that supports hundreds of global industry-leaders and millions of users to increase safety, manage environmental performance, minimize risks, and improve profitability and sustainability.

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

The Corporate Sustainability team works together with various departments such as Procurement, Human Resources, Real Estate, Legal, Compliance, Group Accounting & Reporting, and Corporate Communications to collect data from divisions and operating companies within the predefined scope. The Corporate Sustainability team reviews the final data. Each Wolters Kluwer division rolls out its sustainability initiatives based on specific local opportunities and in line with our business focus. These initiatives are required to adhere to our globally established policies and compliance regulations. To ensure continuity and transparency in our reporting processes and performance, we prepared the reporting in accordance with the International <IR> Framework and the GRI Standard 2016: Core Option and the Sustainability Accounting Standards Board (SASB). For more information see SASB and GRI Content Index, 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 topics, only data for 2020 is provided. Whenever N/A is added, 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 1% of Full-Time Equivalent (FTEs); and
- Where we report data in euro, currencies are converted using the financial year’s average exchange rate.

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

Chapter	Section	Specification
Environmental disclosures	Energy, water, and waste consumption	1) Data is collected as follows: <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 1,000 m² 2) Data expressed ‘per FTE’ (emissions from energy consumption, waste production, water consumption) is based on the average number of FTEs 3) CO ₂ emissions from electricity are calculated with location-specific conversion factors, which are adjusted annually based on the newly released conversion factors of the International Energy Agency (IEA) for electricity conversion factors. Calculations for CO ₂ emissions use source-based conversion factors from the Guidelines to Defra / DECC’s GHG Conversion Factors for Company Reporting.
	Business travel	1) Data is collected per country 2) CO ₂ emissions from business travel use source-based conversion factors from the Guidelines to Defra / DECC’s GHG Conversion Factors for Company Reporting. The conversion factors are adjusted annually.

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 in 2019. 2019 benchmarks are available for five countries where Wolters Kluwer has employees (Brazil, China, India, South Africa, and Vietnam).</p>
	Product Impact Portfolio (PIP)	<p>We annually select the three top expert solutions from each division for the PIP. We have selected indicators around economic, social, and environmental topics and measure whether the selected expert solutions contribute to these indicators. The analysis of the indicators is done based on publicly available information on the expert solutions.</p>
	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) Certifications for certified paper include: Blue Angel, Ecolabel, FSC, ISEGA, ISO9706, OHSAS 18001, or PEFC.</p>
	Community contributions	<p>1) Cash contribution is collected centrally via the Group Accounting & Reporting department.</p> <p>2) Wolters Kluwer continues to use the London Benchmarking Group (LBG) community support framework. The LBG framework provides the structure to measure and report on our community contributions. It separates donations, cost, and time invested, and portrays it in a transparent and reliable manner. We focus on two themes for charitable donations: emergency relief and creating positive impact on our community. Similarly, community investment is comprised of two focus areas: expertise for our community and empowering the underprivileged. Wolters Kluwer measures its impact both quantitatively (cash and in kind) and qualitatively (through reviews).</p> <p>3) Management cost is calculated by increasing previous years' cost by the inflation rate. In 2018 and 2019, 20% of employee cost was estimated to be management cost. In 2020, employee costs went down due to COVID-19, however products and services contributions increased. Therefore, we assume management costs remained at a similar level in 2020.</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 CEOs/managing directors" includes the division CEOs and/or managing directors of the operating divisions (Health, Tax & Accounting, Governance, Risk & Compliance, and Legal & Regulatory).</p>



Contact Information

Wolters Kluwer N.V.

Zuidpoolsingel 2
P.O. Box 1030
2400 BA Alphen aan den Rijn The Netherlands

info@wolterskluwer.com

www.wolterskluwer.com

www.linkedin.com/company/wolters-kluwer

www.facebook.com/wolterskluwer

www.twitter.com/wolters_kluwer

Chamber of Commerce

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 2020 Annual Report. For more information on our sustainability strategy, visit our [website](#).

This Environmental, Social, and Governance Data Overview and the SASB and GRI Content Index are available as PDF on our [website](#). The 2020 Annual Report is also available as a PDF on our [website](#).