

WOLTERS KLUWER 2013 SUSTAINABILITY REPORT

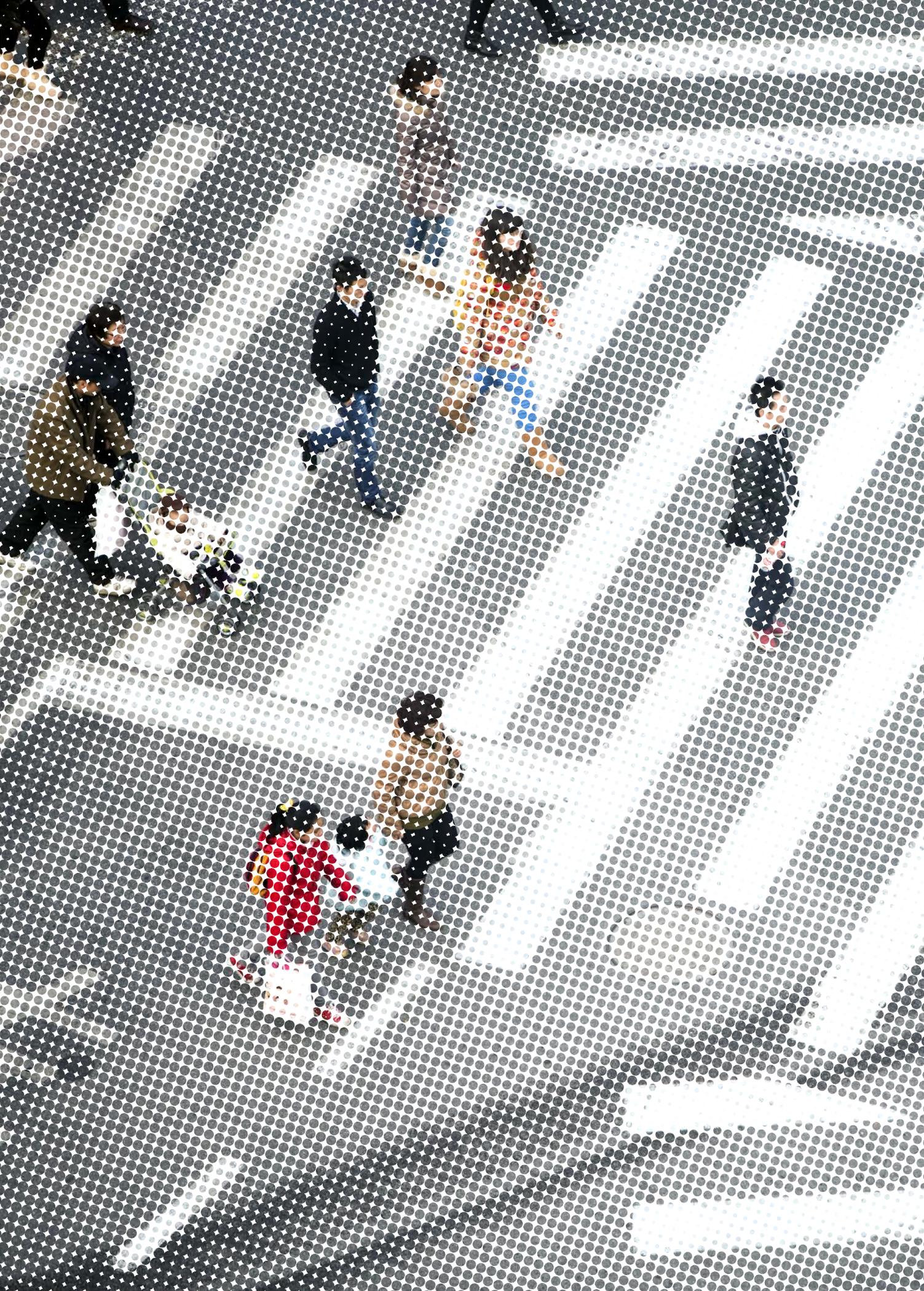


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CEO Introduction

Sustainability is at the heart of Wolters Kluwer's growth strategy. We see sustainability as a critical element in our core business – one that drives our innovation agenda and improves our customer satisfaction.

I strongly believe Wolters Kluwer's services add value to the communities in which our professional customers work. A good example is the more than 13 million professionals who use our Wolters Kluwer Health services when making urgent decisions to improve their patients' health. With our sophisticated sustainable solutions we enable our customers to improve people's lives and to make efficient use of resources all around the world.

Together with our 19,000 employees worldwide, we have worked on integrating sustainability into our business and will continue to do so in 2014. Our efforts lead to the mitigation of long-term business risks, efficient use of resources throughout the supply chain, and increased profitable and sustainable growth, as well as a greater contribution to society, our customers, and employees.

Our sustainability strategy continues to rest upon four major building blocks:

- 1 **Customers & Solutions:** Our high-quality solutions contribute to the effectiveness of our customers' work and to society.
- 2 **Resource Management:** We reduce the environmental impact of our company, our suppliers, and our customers. This fits our transition from a paper-based to an innovative digital products and services company that strives for data center efficiency.
- 3 **Community Involvement:** Our businesses and employees and their solutions help to improve communities in which we are active.
- 4 **Employee Engagement:** Our working environment creates an atmosphere of inspiration and ambition that delivers innovative solutions, year after year.

In 2013, we worked hard to expand this strategy and improve the sustainability performance of Wolters Kluwer worldwide. We again took our data collection to a higher level of completeness and reliability. The data collection process supports our transparency ambitions and we integrate this process step-by-step with the collection and consolidation of financial data. We strongly support this development, as sustainability is an integrated part of our business, rather than an isolated topic.

We further distributed our [Standards of Engagements for Suppliers](#), ensuring that our suppliers incorporate Wolters Kluwer's social and environmental goals in their operations. We team up with our suppliers to ensure awareness and agreement with these Standards.

This report provides an overview of Wolters Kluwer's performance as regards its environmental, social, and financial impact. In addition, it gives an overview of how our products help to solve current societal challenges in a sustainable way. There are many examples of this, such as [Ovid](#), an innovative information solution that offers improved access to medical research findings, and [TeamMate](#), a management software system that provides an integrated paperless strategy for managing audits.

Looking back on 2013, we can be proud of what we have achieved. I expect more results of these efforts to appear in the coming year. They will serve as a solid base for further sustainable progress that benefit our customers, communities, and society.



Nancy McKinstry
CEO and Chairman of the Executive Board



Innovation Driven Sustainability

Enabling Long-Term Success

Long-term business success is only achievable when a business operates in harmony with its environment. Our sustainability efforts are focused on creating this enabling environment.

We operate in a market that is in constant transition. The means of delivering our services to professionals are changing rapidly. Similarly, the demands of our customers and their customers are in transition.

In order to guarantee long-term success, we make sure that:

- Wolters Kluwer develops innovative products and services that meet relevant societal demands. We aim for continued customer satisfaction and future added value to society.
- We acknowledge that resources are finite and aim to minimize our environmental impact and natural resource use.
- Wolters Kluwer engages with business relevant stakeholders in order to accommodate their changing demands, concerns, and needs.

In short, we respect the interest of people, planet, and profit. We combine a strong focus on financial results with minimizing our environmental footprint and maximizing our contribution to society, or social handshake.

At the global level, we have established strategic goals and developed measures to assess our performance. Our global strategy also respects the diverse contexts in which our local

offices work. It serves as a guide that helps to determine local objectives and to accommodate the demands of local stakeholders.



Our continuous efforts reflect that sustainability is a strong driver for innovation and customer satisfaction, ensuring long-term business growth. We will continue to invest in sustainability in 2014, guided by our four major building blocks:

- 1 **Customers & Solutions:** Our high-quality solutions contribute to the effectiveness of our customers' work and to society.
- 2 **Resource Management:** We reduce the environmental impact of our company, our suppliers, and our customers.

Kleos creates a virtual office

Across Europe, a rapidly increasing number of professionals in law firms are reaching new levels of productivity with the cloud-based Kleos solution from Wolters Kluwer. Kleos, an end-to-end legal practice management tool, streamlines the practice of law, plus the practice management of the law firm. It provides a complete virtual office for activities including case management, document management, email, tasks, and accounting, anytime and anywhere in a secure, cloud-based environment.

Now offered in eight different countries across Europe, Kleos is the first solution that fully leverages the latest cloud and mobile technologies in a highly secure

environment to deliver integrated legal content and practice management resources.

Supporting the practice of law, Kleos offers trusted expert content from Wolters Kluwer's flagship legal content databases to provide lawyers with the premier content they need to make confident decisions. Kleos also supports improved practice management capabilities with convenience and ease.



This fits our transition from a paper-based to an innovative digital products and services company that strives for data center efficiency.

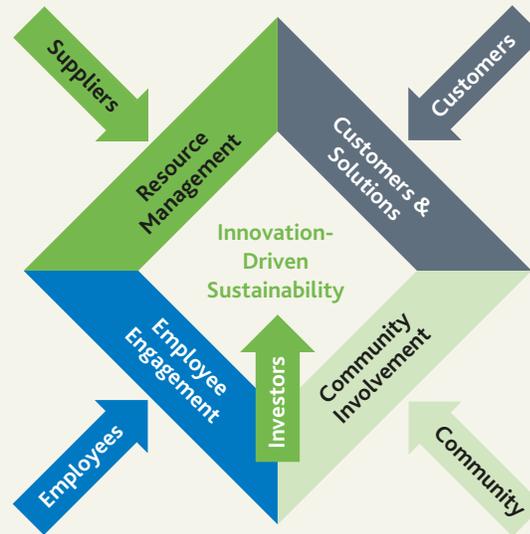
- 3 **Community Involvement:** Our businesses and employees and their solutions help to improve communities in which we operate.
- 4 **Employee Engagement:** Our working environment creates an atmosphere of inspiration and ambition that delivers innovative solutions, year after year.

Together with our Stakeholders

Operating in harmony with our business environment is only possible in close cooperation with our stakeholders. They strongly influence our current and future business success. At the same time, we facilitate the efforts of our stakeholders to be of value to society. Our stakeholders consist of a diverse group of customers, employees, suppliers, communities in which we work, and shareholders/investors. The importance and influence of these stakeholder groups will be described below. We also have frequent contact with third party stakeholders that share our interest in sustainability, such as non-governmental organizations (NGOs), government institutions, media, educational institutions, research institutes, and civil society representatives.

Active engagement with our stakeholders gives us a deeper understanding of their different needs and priorities. This approach reduces our organizational and product performance risk and identifies opportunities to generate

shared value. It also helps us to understand the current and future needs and priorities of our customers.



Suppliers

We have taken important steps in our upstream supply chains. We want to be certain our ethical and environmental standards are respected throughout the supply chain. Our [Standards of Engagement for Suppliers](#) communicate to our suppliers what is expected of them. The code was established in 2012 and includes sustainability standards that Wolters Kluwer wishes to uphold. It is based on the

Wolters Kluwer Spain helps immigrants learn law

Wolters Kluwer Spain helps thousands of immigrants to learn the fundamentals of Spanish law through a special program. The course 'Conoce tus Leyes' ('[Know Your Laws](#)') is an initiative of the [Wolters Kluwer Foundation](#), the [Cremades & Calvo-Sotelo Foundation](#), and the government of Madrid.

Since its inception in 2009, this integration and participation program has been followed by 28,500 Spanish and non-Spanish citizens. The number of participants has increased every year. Almost 10,000 immigrants participated in 2012 in this program and in 2013, more than 13,000 people have followed the training sessions.

'Conoce tus Leyes' is a pioneering initiative at both a national and international level. The Community of Madrid has been the first Spanish and European region to choose to equip immigrants with knowledge of the fundamentals of Spanish law, teaching them their main rights and obligations, and how they are regulated by Spanish legal requirements.



articles of the [United Nations Universal Declaration of Human Rights](#), the [eight core labor standards of the International Labor Organization](#), and the [United Nations Global Compact](#), a framework for businesses that aligns our operations and strategies with universally accepted principles in the areas of human rights, labor rights, the environment, and anti-corruption.

We started asking our main suppliers to sign the [Standards of Engagement for Suppliers](#) and will continue this effort in 2014.

Suppliers which operate in high-risk countries are monitored on their social and environmental standards. In the event that the standards cannot be met, we see it as our responsibility to find solutions and invest in improvement measures.

Customers

In our efforts to fulfill the needs of our current and future customers, close engagement with this stakeholder group is of great importance to the company. We analyze customer drivers and future in order to devise new solutions. We involve customers in the development of new high-quality solutions. For example, [Teleroute®](#) engaged with its customers and discovered demand for an additional freight exchange program tailored especially to small freight or small van operators.

An important means of testing customer satisfaction and impact is the [Net Promoter Score \(NPS®\)](#). NPS® tests whether customers would recommend Wolters Kluwer based on their experiences with our products. NPS® is used widely by Wolters Kluwer businesses throughout our company.

Employees

Our company consists of 19,054 employees, who contribute to the value we add for our professional customers and society in general. Every employee has his or her own focus and individual insights, based on his or her unique background. Wolters Kluwer fosters the sharing of these diverse insights within the company. We collect suggestions, innovative ideas, and feedback for improvement. We also create an environment that supports the ability of people with different professional skills, nationalities, and backgrounds, to aid the development of new ideas and to approach challenges from a different angle.

Our ambitious talent development strategy attracts the right people to the right role, at the right time. Several of our businesses have conducted employee engagement surveys in 2013. In 2014, we will roll out a standard engagement survey throughout the company.

Investors

Investors increasingly see the value added through sustainability. They actively scan the environmental, social, and governance (ESG) policies and practices of companies they invest in. We are conscious of their demands for transparency on sustainability and act accordingly. We have participated in reports and sustainability analyses made by [Amundi](#), [Corporate Knights](#), [EIRIS](#), [CDP](#), [DJSI](#), [Goldman Sachs](#), [Involve](#), [MACIF](#), [Natixis](#), [Oddo](#), [Oekom](#), [Sustainalytics](#), [VBDO](#), and [Vigeo](#).

Wolters Kluwer's sustainability performance was again recognized in 2013 by the [Dow Jones Sustainability™ Index \(DJSI\)](#). For the sixth time in a row Wolters Kluwer was included in the media sector list. In addition, Wolters Kluwer has been awarded the Bronze Class Sustainability Award 2014 from [RobecoSAM](#), as a part of "[The Sustainability Yearbook](#)" 2014. The Bronze Class achievement demonstrates

Wolters Kluwer Talent Review process



Wolters Kluwer is committed to fostering a culture that is focused on talent development. The Global Talent Acquisition & Development team is looking at ways to help nurture that growth.

Some of the initiatives already in place include annual global talent reviews to build greater awareness of our employees and drive greater internal movement across divisions, functions, and geographic regions. The team is also focused on launching a best-in-class leadership development curriculum and continuing to drive a Future Leader Summer Intern Program, to attract and recruit students from selected universities feeding into our early career pipeline. Additional plans for 2014 include the launch of a global performance management strategy and process to support our focus on creating a culture of high performance and accountability, and a global employee engagement survey.

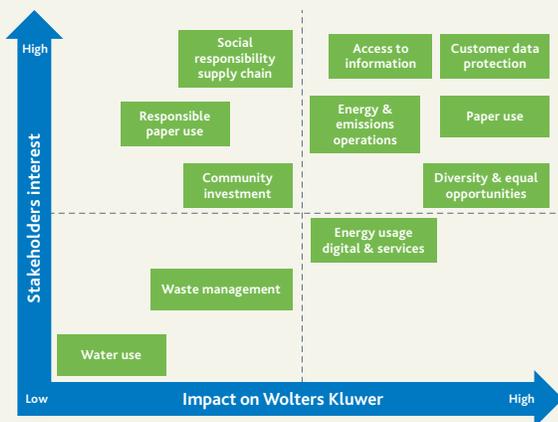
Wolters Kluwer's continued commitment to sustainable business and an excellent sustainability performance. Wolters Kluwer was also listed in the Corporate Knights [Global 100 List](#) of the most sustainable large corporations in the world (2013: position 34, 2014: position 35). This list is announced annually at the [World Economic Forum](#) in Davos and ranks the best performing companies worldwide on a number of specific sustainability indicators.

Communities

Our employees and customers work and live within communities that influence them and are influenced by them. Engaging with communities is therefore relevant for the company. We actively develop initiatives that improve local quality of life. In collaboration with local non-profit organizations and NGOs, we contribute to well-being in these communities.

Materiality

Sustainability covers a broad range of themes. Wolters Kluwer is interested in the topics that impact our future business success and that are relevant for our stakeholders. In order to gain a better understanding of topics relevant to both our business and our stakeholders, Wolters Kluwer conducted a materiality analysis. The materiality index takes into account input from our broad range of stakeholders. The following graph shows our current understanding of the relevant topics, and the level of interest of our stakeholders. The results are based on the variety of contacts we had with the internal and external stakeholders from which we derived their most important sustainability themes. Understanding the relevance of specific sustainability topics for our stakeholders is in our mutual interest and can support us in building our sustainability strategy.



Formulating policies and/or targets for the themes indicated as having both a high stakeholder interest and a high impact on Wolters Kluwer, is an ongoing activity. One of its outcomes is the increasing share of electronic solutions compared with paper solutions year by year.

High stakeholder interest and high impact on Wolters Kluwer

Our stakeholders have expressed great interest in the following five topics with a high impact on Wolters Kluwer: access to information, customer data protection, energy and emissions operations, paper use, and diversity and equal opportunities. Customers, analysts, non-governmental organizations (NGOs), and others showed their interest in these themes during the year. At the same time, these sustainability topics are of high business relevance to Wolters Kluwer. They are typically integrated into our core policies. We therefore try to communicate our performance record on these topics.

Customer data protection

Privacy is high on the agenda of many organizations, including many of our stakeholders and our own company. Customer data protection in particular is our highest priority from a business as well as a sustainability perspective. We have policies and training programs in place to educate our employees about data protection.

Access to information

Information is of vital importance for development and equal opportunities around the globe. Our stakeholders recognize the positive impact that our core business has on societies. They often point out the relevance to society of broad information access. Through innovation and constant improvement, we make sure that access to information fits the ever-changing environment of our customers. At the same time, we strive to share relevant information with other groups outside our customer base and to broaden our customer base in emerging markets. Through blogs, seminars, and expert meetings we provide society at large access to information. This topic is important for business of Wolters Kluwer, our current position in society, and our future competitiveness.

Paper use

Paper use forms a significant natural resource impact and we keep minimizing paper use as an important topic for our sustainability strategy. Our influence as a company on the amount of paper used is high and we keep on pressing to lower that amount.

Energy and emissions operations

Both our operations and those of our suppliers and customers produce emissions based on their use of energy. CO₂ emissions reduction is now a publicly acknowledged sustainability measure. Our influence on reducing emissions has declined in recent years due to an ever increasing electronic portfolio, as explained further on in the 'Energy usage digital and services' section.

Diversity and equal opportunities

At Wolters Kluwer, we believe diversity sparks innovation. Diversity has a significant impact on the company and we devote a great deal of effort into maintaining a diverse group of colleagues. It goes without saying that equal opportunities are a precondition for realizing diversity.

High stakeholder interest and low impact on Wolters Kluwer

We try to be as transparent as possible about our ambitions and performance on the following three topics that our stakeholders consider important.

Social responsibility supply chain

Our business inputs rely on our suppliers. Wolters Kluwer wants to ensure that these inputs are being purchased through suppliers that adhere to our standards of social and ethical conduct. Wolters Kluwer's suppliers can help to achieve this aim. Our [Standards of Engagement for Suppliers](#) reflect that effort.

Responsible paper use

Responsible paper use is linked to sustainable forestry, which helps to secure long-term ecosystem services. Our sustainability strategy aims to closely monitor and stimulate the use of sustainable paper. We consider ourselves responsible for the environmental impacts of our natural resource consumption and continue to pursue this strategy.

Community investment

We feel a responsibility to take good care of our environment. We are part and parcel of the community and that is also why we want to contribute to that community with our time, energy, and expertise. The community contributions align with our corporate identity and business objectives.

Low stakeholder interest and high impact on Wolters Kluwer

We have identified one sustainability topic which is of lower concern to stakeholders, yet has a high impact on Wolters Kluwer and which we consider an important element of our sustainability strategy.

Energy usage digital and services

Given Wolters Kluwer's transformation from a paper-based to a mainly digital products and services company, the impact

Baseline measurement

The [Green Team](#) is a group of Wolters Kluwer Asia Pacific staff members committed to minimizing the company's environmental impact. Representatives from Australia, New Zealand, and Malaysia hold monthly meetings to agree on projects aimed at reducing our carbon footprint, in our office and further afield.

In 2013, the Green Team selected an external body to measure carbon emissions related to [CCH Australia's](#) people, paper, power, air travel, and land travel to arrive at a baseline carbon footprint. This will enable the team to identify the improvements needed to help CCH Australia become carbon neutral or carbon positive.



of energy consumption used for our digital services is of increasing importance. Our influence on the amount of energy use related to these products and services is significantly lower than it used to be. Data center, server, and device efficiency does often not lie directly in our sphere of influence. It is still important to understand the dynamics around the increasing use of resources for these products.

Low stakeholder interest and low impact on Wolters Kluwer**Waste management**

Although waste management is not considered a priority by our stakeholders and does not have a high impact on our business, we still include this topic in our sustainability strategy.

Waste is a topical and important issue in itself, but Wolters Kluwer does not generate waste streams with high environmental impacts. As part of our corporate citizenship, we are aware of the waste streams we produce and closely monitor recycling processes or other waste treatment measures. We report our progress on reduction of paper use which is our most significant waste stream.

Water use

Similar to our waste streams, our water use does not create a high environmental impact. We monitor our water use as part of the environmental performance of our business units.

Governance

Sustainability is an integral part of our company and is supported at all levels of our organization. The Executive Board is committed to further integrating sustainability into our business. Under the leadership of Nancy McKinstry, CEO and Chairman of the Executive Board, Maarten Thompson, Senior Vice President, General Counsel and Company Secretary, is responsible for the company's sustainability program and our Corporate Sustainability team. The Short-Term Incentive Plan (STIP) was once again partly based on revenues from electronic products as a percentage of total revenues. The payment of the STIP bonus for each Executive Board member only takes place after verification by the external auditor of the financial statements of the company, including the financial performance indicators on which the STIP targets are based.

Our Corporate Sustainability team is responsible for the development and implementation of new policies, active stakeholder engagement, and the collection of annual sustainability data. Each division at Wolters Kluwer is encouraged to set up and implement its own sustainability initiatives. On a local level, our operating companies implement policies and compliance regulations that suit their specific local context.

% of Employees With Access to Measures Handling Complaints and Grievances	2013	2012
Whistleblowing Program	100%	100%
One or Several Internal Measures	98%	97%

Internal measures referred to in this table consist of a help line, counseling and/or an independent person or department in charge of solving complaints. In 2013, we have seen a slight increase in the total percentage of employees with access to these measures.

Good corporate governance is key to maintaining our credibility among internal and external stakeholders. National and international regulations guide us in realizing corporate governance principles. These include the [Dutch Corporate Governance Code](#) and international guidelines, such as the [Organization for Economic Co-operation and Development \(OECD\) Guidelines for Multinational Enterprises](#).

These principles are reflected in our:

- [Company Values and Business Principles](#);
- [Whistleblower Policy](#);
- Acceptable Use Policy;
- Mobile Devices and iPad Policy;
- Global Travel Policy;
- [Insider Trading Code](#);
- Global IT Security Policy;
- [Environmental Policy](#);
- [Standards of Engagement for Suppliers](#);
- [Human Rights Policy](#).

The last six policies and our Company Values and Business Principles were updated in 2013. All our publicly available policies can be found on the [Wolters Kluwer website](#).

Besides our policies, which all employees can access on the intranet, we also made further progress on our compliance training programs on Business Principles and Company Values, Competition/Anti-Trust Law, Anti-Corruption¹ and Information Security Awareness. The programs, translated into nine languages, are available for managers in most of our global businesses. An overview of managers who have undergone training in these programs can be found below.

Business Principles Guidance as % of Management	2013	2012
Provided Access to the Business Principles	100%	100%
Completed the Business Principles Training	88%	70%
Completed Security Awareness Training	89%	-
Completed Anti-Corruption Training	88%	-
Completed Competition Law Training	89%	-

In 2013, we have been measuring additional training programs. An increase in business principles training for 2013 reflects our implementation efforts on this relevant topic.

¹ In 2013 no confirmed incidents of corruption have been reported.

Customers & Solutions

Ambitions and Strategy

Wolters Kluwer helps to drive sustainability worldwide by providing information solutions to customers when they have to be right. We help 90% of U.S. banks and a total of 210,000 tax and accounting firms to comply with national and international regulations. In more than 150 countries, our solutions improve patient conditions and save lives through the 13 million professionals we service. In addition, we support 250,000 legal professionals worldwide to improve their quality of work. By providing our customers with the right information, we help make our communities a better place to live in.

In 2013, we incorporated this approach in our new worldwide brand strategy that revolves around our new tagline 'When you have to be right'. It represents our commitment to solving the challenges that our customers and their communities face each day.

Our products impact people's lives and natural resource use. This puts sustainability at the core of our business, enabling professionals to produce a positive impact and add value to the communities they work in. Our product development includes a constant dialogue with our customers. It helps us find innovative solutions that match future needs. Furthermore, it suits our constant focus on customer satisfaction.

Policy and Targets

Focus on innovation

A continuously changing business environment requires innovative solutions. Annually, we invest 8 to 10% of our revenues in product innovation. Sustainability is an important starting point for our innovation agenda. It reflects the needs of our customers, who look for efficient solutions that increase their positive impact on society. Employees play a key role in the innovation process, since they have an overview of changing customer needs. Employees are encouraged to spend time with customers in order to understand their workflow and new demands for information consumption. Our [Global Innovation Award](#) calls on employees to submit their most innovative ideas and solutions to reinvent the way we do business towards a more sustainable company. For example, [Kleios](#), an end-to-end legal practice management tool, streamlines the practice of law, plus the practice management of the law firm. It provides a complete virtual office for activities including case management, document management, email, tasks,

and accounting. This saves legal professionals valuable time so they can focus their attention on what matters most: their clients.

To achieve and maintain compliance, financial institutions desire robust solutions that enhance user productivity by improving the breadth and quality of data. The [Wiz Sentri™](#) platform provides an enterprise view of financial crime risk across the organization along with workflow capabilities, helping provide more accurate crime detection and more effective prevention.

[UpToDate®](#) answers clinical questions, changes decision-making, and is associated with improved patient outcomes, quality of care, productivity savings, and hospital performance.

Wolters Kluwer Health boosts Chinese publishing

[Wolters Kluwer Health](#) works together with the [People's Medical Publishing House \(PMPH\)](#), the largest medical publisher in China, to expand their domestic and foreign publishing market.

The parties are making joint efforts to work with top domestic and foreign authors to develop and publish medical and nursing titles for both domestic and international markets. Wolters Kluwer's cooperation with PMPH began in the 1990s. Since then, they have co-published more than 200 titles of teaching materials and reference books in medicine and nursing.

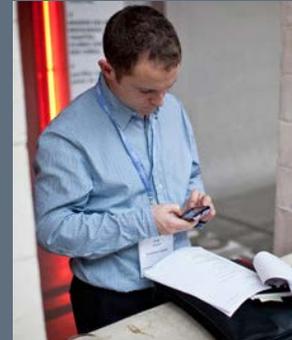
Wolters Kluwer publishes world-class content for professionals across the globe. Through cooperation with PMPH, we can better serve China's doctors, nurses, and students during the medical reforms in China, by providing leading, credible, evidence-based content in electronic and print formats.



General Counsel NAVIGATOR addresses information needs of corporate counsel

The [General Counsel NAVIGATOR](#) is a web-based interface specifically designed to address the unique research and daily workflow demands of small to mid-size corporate legal departments. It allows corporate counsels to quickly pinpoint information and answer the plethora of questions they face on any number of legal topics using a single convenient workflow tool. The time-saving benefits and actionable content of General Counsel NAVIGATOR are critical elements that have long been absent from other legal information solutions available to corporate counsels.

In order to develop General Counsel NAVIGATOR, Wolters Kluwer conducted [extensive interviews](#) with a variety of corporate legal departments and learned that on average, corporate counsels need to find an answer to their question in 15 minutes or less. General Counsel NAVIGATOR enables busy corporate counsels to quickly find what they need, in an easy to use format, on a wide variety of legal issues that can change from one day to the next.



Customer satisfaction

Innovation focuses on our future propositions. Our customer satisfaction program, on the other hand, focuses on our current role for our customers, ensuring that we meet the real needs by using the appropriate means. In order to measure customer satisfaction with Wolters Kluwer's solutions, we implemented the [Net Promoter Score](#) (NPS®) for our global customer groups in 2010. We measure NPS® for each product separately and according to different market sectors and locations. Based on the results, we can provide the right employees with the right information to take appropriate action that helps our customers.

Performance and Impact

Wolters Kluwer's solutions are developed with the aim of creating a positive impact on society. Innovation and customer satisfaction are key to staying ahead of the curve and providing sustainable innovation services. In 2013, Wolters Kluwer continued to invest a considerable proportion of its revenues in innovation. We received approximately 700 submissions from employees in 2013 for our [Global Innovation Award](#), providing a pool of solutions with a high positive impact on society.

Our four divisions were highly motivated last year to provide and develop sustainable solutions for various purposes and customers.

The **Legal & Regulatory** division provides legal and business professionals with law, business, and regulatory compliance solutions that help them manage complex and fast-changing information. This division employed 7,263 people in 2013. It provides expert information, workflow solutions, and services on a constant basis so that universities, governmental

agencies, lawyers, and corporate law departments can make critical decisions. One example is [CT Corporation System](#), which supplies software for corporate business compliance in over 35 countries for more than 1.6 million entities. Although its origins go back as far as 1892, CT Corporation System dedicatedly supported more than 300,000 start-up and small businesses in 2013, as well as 75% of [Fortune 1000](#) companies.

The **Tax & Accounting** division provides information and services for 20,000 accounting firms, corporate finance departments, tax and auditing departments, government agencies, universities, and libraries worldwide to improve their efficiency, flexibility, and transparency. In 2013, 5,842 employees worked in this division worldwide. They are assisting customers with the transition from paper to digital accounting. To do this, our employees create solutions that increase transparency, resource efficiency, and collective value creation throughout a range of supply chains. One example is [ADDISON@](#), a tax and accounting software company that creates more financial transparency in the German market.

The **Health** division provides medical, nursing, and related health information resources to health professionals, students, and libraries all around the world. More than 13 million professionals use these services, which are developed by the 2,779 employees of this division. They help professionals make critical decisions that directly influence people's lives by improving outcomes, access, and efficiency of medical treatment. One example is [Ovid](#), designed as an innovative information technology for improved access to medical research findings. Ovid has developed into an information services company that publishes more than 4,500 eBooks, 1,300 peer-reviewed journals, and over 100 full-text databases.

The **Financial & Compliance Services** division enables audit, compliance, finance, and risk management professionals to make clear-sighted decisions. The 2,339 employees of this division work for a diverse group of industries, including banking, insurance, life science, energy, and transportation. One of the many products offered by this division is [TeamMate](#), an audit management software system that provides an efficient solution for paperless audit processes. Some 90,000 auditors from over 2,200 organizations used this service in 2013, realizing impressive efficiency gains and saving significant quantities of paper.

match their freight to an appropriately sized vehicle, saving transport energy.

Case Studies

The following examples showcase these solutions and their added value to society.

Efficient use of natural resources

Teleroute® for small transport operators

[Teleroute®](#) has adapted its products [Teleroute® PRO](#) and [Teleroute® ACTIVE](#) with new tools to post offers or find small freights and small vehicles. This will benefit small operators, as well as larger transport companies which often have a van in their fleet that is not being used optimally.

In the internet era and e-business boom, the road transport sector has more small loads that need to be delivered. Teleroute engaged with customers to understand if small freights or small vans offers could fill a demand on the freight exchange. The results are clear: many operators want to use the freight exchange to post small freight or advertise their small vans.



Therefore, Teleroute customers who have freight smaller than 1.6 tons can now benefit from detailing their offer with the four new check boxes on the freight exchange. Van operators can find freight suitable for their vehicles more easily, while small freight providers can make their load more easily identifiable. This helps small freight operators

Supporting insights

Gaining financial stability

The financial industry is increasingly bound by legal requirements that demand sound practices of critical data management. As regulations and requirements grow more complex, many financial companies need new tools to cope with more complex data streams. Our financial solutions make it more efficient and easier to follow those rules and regulations. The ultimate benefits to society range from a more robust taxation system to more secure private bank deposits.

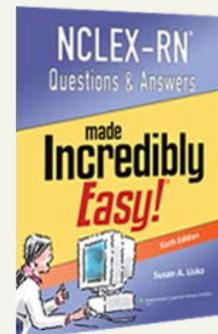


Efficient use of human resources

Exam preparation tool for nurses

[PassPoint](#), powered by [PrepU™](#), is an adaptive learning and exam prep tool for nursing students. It simulates the [National Council Licensure Examination for Registered Nurses \(NCLEX-RN®\)](#) with comprehensive, adaptive practice exams, and includes access to thousands of pages of evidence-based, clinically-oriented content. It is the first learning tool that fully integrates content with the adaptive learning system, so students can immediately work to fill learning gaps as they discover them.

[More than 98 % of U.S. nursing students](#) who used PassPoint passed the exam in 2013, exceeding the national passing average by more than 10 percentage points, according to research conducted with the [National Center for Research on Evaluation, Standards and Student Testing](#) at the University



of California Los Angeles (UCLA). UCLA evaluated PrepU™ results in 16 undergraduate nursing courses involving nearly 700 students.

[Research](#) has also found that students who use PrepU™ to support classroom and textbook learning frequently outperform both prior classes and current classmates who did not use the tool.

Access to information

As a market-leading information services and publishing company, Wolters Kluwer serves professionals around the globe. Through innovation and constant improvement, we make sure that access to this vital information is tailored to the constantly changing environment of our customers. We believe this information enables people to have a positive impact on society. That is why we strive to share relevant information with other groups outside our customer base. Through blogs, seminars, and expert meetings, we provide access to information for society at large.



Kluwer Arbitration Blog earns prestigious CPR Award

The [Kluwer Arbitration Blog](#) has received a prestigious CPR Award from the [International Institute for Conflict Prevention & Resolution](#) (CPR Institute). The CPR Institute is a non-profit think tank and alliance of global corporations, law firms, scholars, and public institutions, dedicated to the principles of commercial conflict prevention and alternative dispute resolution. The [Outstanding Electronic Media award](#) is presented annually to a company, group, or individual that has produced exceptional electronic media focused on the field of alternative dispute resolution.

[Kluwer Arbitration Blog](#) presents international arbitration news and information in a timely and fresh way by enlisting diverse experts and guest authors, each of whom adds a distinct voice to the subject matter at hand. The goal of the blog is to present unique insights into international arbitration, authored by leading experts from Wolters Kluwer, law firms, arbitration institutions, and academia. We have had the good fortune to bring together respected thought leaders in a forum that both informs and inspires the profession to provide meaningful and practical guidance to audiences who would not otherwise have access to this sphere of respected luminaries.

Resource Management

Ambitions and Strategy

Natural resources are a key link in delivering our solutions. Analyzing the impact of our core business, we have identified three main categories of natural resources. We focus on these categories in our ambition to minimize our environmental footprint:

- Paper use for publications;
- Energy use for running software-based services; and
- Resources used for transportation.

Within these categories, we actively monitor our environmental impacts and minimize them where possible. At the same time, we create an impact on both the upstream and downstream supply chains. Wolters Kluwer also develops products and services to minimize the natural resources use of customers.

Wolters Kluwer has transformed from a paper-based publishing company into a primarily electronic information products and services company. Our electronic products and services help customers to save time and natural resources. For the 23% that was paper-based in 2013, Wolters Kluwer targets the paper to be certified recycled or certified responsibly sourced by the [FSC](#) (Forest Stewardship Council), [PEFC](#) (Programme for the Endorsement of Forest Certification), or [SFI](#) (Sustainable Forestry Initiative) programs.

Customers

Wolters Kluwer's solutions support organizations in making the transition towards non-paper based administration, communication, and information consumption. Some 77% of our 2013 revenue was generated from digital solutions and services.

Besides efficiency gains, this transition results in increasing amounts of paper saved. The ultimate environmental impact of these changes still depends on customer decisions. Take, for example, the type of device or energy our customers choose. Each device has different levels of energy consumption.

Fortunately, our transition does not occur in isolation. Two other rapid developments are helping boost the positive environmental impact from our shift towards more electronic services. First, there is the current energy transition towards more renewable energy. Second, data centers increasingly show significant energy efficiency improvements.

Due to these developments, we believe that electronic services are not only a more sustainable alternative, but also pave the way towards an information services industry that puts less pressure on natural resources in the future.

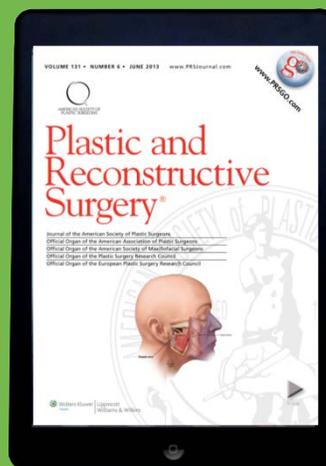
Paper fades, tapping rises

As large volumes of the medical books are traded in for digital solutions, such as [UpToDate®](#), Wolters Kluwer is changing medical practice. Doctors no longer call their peers to discuss their latest scientific articles. Nowadays, doctors can discuss their articles on a tablet and make their procedures more transparent.

In a [Bloomberg article](#), Ohio doctor Mrunal Shah states how he gives away four boxes with medical texts. He taps his iPad for medical information and cannot remember the last time he opened a book.

"There is no paper chart in any of my hospitals, and it is rare to see people even using paper and pen," says Shah, 41.

Today, most U.S. patient records are collected digitally in Electronic Medical Records (EMRs). Wolters Kluwer has developed a range of solutions that can be integrated with these EMRs, making paperless patient care possible. [ProVation Care Plans](#), for example, help clinicians to directly access both care plan information and all accompanying evidence-based content at the point of care through their EMR.



Relocating the sustainable way

Our Wolters Kluwer Health colleagues from our Ambler office moved in with their colleagues in the Philadelphia office in November 2013. Sustainability was an integral part of the relocation process. When moving out, the Wolters Kluwer Health colleagues applied the sustainability principle in three ways: reduce, re-use, and recycle. The sustainability operation was directly coordinated by the business units themselves, having the best overview of the office needs.

Key highlights include:

- A total of sixty-one tons of paper were recycled. The site included 479 lateral file units that consisted of 1,809 file drawers of retained paper files.
- 321 computers and components, such as monitors and printers, were collected during clean up and recycled.
- 31 cubicles and 7 sets of office furniture were shipped from the Ambler office to be reused in a new office in Houston, Texas.
- Two 30-yard dumpsters of general trash removed and recycled during clean-up activities.
- An estimated \$11,000 of unused office supplies were recovered from multiple storage caches and used for our central supply.



Wolters Kluwer's operations

In our operations, we always try to lower our environmental impact by reducing our use of natural resources. Impact assessments for each location help us make smarter decisions for improvement. Firstly, paper use is reduced to a minimum and secondly, we target to increase the use of certified sustainable paper. In order to reduce electricity use related to our services, we focus on making data centers more efficient. The third category of core business resources is related to transportation. We minimize transportation where possible and promote sustainable alternatives, such as videoconferencing. In 2014, we will invest in improved videoconferencing equipment in various Wolters Kluwer offices.

Suppliers

Wolters Kluwer uses its influence to alter the environmental impacts of its upstream supply chain partners. We ask our suppliers to adhere to environmental standards, for transparency about resource use, and for their cooperation in order to improve sustainable practices throughout the supply chain.

Policy and Targets

Customers

Innovative mobile or cloud-based solutions are key to the growth strategy of Wolters Kluwer. Annually, we invest 8 to 10% of revenues in product innovation. The [Global Innovation Award](#) encourages all employees to submit their innovations, taking sustainability into account. Through such initiatives, we aim to stay ahead of the curve by providing solutions that entail lower resource use throughout the supply chain.

Wolters Kluwer's operations

In 2013, the Global Procurement departments cooperated with the Corporate Sustainability team to put our resource-related sustainability ambitions into action.

Our [Environmental Policy](#) was updated and published. It applies to all Wolters Kluwer companies and business units worldwide. The policy includes global goals such as:

- Incorporating environmental considerations into core business plans and management practices;
- Encouraging employees to use paper that is approved by a recognized third party certified forest sustainability standard, and whenever paper is purchased, to measure whether this paper is certified in accordance with the standards of [FSC](#), [PEFC](#), or [SFI](#); and
- Promoting alternatives to business travel, such as teleconferencing, videoconferencing, and presentations via internet.

Suppliers

Wolters Kluwer published a supplier engagement policy on sustainability-related topics in 2012. These [Standards of Engagement for Suppliers](#) reflect our ambition to be part of a responsible supply chain. With regard to resource management, we focus on responsibility and traceability of natural resources, transparency on hazardous substances use, and responsible waste treatment.

As a services-based company, our supply base mostly consists of indirect service providers, including IT consultancy, transport, and print. We ask all suppliers to comply with these Standards of Engagement for Suppliers. For suppliers in high-risk countries, Wolters Kluwer monitors the certifications used by these organizations.

Performance and Impact

General

Wolters Kluwer strives to lower environmental impact by reducing use of natural resources throughout the supply chain. Paper is an important resource for our sector. Through innovation and deep customer understanding we try to improve the percentage of revenues from electronic services and reduce our paper consumption.

The table on 'Revenue by Media' shows how we performed in 2013 on this critical sustainability indicator.

Revenue by Media	2013	2012
Media Format		
• Digital Publishing / Online	29%	27%
• Software / Workflow Tools	32%	31%
Digital	61%	58%
Services	16%	16%
Subtotal Digital and Services	77%	74%
Print	23%	26%
Total	100%	100%

Wolters Kluwer's operations

Our environmental footprint reduction strategy focuses on energy, paper, and transportation.

We measure the environmental performance of our business units in terms of energy, water use, and paper. We also measure the carbon emissions-related impact of business-related air travel.

Energy Consumption	2013	2012
Total Energy Use in GWh	118	116
Electricity from Renewable Sources	12%	10%
Total CO ₂ Emissions from Energy in Metric Ton	37,562	39,838
Tons of CO ₂ Emissions from Energy per FTE	1.9	2.1

Energy use is based on electricity, natural gas, heating oil, and ethane. Data is collected for facilities that cover more than 1,000 m² and is extrapolated for all Wolters Kluwer facilities. CO₂ emissions are calculated with location specific conversion factors. Average Full-Time Equivalent (FTE) is used for the per FTE calculations.

Due to corrections in energy usage data for 2012, the figures above changed in comparison to the Sustainability Report 2012.

In 2013, we have seen an increase in total energy use. Due to a different mix of energy sources, total CO₂ emissions decreased. We have also seen an increase in the proportion of renewable energy use. Although we are often dependent on our local suppliers for renewable energy access, we strive to further increase this percentage in subsequent years.

Water Consumption	2013	2012
Total Water Use in Cubic Meter	62,541	68,517
Water Use in Liters per FTE	3,206	3,564

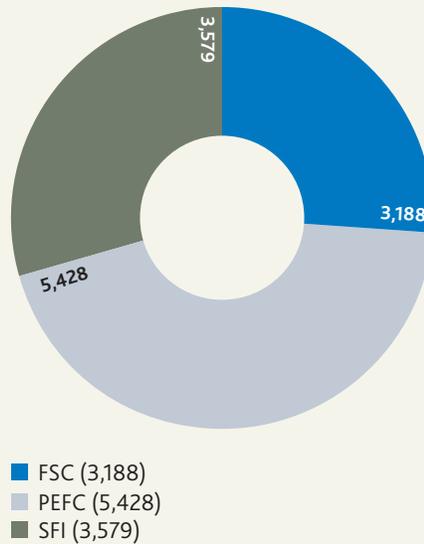
In 2013, total water use has decreased by 9%. Data is collected for facilities covering more than 1,000 m², and is extrapolated for all Wolters Kluwer facilities.

Paper Use	2013	2012
Total Paper Use in Metric Ton	26,128	28,131
<i>Certified Responsible Paper</i>		
FSC	3,188	4,889
PEFC	5,428	7,121
SFI	3,579	1,698
Total Use Responsible Paper in Metric Ton	12,195	13,708
Responsible Paper	47%	49%

In 2013, we successfully reduced paper use quantities. At the same time, the proportion of responsible paper has decreased. In 2013, we focused on minimizing paper use. We will increase our effort to improve responsible paper use in 2014.

Paper use in 2012, including responsible paper use, had to be restated due to updated data.

Total Use of Certified Responsible Paper
In Metric Ton



Business Air Travel	2013	2012
Total Millions of Kilometers (km) Travelled by Plane	98	109
Flight Use (km/FTE)	5,024	5,675
CO ₂ Emissions from Business Air Travel in Metric Ton	11,827	18,233
CO ₂ Emissions from Business Air Travel per FTE in Metric Ton	0.61	0.95

Business air travel is a significant part of our CO₂ emissions. Due to a decrease in total kilometers and a reduced amount of business class tickets, CO₂ emissions have been reduced by 35%.

Due to new insights in flight kilometers of 2012, the figures above changed slightly compared to numbers reported last year.

Flight data was converted to CO₂ emissions using conversion factors related to short, medium, and long haul flights and the associated class.

Case Studies

Secure Document Exchange produces almost no waste

[Secure Document Exchange](#) (SDX) is a Wolters Kluwer Financial Services platform that allows designated users to send documents to designated parties, in a secure, auditable workflow.



The focus of SDX is on electronic transfer and electronic signature whenever possible, which helps saving paper. However, it was recognized that paper is sometimes required due to timing and processing exceptions. So, a balanced approach was chosen.

As a result, SDX is fully integrated into a state-of-the-art print fulfillment center in the U.S. state of Minnesota. This print facility is designed to be green. Every printing and mailing process is optimized to reduce waste and recycling is used to reclaim material. The results speak for themselves: in 2013, more than 10,000,000 electronic packages were sent and 2,674,968 printed packages shipped with only about 90 kilos of waste produced.

Reducing carbon emissions with FedEx®

Wolters Kluwer uses [FedEx®](#) to ship its freight, because FedEx has committed to reducing carbon emissions from its transport operations. It currently operates the world's largest fleet of hybrid delivery trucks. In 2020, FedEx plans to have its greenhouse gas emissions related to global air operations reduced by 20%. In addition, FedEx is reducing its environmental footprint by changing its physical distribution to create the maximum amount of shipment density.



Community Involvement

Ambitions and Strategy

Wolters Kluwer has customers in more than 150 countries. Our employees are dedicated to developing and providing our services that benefit countless individual communities. Their knowledge and experience is invaluable to making our global products suitable for the local environment. They devote time and resources to communities in need of our support.

Community support framework

In 2013, Wolters Kluwer started using the [London Benchmarking Group](#) (LBG) community support framework to help us measure and report our community contribution in a more transparent and reliable manner. This framework, which is also being used within the [Dow Jones Sustainability Index](#), makes donations, time, and costs invested in community involvement visible. This gives us an overall picture of the impact of our existing community efforts and identifies improvements for the future.

Two types of community contributions are recognized within our activities, based on the [LBG framework](#): charitable donations and community investments. Our charitable donations refer to gifts as a response to an appeal for help, such as disaster relief efforts. Community investments are long-term projects where Wolters Kluwer partners with a community organization to improve quality of life in communities, harnessing our knowledge and expertise. A good example of a community investment project is our partnership with [Ladder Up](#), a non-profit organisation that helps disadvantaged communities with financial aid and tax preparation.

Charitable donations

Our employees spend time and money to enhance living conditions in communities around the world that are in direct need of our help. Wolters Kluwer actively helps out communities hit by natural disasters with financial matching programs and by making its solutions available when they can make a difference.

Community investment

All employees are also a part of their own community. As our employees often have a better eye for local community problems, they regularly collaborate with local organizations on a project basis in order to support the underprivileged in their communities. We support our employees when they use their skills, knowledge, and motivation to help their communities advance.

Trailwalkers

Employees of Wolters Kluwer Spain participated in the 2013 [Intermón Oxfam Trailwalker](#), walking 100 km in 26 hours to raise money for fresh water wells and sanitation facilities in the Sahel. The challenge consists of a non-stop trekking of 100 km in teams of four that must walk together. It is the toughest fundraising initiative in the world. Eight employees of Wolters Kluwer Spain completed the walk in 26 hours. 270 teams took part in the Trailwalker, raising €630,000.



Policy and Targets

Wolters Kluwer is an engaged company that enriches the communities where our employees and customers live and work. We provide a positive contribution, supporting employee and customer initiatives that we are passionate about and that help communities advance. We actively focus on our community initiatives falling under four themes:

Emergency relief: A special case is made for natural disasters such as an earthquake, hurricane, flood, or other natural disasters. These are disasters that do not necessarily affect one specific community, but have a major impact on the lives of all communities concerned. In 2013, Wolters Kluwer provided emergency relief after the devastating impact of the Haiyan typhoon in the Philippines.

Expertise for our community: In many cases, community involvement initiatives coincide with our area of expertise. In Philadelphia for example, our employees sponsor a literacy program that enhances the reading skills of young children.

Achieving for our community: Some community involvement initiatives – such as sporting challenges or musical events – require an unusual amount of motivation. In Spain, for instance, Wolters Kluwer employees participated in a charity concert to raise money for underprivileged children.

Supporting the underprivileged: Our employees help to brighten the lives of underprivileged citizens by raising money or by volunteering in their own communities. Our employees in the U.K. assembled and decorated 30 bikes for children who are disadvantaged and have experienced trauma.

Our objectives and goals in community involvement are summed up as follows:

- We support initiatives that matter to our employees and customers and benefit our communities;
- We encourage employees to develop and carry out community involvement initiatives that they are passionate about; and
- We support emergency relief involvement by providing financial matching contributions; by offering our expertise, products, real estate or services donations; or by devoting employees' time to a specific cause.

Charitable donations

As a provider of medical information, it is our mission to provide health care professionals with fast access to medical literature for emergency and trauma care. In support of disaster relief efforts in the Philippines following typhoon Haiyan, Wolters Kluwer Health provided an [Emergency Resources Portal](#) to Philippine hospitals and institutions. The portal provided free online access for 60 days to emergency, disaster, and trauma resources. In addition, Wolters Kluwer Health participated in the National Library of Medicine's Emergency Access Initiative providing access

to more than 40 [Lippincott Williams & Wilkins](#) journals from November 11, 2013 to December 8, 2013.

In Spain, employees participated in the [2013 Intermón Oxfam Trailwalker](#) to raise money for fresh water wells and sanitation facilities in the Sahel. The challenge consists of a non-stop trek of 100 km in teams of four that must walk together. It is the toughest fundraising initiative in the world. Eight employees of Wolters Kluwer Spain completed the walk in 26 hours. Some 270 teams took part in the Trailwalker, raising €630,000.

Community investment

Wolters Kluwer Spain helps thousands of immigrants to learn the fundamentals of Spanish law through a special program. This teaches them their main rights and obligations, and how they are regulated by Spanish legal requirements. Since its inception in 2009, this integration and participation program has been followed by 28,500 Spanish and non-Spanish citizens. The number of participants has increased year after year.

Our employees in Philadelphia are proud to sponsor [Philadelphia Reads](#), a literacy program that matches children with adult volunteers for weekly sessions geared to help children learn to read well and independently. The program helps enhance the literacy skills of Philadelphia's youngest students. Employees of our Philadelphia office volunteer as reading coaches to children in a local second grade class.

Support for literacy and educational community programs

[Wolters Kluwer Health Professional & Education \(P&E\)](#) is a proud sponsor of [Philadelphia Reads](#), a literacy program that matches children with adult volunteers for weekly, hour-long, one-on-one sessions geared to help children learn to read well and independently.

The goal is to enhance the literacy skills and experiences of Philadelphia's youngest students. Through this program, P&E employees in our Philadelphia office volunteer as reading coaches to children in a local second grade class. The children come to our office once a week to meet with their reading coaches.

In addition to Philadelphia Reads, P&E participates in a number of other activities and events to support Philadelphia Sending Hope And Resources Everywhere (S.H.A.R.E.), a non-profit organization serving a regional

network of community organizations engaged in food distribution, education, and advocacy. In 2013, this included the Walk Against Hunger, Thanksgiving food baskets, Santa's Elves, Keeping Kids Warm, and gift cards for Women Against Abuse.



Performance and Impact

Community Contributions in Thousands of Euro	2013	2012
Community Contributions in Cash	514	847
Community Contributions in Kind	149	-
Management Costs Related to Community Contributions	25	25
Total	688	872

Our community contributions in 2013 are in cash, as well as in kind. Many of these contributions are initiated by Wolters Kluwer and have not changed significantly over several years. Other contributions, for example contributions to a disaster relief program, are very dependent on extreme events during the year. Typhoon Haiyan was one of these events. We contributed in kind by making a free Emergency Resources Portal available in the Philippines. The contribution in kind is calculated at product cost to our company.

The data on contributions in cash of 2012 is restated due to new data on contributions in this particular year.

Case Studies

CCH teams with Ladder Up to help hardworking people get ahead

With many families, individuals, and students still struggling to make ends meet, CCH has teamed up with the Chicago-area, non-profit organization [Ladder Up](#) to donate time, money, and resources in helping hardworking individuals climb the economic ladder. Through an innovative social media campaign and a strong desire to support economically disadvantaged local communities with assistance, such as volunteer tax preparation help, CCH and Ladder Up are making a positive difference for those who want to help themselves.

Ladder Up offers tax, financial aid, and financial literacy programs to generate economic benefits for low-income individuals and families. With an interactive campaign on the [CCH Facebook page](#), CCH is able to educate visitors about this great organization and generate company donations each time someone shares content within social media communities. This campaign was completely driven by CCH customer participation.

Serving meals at the Wheeler Mission

Employees participated in a community outreach activity by serving lunch at the Wheeler Mission Shelter for Men, in downtown Indianapolis. [Wheeler Mission](#) provides programs and services for the homeless, and those in need, and temporary emergency shelter to homeless and/or disadvantaged men.

Employees also collected much needed items on the men's 'wish list' including razors, soap, deodorant, shampoo, pillows, pillow cases, towels, and gently used clothing.



Wolters Kluwer Health supports disaster relief efforts in Philippines

In support of disaster relief efforts in the Philippines following typhoon Haiyan, Wolters Kluwer Health provided an [Emergency Resources Portal](#) to Philippine hospitals and institutions. The portal provided free online access to emergency, disaster, and trauma resources via the [Ovid](#) platform. Access was immediate and was made available for 60 days. In addition, Wolters Kluwer Health participated in the National Library of Medicine's Emergency Access Initiative providing access to more than 40 [Lippincott Williams & Wilkins](#) journals during a four-week free access period from November 11 to December 8, 2013.

In addition, Wolters Kluwer actively supported the Red Cross' efforts by amplifying employee donations through a special [matching program](#), which doubled the total amount of donations received through employees. We have donated a total of \$28,548 to help the relief efforts.

Medical Research global sales meeting helps children's charity

Each year, the [Medical Research](#) (MR) business unit's annual global sales meeting is held in a different location around the world. For each country and region, the team looks for unique ways to recognize the local community through a charitable 'give back' program. Each member of the sales team gets

involved to help make a difference to the lives of the neediest individuals within the community they are visiting.

In 2013, the meeting was held in St. Andrews, Scotland. The MR sales team created a 'Build-A-Bike' program for [Aberlour](#), Scotland's Children's Charity and its [Sycamore Services](#). Sycamore is a community-based cluster of integrated residential, education, and fostering services for children who have experienced disadvantage and trauma. The MR sales team partnered with Sycamore staff to assemble and decorate bicycles for each child in the home. This was the first time that many of the children had experienced the joy of riding a bike.



Greater Boston Food

The [Greater Boston Food Bank](#) is the largest hunger relief organization in New England (U.S.) and among the largest food banks in the country. Last year, it distributed almost 41 million pounds of food, enough to provide healthy meals to as many as 545,000 people. The organization was committed to increasing its food distribution in 2013 to provide at least one meal a day to every person in need in eastern Massachusetts.

In June 2013, 20 [UpToDate®](#) employees volunteered at The Greater Boston Food Bank. The team sorted 3200 pounds of food creating enough meals to feed a family of four for almost six months. On November 26, 2013, UpToDate® employees volunteered again. This time, the team sorted 4800 pounds of food.



Dorothy Day Center

[ProVation® Medical](#), part of Wolters Kluwer Health, volunteers, serves meals, and offers food donations in the warehouse of the [Dorothy Day Center](#), which provides people and families experiencing homelessness with basic necessities and offers resources that give hope for a better future. The drop-in center and overnight shelter provides a hospitable environment while restoring hope and upholding the dignity of people in need.

The Dorothy Day Center serves approximately 550 men, women and children each day. Last year, more than 5,800 clients visited the center for meals, basic needs, health care and other services. More than 214,000 meals were served, an emergency shelter was provided for 2,400 people and 173,974 pounds of food were distributed to 5,250 households.

Even though our employees were standing and working in the walk-in freezer for eight hours, they kept on smiling!



Pot lunch session

Wolters Kluwer India organized a Dhaba (pot lunch session) to boost employees engagement while making a significant contribution to a noble cause.

As part of this fund raising activity, employees brought large quantities of home-cooked food to the office. They set up stalls where food items from different states of India were displayed and sold to their colleagues. The money collected was donated to a non-governmental organization (NGO) for underprivileged children. They also displayed packaged food products prepared by the members of this NGO and sold it to staff to generate funds.

At the end of the program, certificates were distributed to the master chefs and junior chefs (parents, spouses and kids of the employees) for contributing home-cooked food for

the event. The NGO used the money raised to buy winter clothes, books, and medicines for the underprivileged children.



Habitat for Humanity

Employees of [ProVation@ Medical](#) make a difference in their community by volunteering time and services to external housing projects for elderly and disabled homeowners who are unable to perform the work themselves.

[Habitat for Humanity](#) is best known for its home ownership program, where volunteers build and rehabilitate simple, quality homes in partnership with low-income families and the community. But Habitat for Humanity also preserves home ownership by helping low-income homeowners repair and maintain their homes through the 'A Brush With Kindness' program, which assists families living in the city of Minneapolis.



Charity concerts

The employees' choir of Wolters Kluwer Spain and the University Choir of Valladolid, together with soloists and *maestros* of the Madrid Sinfonietta Orchestra, gave two concerts in two prominent concert halls: the National Auditorium of Madrid and the Miguel Delibes Auditorium of Valladolid. The program included the complex *Requiem op. 48* by Gabriel Fauré.

The concerts raised nearly €30,000. This was given to [Fundación Balía](#), which helps children at risk of social exclusion.

More than 1,600 people attended the concerts, which feature 210 musicians on stage (50 in the orchestra and 160 in the choir) and entailed more than 100 hours of rehearsals.



Charity action with employees and distributors

Wolters Kluwer Tax & Accounting in Spain organizes annual meetings for their software distributor customers. Normally, these meetings would end with a relaxing activity for the customers.

In 2013, however, more than 200 people ended the meeting by working for non-profit organization [ADEPAS](#), refurbishing their facilities with painting, cleaning, decoration, gardening, and the preparation of a greenhouse, as can be seen in this [video](#).

The initiative came as a complete surprise for the software distributor customers. However, their feedback was highly positive and the initiative was even mentioned in customers' blogs.



WOLF RUN

Wolters Kluwer employees from the Hinckley office in the U.K. joined hundreds of others in April 2013 as they scrabbled through woods, obstacles, fields, and very cold water to raise money for cancer research during a 10-km obstacle challenge called [The WOLF RUN](#).



Holiday season sale action at Wolters Kluwer headquarters

For the third year, Wolters Kluwer Corporate Office and Kluwer Netherlands organized a Holiday Season Sale during the last two months of the year. All employees working at Wolters Kluwer's Alphen aan den Rijn office could participate by donating items such as books and CDs to the 'charity table', which anyone could take in exchange for an appropriate donation. In addition, a weekly Bake Sale was held: employees were encouraged to bring home-baked cakes, cookies, and other goods to sell to colleagues to the office. The proceeds of the Holiday and Bake Sales were split between [War Child](#) and disaster relief for Typhoon Haiyan in the Philippines.

Wolters Kluwer Health improves health care in Haiti

Wolters Kluwer Health works together with [Partners In Health](#) (PIH) to improve the quality of clinical education at the University Hospital in Haiti. Wolters Kluwer Health donates medical textbooks, which play a vital role in educating Haitian professionals.

In Haiti, one reason for needless deaths is the lack of trained professionals. There are only 25 physicians per 100,000 Haitians. The United States, for instance, has more than 10 times that number: 280 doctors for every 100,000 Americans.

Due to a lack of opportunities, many young Haitian doctors seek training and employment in other countries. Some 80% of all physicians trained in Haiti leave within five years of graduation. The medical education programs of PIH at the University Hospital aim to slow the brain drain by encouraging talented young doctors to train in Haiti and stay there to practice medicine.

Employee Engagement

Ambitions and Strategy

Our successes depend on our dedicated employees. Their problem-solving skills and expertise are indispensable to the quality of our products and services. Our employee programs are designed to develop their talents to their full potential. These programs are the key to our success and result in better services for our customers and communities.

Talent development

Talent is what differentiates a good company from an outstanding company. Our talent development programs aim to attract and retain talented and skilled employees. We believe that a diverse workforce and promoting excellence provide the right incentives for our continued innovation and success.

We help to grow our in-house talent in order to continue our success and to remain competitive in the future. Talent development is a responsibility shared between employee, manager, and employer.

Global Innovation Award

The annual [Global Innovation Award](#) is developed to reward employees for their efforts in developing an exceptional product or service that is of great value to our customers and that reinvents the way we do business. Wolters Kluwer wants to encourage inspiring ideas, which our employees use to develop innovative products. Our customers constantly require new solutions to steer them through the changing environments in which they operate. We cater to this demand by continuously finding new and better solutions and honouring the employees who develop them.

Diversity

As an integral part of our business model, Wolters Kluwer works to create an inclusive culture through a variety of channels. We believe that the more diverse our environment, the more innovative we will become and the more energized and productive our employees will be.

Wolters Kluwer pays special attention to diversity at the middle management level in order to create even more diversity at the executive level positions in the future. As our CEO Nancy McKinstry explains in one of her interviews on diversity: "In some companies, women tend to take on functional roles, but at Wolters Kluwer, women have responsibility for a profit & loss statement by running businesses. You have to have that kind of experience and track record if you ultimately want to aspire to be a CEO of a company or a non-executive director of a multinational."

Leadership Summit

Around 200 of Wolters Kluwer's current and future leaders meet annually to discuss, learn, and shape the drivers of Wolters Kluwer's future success. Strategies for growth, innovation, leadership, and operational excellence are among the key topics discussed during the three-day event. Speakers include our own leaders and top talent as well as outside speakers to encourage and stimulate fresh perspectives.

The new format which fully combines our Senior Management Council meeting and Leadership Forum supports closer interaction between current and future leaders and is a more efficient way to organize these two previously separate events.



Policy and Targets

Talent development

Our vision at Wolters Kluwer is to be a globally integrated enterprise with a culture of high performance and accountability, employing world-class talent that drives business success. Running through our culture are our company values, which include a focus on the customer, innovation, accountability, integrity, value creation, and teamwork. Our commitment to our employees' experience working at Wolters Kluwer is articulated in the four principles of our Employee Value Proposition: Make it Better, Embrace Change, Engage the Customer, and Be Influential.

In addition, we are committed to:

- Attracting, developing, and retaining people with world-class talent;
- Building an inclusive culture that fully engages all employees; and
- Developing the next generation of Wolters Kluwer leaders.

Our talent processes and programs include:

- An annual talent review process within each division and function as well as across the company to understand the skills, capabilities, and career aspirations of our talent and ensure we are prepared for today's work and tomorrow's strategy;
- Providing best-in-class leadership programs focused on strengthening our leadership pipeline to be ready for growth and expansion;
- Listening to and engaging our employees through an annual employee engagement survey; and
- Driving a common performance management approach focused on regular feedback and professional development.

Innovation Award

Our annual [Global Innovation Awards](#) ceremony honours teams of employees who have developed inspiring and successful solutions. The winning solutions deliver high value to customers through a combination of expert knowledge, software, and services.

In 2013, out of approximately 700 submissions, 16 teams of finalists travelled to New York to present their solutions to a jury of Wolters Kluwer leaders and external experts. The teams presented solutions that address acute and substantial issues facing our customers today, such as developing mobile and cloud-based solutions, introducing new learning programs utilising mobile technology, and creative new

ways of using existing content and processes to make our customers' lives easier.

Diversity

Diversity is one of the main drivers of innovation at Wolters Kluwer and makes us stand out among our competitors. Our diverse workforce consists of 19,054 employees who operate in 40 different countries, serving customers in more than 150 countries. We believe that bringing together different perspectives is vitally important to maintaining our innovative strength. For us, diversity also includes pursuing a strategy of gender balance in our workforce. Wolters Kluwer has many female leaders. Important female leaders in our company include: Karen Abramson, CEO of Tax & Accounting; Stacey Caywood, CEO of Legal & Regulatory; Shasha Chang, CEO of China; and Corinne Saunders, CEO of Developing & Emerging Markets. At present, 50% of our divisional CEO positions are filled by women. Such figures represent a company-wide phenomenon: women make up 52% of our workforce.

No glass ceiling

Wolters Kluwer Belgium was highlighted in national media as an exemplary company for gender balance at all levels of the organization. Some 55% of employees, 54% of managers and four in nine members of senior management are women. As Hans Suijkerbuijk, CEO of Kluwer Belgium says: "The glass ceiling clearly does not exist in Belgium!"

Diversity is also considered important at the global level. Patricia Nolan, Vice President for Human Resources at Wolters Kluwer Health, is a member of the [Businesswomen's Association](#), which supports the professional development of women. She says she first grew interested in the subject of diversity at college:

"There are several successful women I admire individually; however, the women I most admire are the leaders who anonymously 'pay it forward' every day by being good leadership role models with the intention of helping others to succeed by sharing what they have learned."



Some of the female team in Belgium hitting the headlines. From left to right: Hadewig De Corte, Chief Operating Officer, Claudine Weyn, Director Legal & Public, Conny Hooghe, HR Director Kluwer Belgium and Tax & Accounting Europe, Christine Moons, Director Tax & Accounting.

Performance and Impact

Employees That Have Taken Part in Skill Assessments and Capability Development

In %

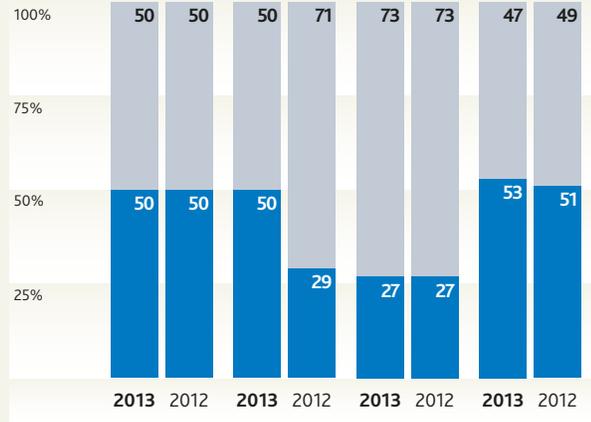


■ 2013
■ 2012

Every year, we engage employees in skill assessments and capacity development opportunities as much as possible. The figures above show an increase in % employees and executives that have taken part in these programs. For managers, we have seen a decrease in 2013. However, managers show the highest participation rate in skill assessment and capacity development programs.

Gender Diversity of Total Employees

In %



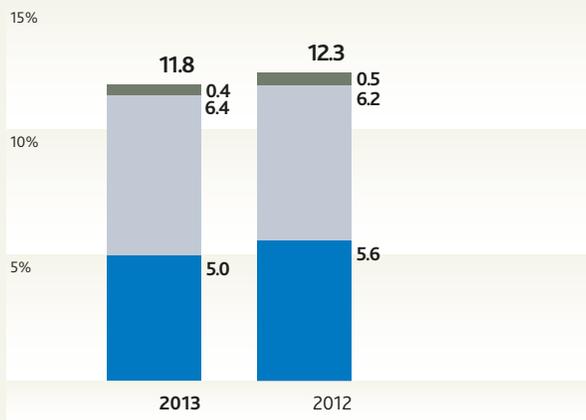
■ Executive Board ■ Divisional CEOs ■ Senior Management ■ Employees & Managers

■ Males
■ Females

In 2013, we have seen a slight increase in the proportion of female employees working at Wolters Kluwer. Especially in the category of divisional CEOs, the increase is significant. In addition, a higher percentage of female employees and managers are working at Wolters Kluwer in 2013 compared to 2012.

Turnover

In %



■ Natural
■ Voluntary
■ Involuntary

The % turnover per category is based on average FTE.

Wolters Kluwer's Workforce in 2013 in Ultimo FTE per Division	2013	2012
Legal & Regulatory	7,263	7,623
Tax & Accounting	5,842	5,785
Health	2,779	2,528
Financial & Compliance		
Services	2,339	2,358
Corporate	106	102
Total	18,329	18,396

2012 restated for early adoption of IFRS 11 'Joint arrangements'.

Case Studies

Annual Rewards and Recognition Forum

Wolters Kluwer India organizes the Annual Rewards and Recognition Forum for staff to recognize high performers. Awards are presented to the Best Employee of the Year, Sales Champion of the Year, Rookie of the Year, Team behind the Best Product Launch of the Year, Best Project of the Year, and many more. Health check-up sessions were also conducted in the office for staff.



New Wolters Kluwer tagline: graffiti attack in Spain

Employees at Wolters Kluwer Spain were surprised to see the new corporate tagline, 'When you have to be right', sprayed in graffiti in their offices. Genuine wall-painting artists came to the facilities at night, pretending to carry out an attack of vandalism.

To celebrate the new tagline, all employees were invited for a drink to share impressions with their colleagues.

The initiative aimed to help employees understand the deeper meaning of the tagline and to give them an opportunity to socialize. Feedback from employees was enthusiastic.



Wolters Kluwer partners with Human Potential Project to drive culture change

Two years ago, [Wolters Kluwer Health Professional & Education \(P&E\)](#) embarked on a journey to create a culture of accountability to inspire innovation. To this end, P&E partnered with [the Human Potential Project \(HP2\)](#) to drive the principles and practices of commitment-based management into all levels of the organization. HP2 helped us develop a powerful, customized training program to teach our employees and managers a new set of practices that would be required to transform our culture and succeed in an ever-changing business environment.

By participating in P&E plus, employees and managers gain insight into their own behavioral styles and learn to coordinate more effectively with local and global colleagues, build and maintain trust, mobilize resources, take action, and generate results in a focused, coherent manner. In 2014, P&E employees who have already graduated from the program will serve as internal ambassadors and facilitate the next round of training.



HR meeting in China

More than 400 HR professionals attended the 2013 China Staff Awards, which was organized by Wolters Kluwer in China. The China Staff Awards have become the most acclaimed annual HR event in the Greater China Region since their inception in 1998. It is an important forum for discussing future HR trends in China.



2013 Technology Conference

For the sixth year running, Wolters Kluwer hosted its [Technology Conference](#) in 2013 to educate, inspire, and provide the tools to speed, improve, and develop technologies that strengthen Wolters Kluwer's role as a technology leader.

During the conference, colleagues were challenged to rethink the use of Big Data, the need for mobility, the complexity of working in the cloud, and the growing need for on-demand availability of advanced technology processes. They were also encouraged to take full advantage of the opportunity to network and learn from each other's experience and knowledge.

The Technology Conference clearly demonstrates the richly innovative quality of the Wolters Kluwer portfolio, the benefits of sharing and collaboration, and, most importantly, our greatest competitive asset: our people and leaders, who are the heartbeat of innovation.



Kluwer Café

Since September 2012, Wolters Kluwer Belgium has been organizing a monthly evening at the pub with customers, prospects, trainers, authors, and colleagues.

Although the event takes place in a different region and venue each time, the recipe remains the same: a brief talk on a relevant topic by a well-known speaker, drinks, snacks, and the opportunity to network with other professionals.

The goal of this initiative is to strengthen the connection with stakeholders. The meetings of the [Kluwer Café](#) have proved highly successful in terms of image-building and generating sales leads.



About This Report

This report is our annual attempt to share our ambitions, strategies, policies, and performance on sustainability topics. Our performance is translated into clear social and environmental impacts for 2013. Where possible, we provide a comparison with earlier years. Data for 2013 are compared against 2012 as reported last year and based on the 2012 conversion factors. Where data have been revised, in order to reflect new insights, this is indicated below the table or graph.

Performance in other areas is explained in a qualitative manner. These mainly concern the positive environmental and social impacts we realize with our products and services. Our customers will report on elements of their sustainability performance, which are often linked to these products and services. Ultimately, society benefits from the knowledge, time savings, and resources savings that our products and services provide to professionals. We try to cover these benefits throughout the entire report.

Sustainability is as dynamic as our changing society. We therefore dedicate a separate section of our [website](#) to developments during the year. New policies, activities, awards, and engagement opportunities are published here.

The data presented in this report is collected on an annual basis by the Corporate Sustainability team. As of 2012, the heads of Procurement, Human Resources, Facilities, Compliance, and Communications have been closely involved in collecting the data from all business units and operating countries. All data is consolidated by the Accounting & Control department using the financial consolidation system. The data was collected using the following scoping rules:

- As a basic rule, we collect data from countries that represent 1% of total revenue or of Full-Time Equivalents (FTEs).
- Corporate governance data is collected globally.
- For resource management we collect:
 - Paper: per country;
 - Business air travel: per country;
 - Energy and water: per country and for offices bigger than 1000m². For the U.S. we only collect data for offices that we own.
- Community contributions: per country.
- Employee data: per country.

All calculations expressed as 'per FTE' (emissions from energy consumption, turnover, water consumption, and business air travel) are based on average FTE. Where relevant, currencies are converted using the financial year's average exchange rate.

We report in accordance with the guidelines of the [Global Reporting Initiative G4 \(GRI\)](#) and the [UN Global Compact](#). We live in a changing environment in which we need to adapt our practices continuously. Accordingly, the [Global Reporting Initiative \(GRI\)](#) released the G4 reporting guidelines, the successor framework to the [G3.1 sustainability reporting guidelines](#). The G4 reporting guidelines shift the focus to what matters in an organization (materiality) and where it matters (see paragraph on Materiality under Innovation Driven Sustainability). Companies are encouraged to identify aspects upon which they have most influence, also considering the influence of relevant stakeholders in the decision-making process. The guidelines also make an explicit distinction between social, environmental, and ecological impacts of a company's operations, and determine whether impacts appear within and/or outside the organization.

Transparency is key to reliable and coherent communication of a company's sustainability efforts. The [G4 reporting guidelines](#) therefore embrace a more stringent approach concerning the transparency of communicating the assurance level. The G3.1 'A,B,C' application levels are replaced by 'In Accordance – Core or Comprehensive' certification levels. The 'Comprehensive' assurance level builds on the 'Core' guidelines requiring detailed disclosure of all identified material aspects. Companies also have the option of only following the guidelines, without meeting the 'In Accordance' assurance criteria. In this report, Wolters Kluwer reported in accordance with the 'Core' guidelines. The adaptations to the G4 reporting principles consider synergies with other reference tables such as the [United Global Compact](#) and enable the harmonization of reporting requirements for the different frameworks.

Company Profile

Our customers make critical decisions every day; we help them move forward with confidence.

Wolters Kluwer provides legal, tax, finance, and health care professionals the essential information, software, and services they need to make decisions with confidence.

We Support:

- > Over 600,000 legal professionals worldwide
- > Over 210,000 tax & accounting firms worldwide, that is over 40 million tax returns
- > Healthcare professionals in 164 countries
- > Over 90% of U.S. banks and the top 40 global banks

Our Strategy and Ambition

Expand our leading, high-growth positions:

- > Focus majority of investment on high-growth segments with market leadership
- > Drive growth in digital solutions and services

Deliver solutions and insights:

- > Products and services that support customers to make critical decisions and increase productivity
- > Invest in mobile applications, cloud-based services, and integrated solutions
- > Product investment of 8-10% of revenues

Drive efficiencies:

- > Drive efficiencies in sourcing, technology, real estate, organizational processes, and distribution channels
- > Deliver cost savings to support investments and margin expansion

Key Figures and Structure

2013

Total Annual Revenue 2013	€3,565 mln
Total Ordinary EBITA Margin	21.5 %
Total Employees	18,329 in FTE

 Legal & Regulatory

Annual Revenue	€1,447 mln
Ordinary EBITA Margin	21.6 %
Employees	7,067 in FTE

Tax & Accounting

Annual Revenue	€965 mln
Ordinary EBITA Margin	26.8 %
Employees	5,689 in FTE

Health

Annual Revenue	€775 mln
Ordinary EBITA Margin	22.6 %
Employees	2,735 in FTE

Financial & Compliance Services

Annual Revenue	€378 mln
Ordinary EBITA Margin	17.1 %
Employees	2,295 in FTE

 Global Shared Services

Employees	318 in FTE
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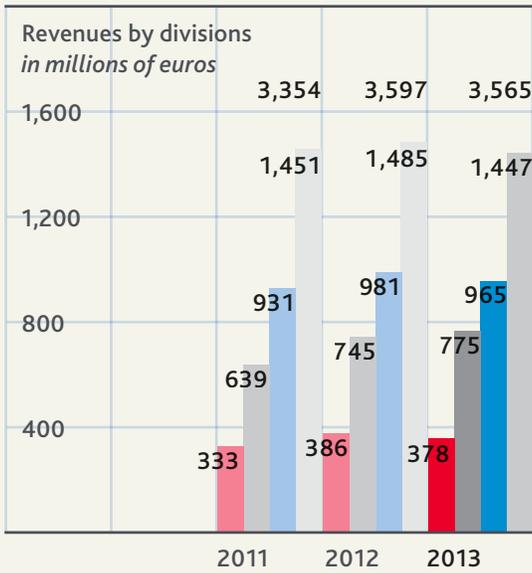
Global Platform Organization

Employees	119 in FTE
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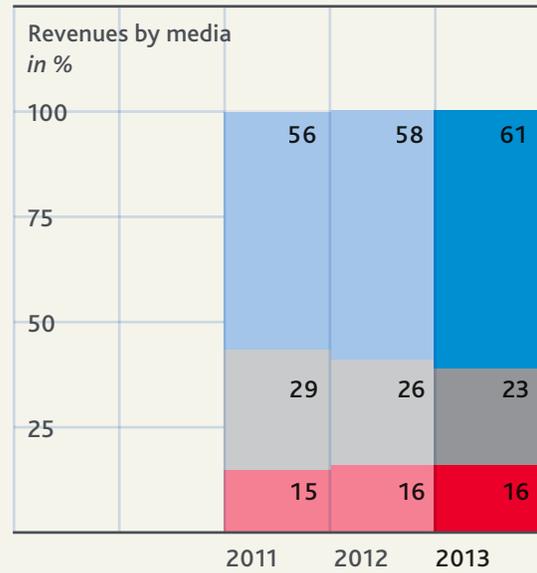
Corporate Office

Employees	106 in FTE
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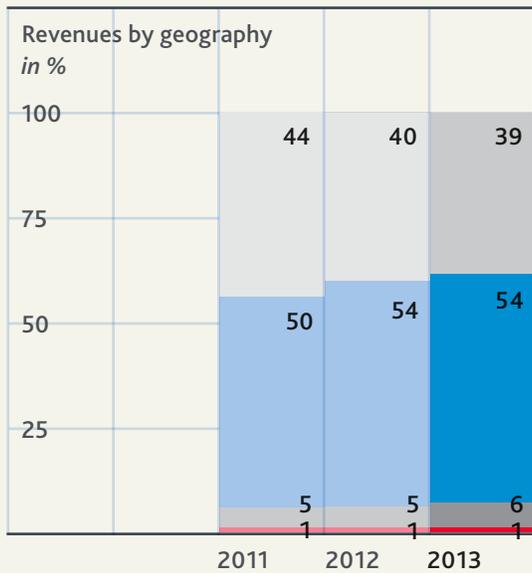
Revenues



- Legal & Regulatory
- Tax & Accounting
- Health
- Financial & Compliance Services



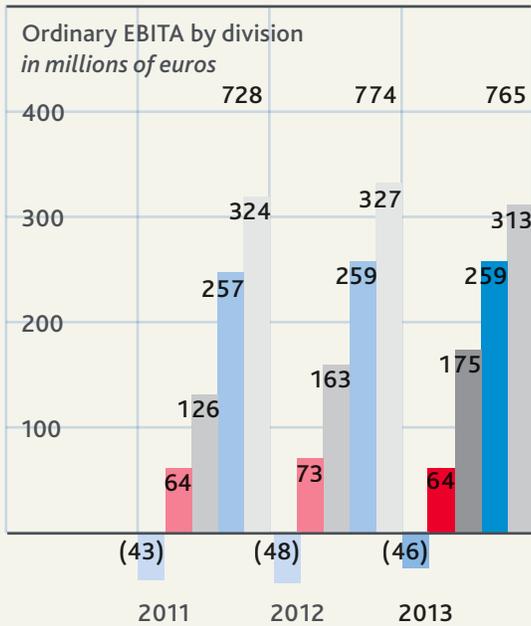
- Digital
- Print
- Services



- Europe
- North America
- Asia Pacific
- Rest of the world

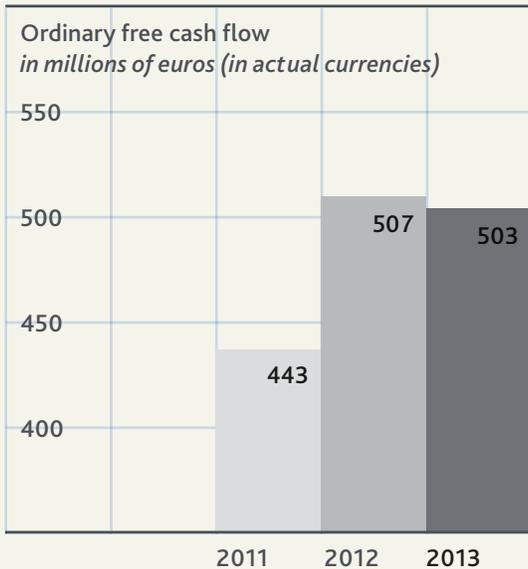


Ordinary EBITA



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

Other KPIs



Key Performance Indicators		2013	Target 2013	2012
Ordinary EBITA margin	in %	21.5	21.5 - 22.0	21.5
Ordinary free cash flow ¹	in € mln	525	≥ 475	509
Return on invested capital	in %	8.7	≥ 8	8.7
Diluted ordinary EPS ¹	in €	1.61	low single digit growth	1.57

¹In constant currencies (€/€ = 1.29)

Sustainable Approach

Sustainability is at the core of our business, driving our innovation agenda and improving our customer satisfaction.

- > Our products and services help our customers make critical decisions and add value to society
- > Minimizing our environmental footprint is a key focus
- > Our engagement with customers and stakeholders drives a positive impact on current and future generations

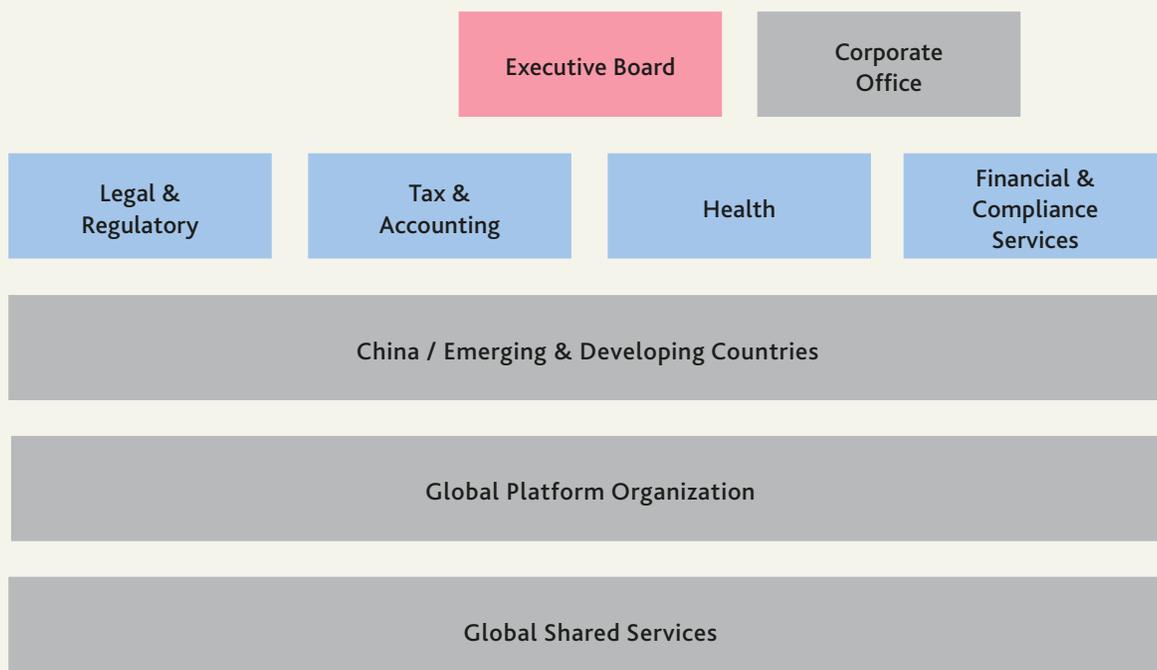
Global Team of Experts

We are proud to have many leading experts and highly-engaged professionals among our global workforce.

What we promise and expect from our employees is to let their actions be guided by four simple but powerful principles: make it better, embrace change, engage the customer, and be influential. Our six company values guide our employees in their work: customer focus, innovation, accountability, integrity, value creation, and teamwork.

Headquarters

Wolters Kluwer is headquartered in Alphen aan den Rijn, the Netherlands, and stock-listed on Euronext Amsterdam: WLSNC.AS, stock code 39590, ISIN code NL0000395903; included in the AEX and Euronext 100 indices. Wolters Kluwer has a sponsored Level 1 American Depositary Receipt program.



Awards & Honors

Below is an overview of Wolters Kluwer's recent awards and honors:

Sustainability

- [Wolters Kluwer included in Dow Jones Sustainability Index](#)
The Dow Jones Sustainability™ Indices are maintained collaboratively by S&P Dow Jones Indices and RobecoSAM.
- [Wolters Kluwer recognized as one of the 'Global 100 Most Sustainable Corporations in the World'](#)
as announced by Corporate Knights during the World Economic Forum in Davos.
- [Wolters Kluwer Receives Bronze Class Sustainability Award 2014](#)
from RobecoSAM as a part of The Sustainability Yearbook 2014.
- [Corporate HR Award for Wolters Kluwer Belgium](#)
Wolters Kluwer Belgium was awarded a Corporate HR Award at the HR Excellence gala in Genval.
- [Wolters Kluwer Wins Best Investor Relations in Media Sector Award](#)
Wolters Kluwer is honored with the award for 'Best Investor Relations by Sector: Media' at the IR Magazine Awards held on June 20 in London.

Tax & Accounting

- [Young CCH Innovators Honored as Industry's Top 40 Under 40 for 2013](#)
This award honors 40 trailblazers who are changing the accounting profession. CCH, part of Wolters Kluwer is a leading global provider of tax, accounting, and audit information software and services.
- [Groundbreaking CCH Access™ Wins 2013 Technology Innovation Award in Tax & Accounting](#)
The award was presented at the 2013 California Accounting & Business Show, attended by more than 1,000 tax and accounting professionals.
- [Wolters Kluwer Tax & Accounting Executives Abramson and Mackintosh Among Most Powerful Women in Accounting](#)
This honor recognizes 25 women who are making the greatest impact on the tax and accounting profession.

Health

- [Wolters Kluwer Health Published Journals Recognized for Excellence in Editorial and Design at the 2013 FOLIO: Eddie & Ozzie Awards](#)
Lippincott Williams & Wilkins medical and nursing journals won eight awards in four categories at the 2013 FOLIO: Eddie & Ozzie Awards.

- [Wolters Kluwer Health Garner Five Major Wins at Annual BMA Medical Book Awards](#)
Wolters Kluwer Health received a total of 15 wins at the 2013 British Medical Association Medical Book and Patient Information Awards.
- [Wolters Kluwer Health Ranked Third Overall Software Vendor in 2013 Best in KLAS®: Software and Services Report](#)
Wolters Kluwer Health ranked third overall among 24 software vendors in the 2013 Best in KLAS®: Software & Services report by an independent IT vendor research firm that recognizes vendors for their leadership in working with customers to ensure satisfaction.
- [Wolters Kluwer Health Wins 15 Apex Awards for Excellence in Publishing](#)
Emergency Medicine News takes Apex Grand Award for Excellence in the category of magazines & newspapers for fourth consecutive year.
- [Wolters Kluwer Health Receives 13 Awards from the American Society of Publication Editors \(ASHPE\) for Editorial and Design Excellence](#)
Lippincott Williams & Wilkins, part of Wolters Kluwer Health, published journals won 13 ASHPE awards in 10 categories. ASHPE's annual awards competition recognizes member articles and publications for editorial, design, print, and online award categories.
- [Wolters Kluwer Health Selected as Innovation Champion by Australia's Adelaide Research and Innovation \(ARI\)](#)
ARI Innovation Champions were selected for their partnerships with University of Adelaide entities on research and development activities through more effective products, processes, services, policies, technologies, or ideas.
- [Wolters Kluwer Health Customer Support Team Earns its Fourth Award of Certification as BenchmarkPortal's Center of Excellence](#)
The Wolters Kluwer Health customer support organization received for its Ovid and Lippincott Williams & Wilkins businesses certification for the fourth time as a Center of Excellence by BenchmarkPortal, the global leader in support center benchmarking.
- [Lexicomp®, part of Wolters Kluwer Health, Wins NorthCoast 99 Award](#)
Wolters Kluwer Health's Lexicomp® was recognized by Employers Resource Council as one of Northeast Ohio's best places to work.

- [Lexicomp® Online for Dentistry Featuring VisualDx Oral Recognized as “Best of Class” by the Pride Institute.](#)
Lexicomp® Online™ for Dentistry featuring VisualDx® Oral was awarded the 'Best of Class' award for dental technology products by the Pride Institute. Each product honored with this recognition features unique characteristics that differentiate it from the competition in a compelling way and, more importantly, creates value for the general dentist.
 - [Wolters Kluwer Health Global Customer Support Awarded Omega's NorthFace ScoreBoard AwardSM for Customer Service Excellence.](#)
The Global Customer Support team supporting the Ovid and LWW Journals business received the NorthFace ScoreBoard AwardSM from Omega Management Group Corp for achieving excellence in customer service and support.
 - [UpToDate® Global Customer Support Receives Omega's NorthFace ScoreBoard AwardSM for Customer Service Excellence.](#)
The UpToDate® global customer support team has received the NorthFace ScoreBoard AwardSM for excellence in 2012 from Omega Management Group Corp.
 - [UpToDate® Recognized as 2013 Computerworld Honors Laureate for Global Health Initiative.](#)
Wolters Kluwer Health's clinical decision support resource UpToDate® was named by IDG's Computerworld Honors Program as a 2013 Laureate for its Global Health Initiative.
 - [ProVation® Order Sets from Wolters Kluwer Health Tops its Category in KLAS® Clinical Decision Support Report for Second Consecutive Year.](#)
ProVation® Order Sets outscored the competition on several key indicators, including overall satisfaction, product quality, ease of use, and quality of phone/web support as well as delivery of new technology and ability to support integration goals.
 - [KLAS® Report Rates Wolters Kluwer Health's Senti7® Clinical Decision Support Tool Highest in Pharmacy Surveillance.](#)
Senti7® is a web-based, real-time decision support application that drives continuous improvement and empowers organizations to achieve excellence in care delivery.
- Financial & Compliance Services**
- [Wolters Kluwer Financial Services Named Best-in-Class Provider for Know Your Customer Solutions.](#)
Wolters Kluwer Financial Services has been selected as a 'best-in-class' vendor in two of four categories in CEB TowerGroup's December 2013 Know Your Customer Technology Analysis.
 - [Wolters Kluwer Financial Services Receives XCelent Customer Base Award 2013 for Basel III and Liquidity Risk Management.](#)
In its report, Basel III and Liquidity Risk Management Solutions – Balancing Compliance and Profitability, XCelent provides detailed descriptions of IT vendors and their offerings in each of the Basel III IT layers.
 - [Wolters Kluwer Financial Services' Regulatory Analysis Team Recognized as Best Editorial Team at the 10th Annual Compliance Register Platinum Awards.](#)
The awards, which are in the 10th year, recognize exemplary service to compliance and regulation and acknowledge more than 45 people, teams, and companies in a number of different categories.
 - [Wolters Kluwer Financial Services Awarded Risk Management Software of the Year – Financial Risk.](#)
Wolters Kluwer Financial Services was recognized in the 'Risk Management Software of the Year – Financial Risk' category at the Continuity Insurance & Risk (CIR) Risk Management Awards 2013. The CIR Risk Management Awards, adjudicated by industry experts, recognize those who have significantly added to the understanding and practice of risk management.
 - [Wolters Kluwer Financial Services Wins Best Regulatory Data Management Platform Reader's Choice Award.](#)
Wolters Kluwer Financial Services was named 'best regulatory data management platform' by the readers of A-Team group's selection of publications. A-Team Group – a global news, research, and events organization focused on IT in financial markets – presented the award at its Data Management Summit in London.
 - [Wolters Kluwer Financial Services Named Best-in-Class for User Experience and Enterprise Operations in AML Technology Assessment.](#)
Wolters Kluwer Financial Services was selected as a 'Best-in-Class' vendor in two of four categories in the CEB TowerGroup 2012 Anti-Money Laundering Technology Analysis research report.
 - [Wolters Kluwer Financial Services Named Best Compliance Management Provider at the European CEO Risk & Compliance Awards 2013.](#)
Wolters Kluwer Financial Services won the 2013 European CEO Risk & Compliance Award for 'Best Compliance Management Provider'. The annual awards, determined by the publication's 50,000-strong readership as well as a panel of expert judges, recognize excellence in the practice of financial risk and compliance.
 - [Wolters Kluwer Financial Services Moves to No. 4 in Chartis 2014 RiskTech100 Ranking.](#)
Wolters Kluwer climbed two spots from last year's sixth position in the analyst firm's report and was named winner in the Regulatory Reporting category for the third year in a row.

Memberships

L'Association des Editeurs Belges (ADEB, Belgium)
 American Institute of CPAs (AICPA, United States)
 Agoria, Federation of Technological Industries (Belgium)
 American Bankers Association (Tax and Business Law sections)
 American Bar Association
 American Chamber of Commerce in the Netherlands
 American Marketing Association
 American Medical Publishers Association
 Association for Corporate Tax and Tax Technology Professionals (ACT, United States)
 American Institute of Certified Public Accountants (AICPA)
 America's SAP Users Group (ASUG)
 American Society of Cost Segregation Professionals (United States)
 American Medical Student Association (AMSA, United States)
 Amsterdam Partners (Netherlands)
 Arbeitsgemeinschaft der rechts- und staatswissenschaftlichen Verlage eV (Germany)
 ARMA International (United States)
 Associazione Italiana per l'Information Technology (ASSINFORM, Italy)
 Association of American Law Librarians (AALL, United States)
 Association of American Publishers (United States)
 Association of Certified Financial Crime Specialists (ACFCS, United States)
 Association Chartered Accountants (ACA, United Kingdom)
 Association Chartered Certified Accountants (ACCA, United Kingdom)
 Association of Customer Services (United Kingdom)
 Association of Learned and Professional Society Publishers (United Kingdom)
 Associazione Italiana Editori (Italy)
 Assosoftware (Italy)
 Auckland Chamber of Commerce (New Zealand)
 Australasian Society of Clinical & Experimental Pharmacologists and Toxicologists (ASCEPT, Australia)
 Australian Human Resources Institute
 Australian Institute of Management
 Australian Society of CPAs
 Advies, informatie, netwerk voor werkgevers (AWVN, Netherlands)
 Better Business Bureau (United States)
 Biotech Industry Association (BIO, United States)
 Börsenverein des Deutschen Buchhandels (Germany)
 British Educational Suppliers Association
 Canadian Tax Foundation
 Certified General Accountants (Canada)
 Chicago Bar Association (United States)
 Chartered Accountants (Canada)
 Chartered Institute Management Accountants (CIMA, United Kingdom)
 Circa (United States)
 Cobb Chamber of Commerce (United States)
 CrossRef (United States)
 Deutsche Gesellschaft für Personalführung eV (Germany)
 District of Columbia Bar Association (United States)
 Editors Association of Canada
 Federación de Gremios de Editores de España (Spain)
 Fédération Nationale de la Presse d'information Spécialisée (France)
 Federgon, Federation of HR Service Providers (Belgium)
 Groupement Français de l'Industrie de l'Information (France)
 House and Senate Periodical Press Galleries, U.S. Congress (United States)
 Illinois CPA Society (United States)
 Illinois State Bar Association (United States)
 Independent Community Bankers of America (United States)
 Institute of Chartered Accountants (Australia)
 Institute of Management Accountants (United States)
 International Association of Scientific, Technical & Medical Publishers (STM, Netherlands)
 International Facilities Management Association (United States)
 International Legal Technology Association (ILTA, United States)
 International Society for Medical Publication Professionals (United States)
 International Society Pharmacoeconomics & Outcomes Research (ISPOR, United States)
 IRS Volunteer Income Tax Assistance (VITA) Program (United States)
 La Confederación Española de Organizaciones Empresariales (Spain)
 Law Society of New South Wales (Australia)
 L'Association des Editeurs Belges (Belgium)
 Legal Marketing Association (LMA, United States)
 L'Union Wallonne des Entreprises (Belgium)
 Magyar Terjesztés-ellenorzo Szövetseg (MATESZ, Hungary)
 Medical Library Association (United States)
 Mortgage Bankers Association (United States)
 Mortgage Industry Standards Maintenance Organization (United States)
 National Association of Computerized Tax Processors (NACTP, United States)
 National Association of Federal Credit Unions (NAFCU, United States)
 National Council of Prescription Drug Programs (United States)
 Nederlands Uitgevers Verbond (NUV, Netherlands)
 New York State Bar (United States)
 New York State Bar Association (NYSBA) (United States)
 New Zealand Law Society
 New Zealand Institute of Chartered Accountants
 Ohio State Bar (United States)
 Ontario Bar Association (Canada)

Peterson Pulaski Business and Industrial Council
(United States)

Pharmaceutical Management Science Association
(United States)

Pharmaceutical Marketing Research Group (United States)

Pharmaceutical Society of New Zealand

Private Law Libraries (PLL, United States)

Professional Scholarly Publishers (United States)

Risk Management Association (United States)

Society for Corporate Secretaries & Governance Professionals
(United States)

Special Libraries Association (United States)

SQL Server Administrators Association (United States)

State Bar Associations (United States)

State Bar of Michigan (United States)

State Specific Bankers Associations (United States)

Syndicat National de la Presse Professionnelle (France)

Syndicat de la Presse économique et juridique (France)

Syndicat de la Presse et des Éditions des Professionnels
de Santé (France)

Syndicat de la Presse médicale (France)

Taxation Institute of Australia

Tax Court, Admitted to practice (United States)

Tax Payer Choice Alliance (United States)

Technology Association of GA (TAG, United States)

The Institute of Internal Auditors (Global)

The Publishers Association (United Kingdom)

Toastmasters (United States)

Verbond van Belgische Ondernemingen (Belgium)

Vereniging VNO-NCW (Confederation of Netherlands
Industry and Employers, Netherlands)

Vlaams Economisch Verbond (Belgium)

Vlaams Instituut voor Logistiek (Belgium)

Vlaamse Uitgevers Vereniging (VUV, Belgium)

Vlaamse Vereniging voor Zakelijke Communicatie (Belgium)

Vlaams netwerk van ondernemingen (Voka, Belgium)

West Suburban (IL) Bar Association (United States)

Disclosure of Management Approach GRI and Global Compact

Global Reporting Initiative

Strategy and Analysis

G4-1	CEO statement	CEO Introduction
G4-2	Key impacts, risks, and opportunities	Innovation Driven Sustainability: Enabling Long-Term Success

Organizational profile

G4-3	Name organization	Front Cover
G4-4	Products and services	Company Profile
G4-5	Location headquarters	Contact & Report Information
G4-6	Countries located	Annual Report
G4-7	Nature of ownership and legal form	Annual Report
G4-8	Markets	Annual Report
G4-9	Size of operations	Annual Report
G4-10	Breakdown of total workforce	Company Profile Employee Engagement: Performance and Impact
G4-11	Total employees covered by collective bargaining agreements	Innovation Driven Sustainability:
G4-12	Describe the organization's supply chain	Governance Innovation Driven Sustainability: Together with our Stakeholders Resource Management: Ambitions and Strategy Policy and Targets Performance and Impact
G4-13	Organizational changes	Annual Report

Organizational Profile: Commitments to external initiatives

G4-14	Precautionary approach	Annual Report Innovation Driven Sustainability:
G4-15	Externally developed principles	Governance Innovation Driven Sustainability: Together with our Stakeholders
G4-16	Memberships in associations	Memberships

Identified Material Aspects and Boundaries

G4-17	Operational structure	Company Profile Annual Report
G4-18	Process report content	About This Report
G4-19	List of all the material Aspects	Innovation Driven Sustainability: Materiality
G4-20	Aspect Boundary within the organization	Innovation Driven Sustainability: Materiality About This Report

G4-21	Aspect Boundary outside the organization	Innovation Driven Sustainability: Materiality
		About This Report
G4-22	Re-statements	About This Report
G4-23	Reporting changes	About This Report
Stakeholder Engagement		
G4-24	List of stakeholder groups	Innovation Driven Sustainability: Together with our Stakeholders
G4-25	Identification and selection of stakeholders	Innovation Driven Sustainability: Together with our Stakeholders
G4-26	Approaches to stakeholder engagement	Innovation Driven Sustainability: Together with our Stakeholders
G4-27	Key topics through stakeholder engagement	Innovation Driven Sustainability: Together with our Stakeholders Materiality Reporting profile
Report Profile		
G4-28	Reporting period	About This Report
G4-29	Previous report	Website
G4-30	Reporting cycle	About This Report
G4-31	Contact person(s)	Contact & Report Information
G4-32	GRI Context Index	Disclosure of Management Approach GRI and Global Compact Table
G4-33	Assurance	Innovation Driven Sustainability: Governance
Governance		
G4-34	Governance structure	Annual Report
G4-35	Delegation process of authority for economic, environmental and social issues	Innovation Driven Sustainability: Governance
G4-36	Executive-level position with responsibility for economic, environmental and social topics	Innovation Driven Sustainability: Governance
G4-37	Consultation process between stakeholders and the highest governance body on economic, environmental and social topics	Innovation Driven Sustainability: Materiality Governance
G4-38	Composition of the highest governance body and its committees	Annual Report
G4-39	Chair of the highest governance body	Annual Report
G4-40	Expertise highest governance body	Annual Report
G4-41	Processes to ensure conflicts of interest are avoided	Annual Report Wolters Kluwer website Dutch Corporate Governance Code Innovation Driven Sustainability: Enabling Long-Term Success Materiality Together with our Stakeholders
G4-42	Responsibilities for strategy and policies related to economic, environmental and social impacts	Innovation Driven Sustainability: Governance

G4-43	Enhancement of the highest governance body's collective knowledge of economic, environmental and social topics	Innovation Driven Sustainability: Governance Annual Report
G4-44	Performance highest governance body	Annual Report
G4-45	Procedures of the highest governance body	Annual Report Innovation Driven Sustainability: Governance
G4-46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Innovation Driven Sustainability: Governance About this report
G4-47	Frequency of the highest governance body's review	Annual Report
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.	Innovation Driven Sustainability: Governance
G4-49	Communicating process for critical concerns	Innovation Driven Sustainability: Materiality Annual Report
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	Innovation Driven Sustainability: Governance Annual Report
G4-51	Remuneration of highest governance body	Annual Report
G4-52	Process for determining remuneration	Annual Report
G4-53	Stakeholders' views on remuneration	Annual Report
Ethics and Integrity		
G4-56	Internally developed statements	Innovation Driven Sustainability: Governance
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity	Innovation Driven Sustainability: Together with our Stakeholders
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior	Innovation Driven Sustainability: Governance
Economic performance indicators		
DMA Management approach to Economic performance		Innovation Driven Sustainability: Governance Materiality Customers & Solutions
G4-EC1	Direct economic value	Innovation Driven Sustainability: Together with our Stakeholders Customer & Solutions: Performance and Impact Annual Report

G4-EC2	Financial implications due to climate change	Innovation Driven Sustainability: Enabling Long-Term Success Materiality
		Resource Management: Performance and Impact
G4-EC3	Coverage benefit plan obligations	Annual Report
G4-EC4	Financial assistance received from government	Not applicable
G4-EC9	Locally-based suppliers	Resource Management: Performance and Impact
Environmental performance indicators		
	DMA Management approach to Environmental	Innovation Driven Sustainability: Materiality
		Resource Management
G4-EN1	Weight of materials used	Resource Management: Performance and Impact Wolters Kluwer's operations
G4-EN2	Recycled input materials	Resource Management: Performance and Impact Wolters Kluwer's operations Suppliers
G4-EN3	Energy Consumption within the organization	Resource Management: Policy and Targets Performance and Impact Case Studies
G4-EN4	Energy Consumption outside of the organization	Resource Management: Policy and Targets Performance and Impact Case Studies
G4-EN5	Energy intensity	Resource Management: Performance and Impact
G4-EN6	Reduction of energy consumption	Resource Management: Performance and Impact
G4-EN7	Reductions in Energy Requirements of products and services	Customers & Solutions: Policy and Targets Performance and Impact Resource Management: Ambitions and Strategy Policy and Targets Performance and Impact
G4-EN8	Total water use	About This Report Resource Management: Performance and Impact Wolters Kluwer's operations
G4-EN11	Location land in protected areas	Not applicable
G4-EN12	Significant impacts on biodiversity	Resource Management: Performance and Impact Suppliers
G4-EN15	Energy direct Greenhouse Gas (GHG) Emissions (Scope 1)	Resource Management: Performance and Impact
G4-EN16	Energy indirect Greenhouse Gas (GHG) Emissions (Scope 2)	Resource Management: Performance and Impact
G4-EN17	Other indirect Greenhouse Gas (GHG) Emissions (Scope 3)	Resource Management: Performance and Impact

G4-EN18	Greenhouse gas (GHG) emissions intensity	Resource Management: Performance and Impact
G4-EN20	Emissions of ozone-depleting substances	Not applicable
G4-EN21	NOx, SOx air emissions	Not applicable
G4-EN22	Total water discharge	Resource Management: Performance and Impact
G4-EN23	Total weight of waste	Resource Management: Performance and Impact Wolters Kluwer's operations (partly included)
G4-EN27	Initiatives to mitigate environmental impacts	Resource Management: Ambitions and Strategy Performance and Impact Case Studies

Social Indicators

Labor Rights and Decent Work

DMA Management approach to Labor Rights and Decent work		Innovation Driven Sustainability: Materiality Together with our Stakeholders Governance Employee Engagement
G4-LA1	Employee turnover	Employee Engagement: Performance and Impact
G4-LA9	Training per employee category	Employee Engagement: Performance and Impact
G4-LA10	Programs for skill management	Employee Engagement: Ambitions and Strategy Policy and Targets Performance and Impact
G4-LA12	Gender breakdown of governance bodies	Employee Engagement: Performance and Impact

Human Rights

DMA Management approach to Human Rights		Innovation Driven Sustainability: Materiality Together with our Stakeholders Governance Resource Management: Ambitions and Strategy Community Involvement
G4-HR1	Significant investment agreements that include human rights clauses	Innovation Driven Sustainability: Governance Resource Management: Policy and Targets
G4-HR10	Screening of suppliers on human rights	Resource Management: Policy and Targets
G4-HR3	Incidents of discrimination	Innovation Driven Sustainability: Governance Employee Engagement
G4-HR5	Child labor	Innovation Driven Sustainability: Together with our Stakeholders Governance
G4-HR6	Forced or compulsory labor	Innovation Driven Sustainability: Governance

Society		
DMA Management approach to social responsibility		Innovation Driven Sustainability:
		Materiality
		Community Involvement
G4-SO1	Impact on communities	Community Involvement
G4-SO4	Employees trained in organization's anti-corruption policies and procedures	Innovation Driven Sustainability:
		Governance
G4-SO5	Actions taken in response to incidents of corruption	Innovation Driven Sustainability:
		Governance
		Together with our Stakeholders
Product Responsibility		
DMA Management approach to Product Responsibility		Innovation Driven Sustainability:
		Materiality
		Together with our Stakeholders
		Governance
		Customers & Solutions:
		Ambitions and Strategy
		Resource Management:
		Ambitions and Strategy
G4-PR3	Product information and labeling	Resource Management:
		Policy and Targets
		Performance and Impact
G4-PR5	Customer satisfaction	Customers & Solutions:
		Performance and Impact
G4-PR6	Marketing communications	Customers & Solutions
		Employee Engagement
G4-PR8	Customer Privacy	Innovation Driven Sustainability:
		Materiality

Disclosure of Management Approach GRI and Global Compact

Global Compact

Human rights

Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights.

Innovation Driven Sustainability:

Enabling Long-Term Success
 Together with our Stakeholders
 Materiality
 Governance

Resource Management:

Ambitions and Strategy
 Policy and Targets
 Performance and Impact

Principle 2 – Businesses should make sure they are not complicit in human rights abuses.

Innovation Driven Sustainability:

Enabling Long-Term Success
 Together with our Stakeholders
 Materiality
 Governance

Resource Management:

Ambitions and Strategy
 Policy and Targets
 Performance and Impact

Labor

Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Innovation Driven Sustainability:

Enabling Long-Term Success
 Together with our Stakeholders
 Materiality
 Governance

Resource Management:

Ambitions and Strategy
 Policy and Targets
 Performance and Impact

Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor.

Innovation Driven Sustainability:

Enabling Long-Term Success
 Together with our Stakeholders
 Materiality
 Governance

Resource Management:

Ambitions and Strategy
 Policy and Targets
 Performance and Impact

<p>Principle 5 – Businesses should uphold the effective abolition of child labor.</p>	<p>Innovation Driven Sustainability:</p>
	<p>Enabling Long-Term Success</p>
	<p>Together with our Stakeholders</p>
	<p>Materiality</p>
	<p>Governance</p>
	<p>Resource Management:</p>
	<p>Ambitions and Strategy</p>
	<p>Policy and Targets</p>
	<p>Performance and Impact</p>
<p>Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation.</p>	<p>Innovation Driven Sustainability:</p>
	<p>Enabling Long-Term Success</p>
	<p>Together with our Stakeholders</p>
	<p>Materiality</p>
	<p>Governance</p>
	<p>Resource Management:</p>
	<p>Ambitions and Strategy</p>
	<p>Policy and Targets</p>
	<p>Performance and Impact</p>
	<p>Employee Engagement:</p>
	<p>Performance and Impact</p>
<p>Environment</p>	
<p>Principle 7 – Businesses should support a precautionary approach to environmental challenges.</p>	<p>Innovation Driven Sustainability:</p>
	<p>Enabling Long-Term Success</p>
	<p>Together with our Stakeholders</p>
	<p>Materiality</p>
	<p>Governance</p>
	<p>Customers & Solutions:</p>
	<p>Ambitions and Strategy</p>
	<p>Resource Management:</p>
	<p>Ambitions and Strategy</p>
	<p>Policy and Targets</p>
	<p>Performance and Impact</p>
<p>Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.</p>	<p>Innovation Driven Sustainability:</p>
	<p>Enabling Long-Term Success</p>
	<p>Together with our Stakeholders</p>
	<p>Materiality</p>
	<p>Customers & Solutions:</p>
	<p>Ambitions and Strategy</p>
	<p>Policy and Targets</p>
	<p>Performance and Impact</p>
	<p>Resource Management:</p>
	<p>Ambitions and Strategy</p>
	<p>Policy and Targets</p>
	<p>Performance and Impact</p>

Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.

Customers & Solutions:

- Ambitions and Strategy
- Policy and Targets
- Performance and Impact

Resource Management:

- Ambitions and Strategy
- Policy and Targets
- Performance and Impact

Anti-corruption

Principle 10 – Businesses should work against corruption in all its forms, including extortion and bribery.

Innovation Driven Sustainability:

- Enabling Long-Term Success
- Together with our Stakeholders
- Materiality
- Governance

Resource Management:

- Ambitions and Strategy
- Policy and Targets

Employee Engagement:

- Performance and Impact

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Report

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