

# 2011

# Sustainability Report

## Innovation-Driven Sustainability

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## CEO Introduction

Sustainability is at the core of our business at Wolters Kluwer. Profitable growth means more than just improving financial results for our shareholders; it means creating sustainable growth by providing high-quality solutions that improve the quality of work and the quality of life for our customers and communities. To reach these goals, we continue to invest 8-10% of our revenues in new and enhanced products each year.

At Wolters Kluwer we want to ensure that our sustainability initiatives are relevant to our business and that they contribute in a significant way to society. We use the well-known "Triple-P" concept, which aims to balance the interests of people, the planet, and profit to create a business that is sustainable over time. For us, that means a strong focus on financial results while minimizing our environmental footprint and maximizing our social contribution to society.

In line with the Triple-P concept, in 2011 we focused on four major building blocks to move our business forward:

- 1 **Customers & Solutions:** Customers are the driving force behind the high-quality solutions we develop at Wolters Kluwer. We are in constant dialogue with our customers to develop innovative solutions that improve the way they operate while creating long-term value for society;
- 2 **Resource Management:** Our operations – as well as the operations of our suppliers and customers – leave an environmental footprint in terms of energy, water, paper and other resources. Minimizing that footprint underscores our efforts to transform our business so we can save resources and maximize our positive effects;
- 3 **Community Involvement:** Wherever we work and travel, Wolters Kluwer employees are part of the community. Promoting initiatives that improve those communities' quality of life is an important part of our involvement in the world as a whole;
- 4 **Employee Engagement:** People are at the core of our business, and we count on our employees to develop new ideas and inspire others to use them. At Wolters Kluwer, we know it is of vital importance to create an environment that inspires innovation and encourages our workforce to continue developing tomorrow's solutions.

In this document, we report on the results of these building blocks at work, and we show how our efforts are solving real-world problems in innovative ways. Examples of our focused, sustainable solutions abound. A research report by Harvard University showed how the use of our [UpToDate](#) clinical information system leads to lower mortality and shorter hospital stays and is associated with saving 11,500 lives over a three-year period. The Peterson Building Green Renovation resulted in major resource reductions in energy and water for our [CCH](#) operations and marks a significant achievement for the employee-led CCH Sustainability Committee. When a devastating earthquake and tsunami struck Japan in March of 2011, [Lippincott Williams & Wilkins](#), part of Wolters Kluwer Health, provided hospitals and healthcare institutions with free online access to the Wolters Kluwer Health Emergency Resources Portal, helping them carry out relief efforts more effectively.

I am proud of what we have accomplished in 2011, and I am confident that we will continue to deliver innovative, productive solutions in 2012 for the benefit of society as a whole.



**Nancy McKinstry**  
CEO and Chairman of the Executive Board

## Innovation Drives Sustainability

At Wolters Kluwer, sustainability is at the heart of how we operate. Our high-quality solutions significantly improve the quality of work and life for our customers and communities around the world. At the end of 2009 we announced our [Maximizing Value for Customers](#) strategy, which reflects this global ambition.

Innovation is the driving force behind our products, and for us, innovation is about more than creating new ideas; it is about transforming ideas into valuable solutions. Maintaining an ongoing dialogue with customers and tapping into the talent and inspiration of a diverse group of employees continually drives new ideas and creates new solutions. By staying in contact with customers, our employees collect first-hand observations about what happens in the field so they can see where improvements are needed. In addition, at Wolters Kluwer we believe diversity sparks innovation. Therefore, we actively create an environment that helps our employees look at things from new angles, encourages them to ask questions, and supports the ability of people with different professional skills, different nationalities, and different backgrounds to develop new ideas together.

To continue the stream of new and innovative ideas, we offer rewards and recognition to employees to foster their innovative capabilities. With an ambitious talent development strategy that will be integrated within our annual business planning process, we actively involve our employees in making Wolters Kluwer a better place to work while increasing our capacity for new ideas. We focus on acquiring the right talent with the right capabilities, and on placing people in the right roles at the right time.

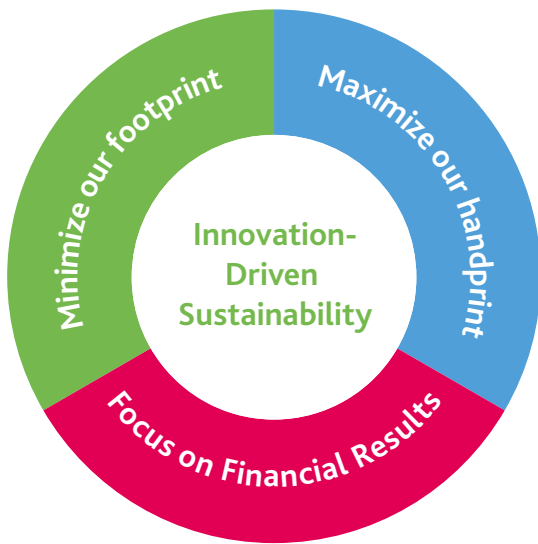
Driving sustainability through innovation is reflected at Wolters Kluwer in two ways:

First, our products contribute to sustainability. Our solutions improve the quality of work and life for customers and, consequently, for society. We develop integrated solutions across all of our divisions that facilitate the work of professionals, improving the quality of life for their clients around the world. For example, [UpToDate](#) helps doctors improve their patient care, which saves lives and leads to shorter hospital stays. And our Financial Services compliance products help financial institutions manage risk and reporting requirements.

Second, Wolters Kluwer promotes sustainability in the way we conduct our business. As a global company we recognize our responsibilities to the world and the need to integrate sustainability into our operating process. Integration starts with our suppliers, who are expected to act in a responsible way by adhering to laws and the application of labor and human rights standards. We recognize that operating on a global scale means our products have an impact on the environment in many places around the world. We have increasingly transformed our paper-based portfolio to high-quality, electronic solutions that reduce the use of natural resources. We are also aware that we are an important part of our local communities, and our employees promote community involvement initiatives. These efforts do not go unnoticed, as have been shown by the two awards that Wolters Kluwer Spain received from the [Alares Foundation](#).

# Strategy

Wolters Kluwer wants to ensure that what we do in sustainability is relevant to our business and contributes in a significant way to our sustainability strategy. Our strategy is built around the "Triple-P" concept. Triple-P aims to balance the interests of people, the planet, and profit to create a business that is both profitable and sustainable. That means strong focus on financial results, while at the same time minimizing our environmental footprint and maximizing our social handprint, our contribution to society.



We set our strategic objectives and measure performance against these targets, at a global level. However, our different divisions and operating companies have to meet the specific needs of customers and stakeholders at a local level. Our global targets set the boundaries and direction while allowing freedom at a local level on how to meet those targets and set additional, local-specific goals. We actively promote the exchange of knowledge, expertise, and resources. By establishing global divisions as part of our *Maximizing Value for Customers* strategy, we have taken an important step forward in supporting knowledge sharing between the countries we operate in and providing a framework for delivering the right solutions at the right time, in the right place. We have learned from each other how to accomplish goals better and faster and to make informed trade-offs on investments.

We focus on four major building blocks:

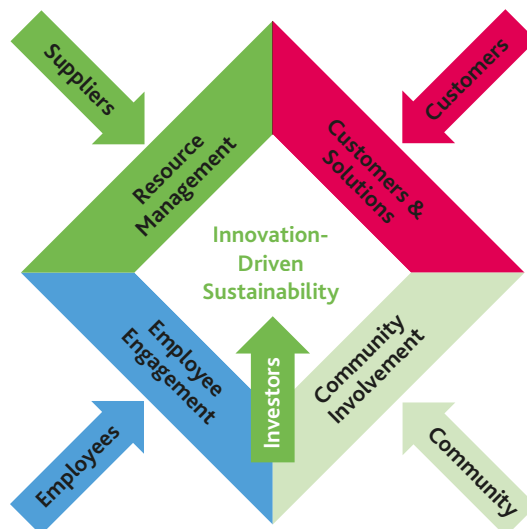
**Customers & Solutions:** Customers are the driving force behind Wolters Kluwer. We are in constant dialogue with our customers to develop high-quality, innovative solutions for them and their clients as well as to create long-term value for society. We develop integrated solutions that facilitate the work of professionals, improving the quality of work for their clients around the world.

**Resource Management:** Wolters Kluwer operates on a global scale and our products have a global impact. Starting 175-years ago as a paper-based company, we have increasingly transformed our portfolio to high-quality electronic and service solutions. Our solutions often provide environmental and social benefits to customers, and by minimizing our environmental footprint in terms of energy, paper, water, and other resources, we save scarce resources on behalf of our own company and our customers.

**Community Involvement:** Wolters Kluwer is a company that works within a local community reaching out to the broader community. Our employees use their skills to develop initiatives that improve the quality of life in communities where we do business around the world.

**Employee Engagement:** Our employees are at the core of our business. Our people develop new ideas and inspire others. It is vitally important that we create an environment conducive to employee engagement, giving everyone at Wolters Kluwer the working conditions they need to innovate tomorrow's solutions.

Our main stakeholders (see stakeholder section below) support these four themes:



# Stakeholder Engagement

## Our Wide Range of Stakeholders

We engage with a wide range of stakeholders, including customers, our employees, suppliers, investors, the communities where we work and the professional communities we work for, non-governmental organizations, government institutions, media, education and research institutes, and the general public. Our stakeholder engagement drives innovation through an understanding of different needs and priorities as we test ideas and new solutions. We have developed specific sustainability policies as a result of engaging with stakeholders.

## Customers

We measure customer satisfaction with our Net Promoter Score (NPS®), asking customers whether they would recommend Wolters Kluwer based on their experiences with our products. Customers are also involved in the development of new high-quality solutions. For example, in the [Clinical Solutions Innovations Lab](#), hospitals are used as a design setting for new product innovation in medicine.

## Employees

Over half of our business groups have conducted employee engagement surveys. Each business unit asks employees for ideas, suggestions, and constructive criticism. Talent programs provide incentives for our employees to further develop their skills. In 2010, we launched the Organizational Health Index (OHI) to benchmark employee engagement and performance culture. A number of global employee taskforces are using the OHI outcomes to recommend practical actions. We established the Global Innovation Award initiative to recognize employees and teams who significantly contribute to innovation, resulting in the submission of 240 innovative solutions.

## Suppliers

We engage with suppliers and require them to adhere to laws and applicable standards for labor and human rights. These principles apply to the entire business. We are committed to the [United Nations Global Compact](#), a framework for businesses that aligns operations and strategies with universally accepted principles in the areas of human rights, labor, the environment, and anti-corruption.

## Investors

Investors increasingly research the environmental, social, and governance (ESG) policies of the companies they invest in. We frequently participate in the efforts of specialized research groups that analyze the ESG policies of corporations. In 2011 we were recognized for the 4th year in a row as a Bronze Class Media Sustainability Leader by the [Dow Jones Sustainability Index](#), which analyzes companies' economic, environmental and social dimensions.

## Communities

We engage with the communities in which we do business and apply our employees' skills in collaboration with a range of local non-profit organizations and non-governmental organizations (NGOs), collaborating in initiatives that improve living conditions around the world.

# Implementation

The Executive Board is committed to sustainability and sponsors activities that are integrated throughout the business. Under the sponsorship of Nancy McKinstry, CEO and Chairman of the Executive Board, Maarten Thompson, Vice President, General Counsel and Company Secretary, is responsible for sustainability. The Corporate Human Resources and Corporate Communications Departments are actively involved in sustainability-related processes and communications. All of our departments are engaged in building and implementing sustainability initiatives. This Sustainability Report is published on an annual basis. A separate section of our website is dedicated to sustainability.

## Governance & Remuneration

Corporate governance is key to maintaining our credibility with our employees, customers, and stakeholders. We have implemented strict governance rules that apply to all our businesses and all employees. This includes the Company Values and Business Principles; a whistleblower policy; a human rights policy including supplier principles; an environmental policy; an acceptable use policy; an insider training code; IT security; and a global travel policy promoting alternatives to travel by using virtual meeting technology. On a local level, our operating companies have policies that enforce compliance with relevant laws and regulations.

We realize that it is important that these business principles offer more than simple guidelines on paper and are integrated into internal and external policies and monitored for compliance. They are workplace standards subject to common performance management systems used throughout Europe and North America. Our training programs ensure employees are aware of the principles.

We are rolling out training programs for Business Principles and Company Values, Competition Law, Anti-Corruption, and IT security to selected groups of employees. We use web-based training from [Axentis](#) (a part of Wolters Kluwer's [ARC Logics](#)). We made substantial progress in 2011 in delivery of anti-corruption and IT security training modules and translating training modules into several languages. We first introduced these training tools in the Netherlands and have started training the first groups of employees in other countries.

We added a target based on corporate sustainability to our Short-Term Incentive Plan for the Executive Board for 2011, which is in line with Best Practice Provision II.2.3 of the [Dutch corporate governance code](#). The Supervisory Board resolved to use revenues from electronic products as a percentage of total revenues as the new sustainability related target. Electronic products reduce paper consumption and increase productivity, while at the same time reducing our environmental footprint as well as that of our customers.

## Achievements 2011 Targets, Data, and Progress

### Repeat Verification of Key Sustainability Metrics by an External Party

Our auditor, [KPMG](#), has verified the data for revenues from electronic products over 2011 and will continue doing so.

### Continue Executive Board Remuneration on Sustainability Criteria

The Executive Board's remuneration continues to be based partly on sustainability criteria. The percentage of electronic

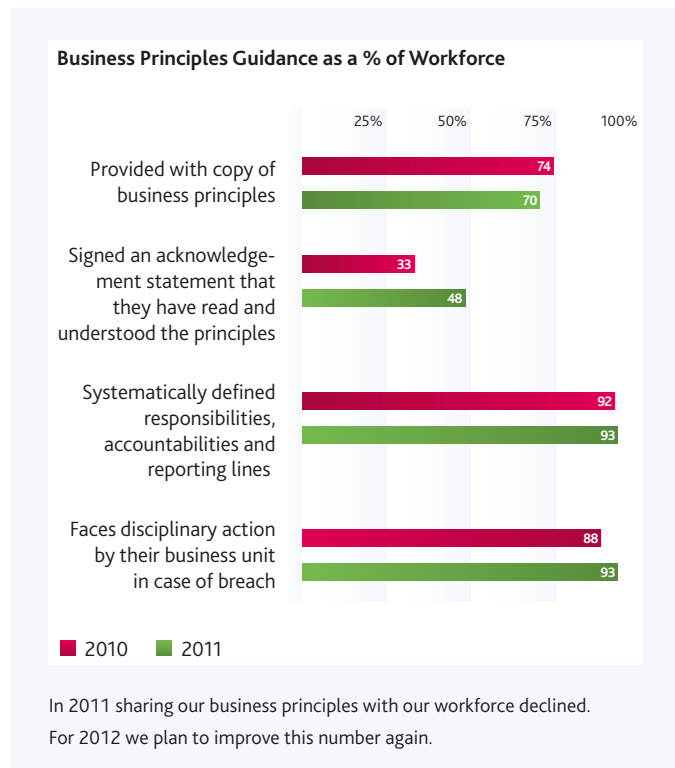
revenue has been added as a measure to the Executive Board's 2011 as well as the 2012 Short-Term Incentive Plan targets.

### Roll Out Compliance Training to Other Wolters Kluwer Businesses

At the end of 2010, two training programs Company Values and Business Principles, and in Competition Law and were rolled out to a selected number of employees in the Netherlands (Kluwer Netherlands and Corporate Office). At the end of 2011, three training programs in Company Values and Business Principles, Competition Law in Europe and Anti-Corruption were rolled out to a selected number of employees in the United Kingdom. An IT security training module has also been developed. In 2012, Wolters Kluwer plans the roll-out in the United States (Financial & Compliance Services (F&CS) and Global Shared Services (GSS)) and other European Countries (Germany, Hungary, Poland, Romania, Czech Republic and Slovak Republic) of the following four compliance training programs:

- Company Values and Business Principles;
- Anti-Trust/Competition Law;
- Anti-Corruption;
- Security Awareness.

Further, in the Netherlands (Kluwer, other business units, and the Corporate Office), both the Anti-Corruption and Security Awareness training programs will be rolled out in 2012, and the Security Awareness training will be introduced in the United Kingdom.



# Customers & Solutions

## Introduction

Customers are the driving force behind Wolters Kluwer. Our constant dialogue with customers drives innovation and delivers value to customers and society. We continue to invest into new and enhanced innovative products that benefit the professionals we serve. In doing so, we efficiently improve the work of our customers and help them make better informed decisions that have a positive impact on the clients they serve.

## Integrated Solutions

Our solutions integrate and simplify the work of professionals and give them the information they need when they need it. Our solutions ease professionals' workload and increase their efficiency, benefitting society as a whole. We provide our customers with the latest and most reliable content, integrated in innovative and cutting-edge technology. Knowing what our customers need – now and in the future – and meeting their needs with up-to-date content combined with state of the art technologies, is the backbone of our organization. For example:

- [OvidMD](#) provides quick answers to clinical questions within an easy-to-use interface based on the latest evidence-based research. Patients are assured that they will receive state-of-the-art treatment.
- We launched 180 e-books in [France](#) in the health and legal field for efficient access to vital information.
- [TyMetrix Legal Analytics](#) helps legal professionals make better data-driven decisions and aggregates billions in global legal spend and performance data in a reference database that saves paper by using mobile apps and provides professionals access to an entire catalogue.
- [Pharmacy OneSource](#) helps increase the speed with which patients can be treated, accelerates patient data workflows, lowers the length of their hospital stay, reduces patient costs and antibiotic resistance, and improves patient safety.
- [LEDESense](#) from our Legal & Regulatory division helps law firms with their billing processes, giving lawyers more time with clients and requiring fewer submitting billings.
- [Infofit](#) helps organize front offices of municipalities in The Netherlands, saving tax money.
- [CCH's Global Integrator](#) eliminates manual processing of direct taxes globally and helps multinational organizations ensure accuracy while they streamline and automate core tax provision and compliance areas.

Wolters Kluwer is expanding into the fast-growing markets of China and India, delivering expertise that positively impacts the lives of millions of people in those countries. Our joint venture with the Chinese drug information provider [Medicom](#) brings clinical decision support to physicians in China and provides a much needed drug information infrastructure. In India, Wolters Kluwer Financial Services offers compliance and risk management solutions that are specifically designed for the financial services market. Our financial crime control solutions help India's banks and financial organizations comply with local financial risk and regulatory reporting requirements, combating financial fraud and managing risk exposure across the entire enterprise.

Our [Emissions Trading and New Energy Global Law Guide](#) makes new knowledge available to professionals and policymakers. Written by [Baker & McKenzie](#) and published by Wolters Kluwer, the guide provides information on laws and regulations as well as trading mechanisms for clean energy schemes and emissions trading.

As a part of Wolters Kluwer Law & Business, Kluwer Law International publishes Kluwer Arbitration, the world's leading online resource for international arbitration research. [KluwerArbitration.com](#) contains commentary from expert authors and an extensive collection of primary source materials, including access to cases from the [International Criminal Court](#).

With the rise of advanced mobile devices Wolters Kluwer sees opportunities for vital and efficient solutions that can be accessed any time any place. [Teleroute PLUS](#) is a mobile access platform for owner-drivers. It supplies freight exchange information to streamline the process of matching freight needs with available trucks in over 25 European countries.

## 2012

In 2012 we continue to invest in product development in our businesses as a backbone of our ongoing effort to develop and improve solutions for our customers. Customers trust Wolters Kluwer as the go-to resource to guide them in their day-to-day activities and to help them achieve their long-term goals. That is also why we want to achieve or improve NPS® (Net Promoter Score) leadership positions in key markets indicating our customer's preference for our company.



## Achievements 2011 Targets and Progress

### **Invest 8-10% of Annual Revenue in Innovation**

Innovation is not just about the creation of a new idea; it is about transforming an idea into a useful product. To keep providing smarter online and software solutions for our customers, Wolters Kluwer invests 8-10% of its annual revenue in innovation. Employees worldwide are encouraged to submit innovative ideas. Our employees spend time with customers and understand their needs. They understand that customers have to do more work with fewer resources. They understand that customers need integrated solutions that save them time. These new solutions win even more time because they can be used at any place and at any time, and increasingly on any device. Our customers look to Wolters Kluwer for innovative solutions. We believe that an important way to encourage the continuing stream of new ideas is to offer rewards and recognition to those who come up with the best ideas. That is why we established a Global Innovation Award initiative in 2011, to recognize employees and teams who significantly contribute to innovation, resulting in the submission of 240 innovative activities from employees throughout the company. The [Clinical Solutions Innovation Lab](#) is an example of how the right conditions for innovation are fostered. The Lab works with hospitals in a design setting to develop new processes and products to address specific issues resulting in higher quality care.

### **Achieve or Improve NPS® Leadership Positions in Key Markets**

Our customers are the ultimate decision-makers; they decide whether our products add value to their businesses. We have to make sure that we meet customer needs and keep our solutions up to date. In 2010 we implemented a customer satisfaction metric across our global customer segments called the Net Promoter Score (NPS®). NPS® measures customer satisfaction by asking how likely the customer would be to recommend Wolters Kluwer to a friend, relative, or colleague. Our 2011 NPS® results show a trend of strong and improving scores. Most of our customers are local, and our divisions are structured to serve a diverse group of market segments across the world. That is why we measure the NPS® at a product level within different market segments and across various geographies. The NPS® information helps us identify which elements of our solutions customers value and what we need to prioritize in terms of strengths to build on as well as weaknesses that need to be addressed. It is information that helps us improve our solutions to meet our customer needs. Based on the results, we take action for a specific local business, but we can also build and share solutions for customers internationally.

### **Global Brand Management Program Helps Customers Connect to Wolters Kluwer in a More Meaningful Way**

The ambition of the Global Brand Management program is driven by the evolution of Wolters Kluwer towards a globally integrated, customer-facing organization. A strong brand and a clear articulation of the value that Wolters Kluwer brings to customers, investors, employees, and society at large allows professionals to connect to Wolters Kluwer in a more meaningful way and to better understand our vision and customer promise. To strengthen the Wolters Kluwer brand and value proposition, Wolters Kluwer has set up a Global Brand Management Program. The program aims to advance our brand portfolio management and to deliver a clearer brand value and architecture.

## Cases:

### Customers & Solutions

#### Making Nursing Incredibly Easy

Wolters Kluwer Health contributes to a healthier society by providing tools for medical professionals that make their work easier and more effective. [Lippincott Williams & Wilkins](#), part of Wolters Kluwer Health, developed the magazine [Nursing Made Incredibly Easy!](#) to help nurses understand difficult clinical concepts by presenting them in an original and engaging format. Articles by experienced clinicians, accompanied by illustrations, provide high-quality information in an accessible way. The magazine won the prestigious 2011 Magazine of the Year award from the [American Society of Healthcare Publication Editors](#).

#### Employee Assistance Program Improves Wellbeing of SME Employees

Wide-ranging services for employees are usually found only in large companies, but [Croner](#), a division of Wolters Kluwer, offers an [Employee Assistance Program](#) for SMEs to provide expert advice on workplace issues, including stress and personal issues. The Program offers solutions that reduce or avoid workplace stress, adverse health and safety events, accidents, industrial action/disagreements, and employment litigation. It is a unique HR solution with services that include a 24/7, 365-day helpline giving immediate social support, debt management services, and general advice and information. The program also includes a day one intervention programmer to assist and support employees suffering from stress-related issues. The Employee Assistance Program helps SMEs match the services of larger companies and improve the wellbeing, motivation, and productivity levels of their employees.

#### Speed Saves Lives

Wolters Kluwer Health business [Pharmacy OneSource](#) facilitates better, earlier, and more consistent medical care with its clinical surveillance, documentation, and reporting application [Sentri7](#). This is a software-as-a-service application that aggregates data to accelerate workflows, which helps shorten lengths of stay, lower costs, improve patient safety, and reduce antibiotic resistance. In short, speed saves lives. Sentri7 can play an important part in keeping healthcare affordable and safe for patients, while fulfilling professionals' need for an efficient processing system.

#### UpToDate Helps Clinicians Save Lives

[UpToDate](#) is a clinical information resource for web and mobile devices that makes medical information available to clinicians around the world, providing them with fast and accurate answers to assist them in making the right choices for medical treatment, whenever and wherever they need to. Last year, a [Harvard University](#) study showed that UpToDate was associated with saving 11,500 lives over a period of three years. According to the research, UpToDate not only shortens hospital stays but also helps medical professionals make better decisions for their patients. In addition, a beta test by 339 surgeons showed that UpToDate is able to answer 94% of general and 87% of specific questions. With the introduction of the iPhone App, UpToDate [MobileComplete](#), in December of 2011, trustworthy and practical clinical knowledge can now be accessed wirelessly, where there is no other network connection.

#### Delivering Clinical Decision Support to Doctors in China

Wolters Kluwer Health entered into a joint venture with leading Chinese drug information provider [Medicom](#) to deliver clinical decision support to doctors as the country prepares for significant changes to its healthcare system. For health professionals in China, increased accessibility of evidence-based medical information will be a major advancement. The cooperation between Medicom and Wolters Kluwer Health's [Clinical Solutions](#) makes a combined library of clinical content available. Lai Qi, CEO of Medicom, states that the partnership supports proposed Chinese Government healthcare reform by improving productivity and quality of care.

#### Compliance and Risk Management Solutions Designed Specifically for India

The rapidly evolving regulatory framework of India's financial services market is an important factor for India's development; yet Indian financial services organizations find it difficult to manage compliance and operational risks. Wolters Kluwer Financial Services provides effective and comprehensive programs with compliance and risk management solutions designed specifically for India. These programs are provided in the areas of Regulatory Intelligence, Financial Risk Management, Financial Crime Control, and Enterprise Risk Management, and they contribute to the

development of India's economy as it becomes more closely aligned with global financial and regulatory standards. The programs strengthen India's position as a global trade partner and will contribute to an increase in foreign investments. In addition, compliance and risk management solutions improve tax compliance in India.

### **Dutch Municipalities Reorganize the Front Office through Infokit**

Slow and poor services by local and central government are frustrating for both citizens and businesses. In the Netherlands, municipalities seek to reorganize their front offices to better serve citizens while lowering the administrative costs. To make front offices more efficient, Kluwer (a Dutch subsidiary of Wolters Kluwer) developed [Infokit](#), which combines online solutions with content and information for municipal officials, citizens, and businesses. Infokit helps municipalities quickly and efficiently answer questions from citizens and consists of four key front-office tools:

- 1 Quick Desk: A reference solution that makes key administrative procedures easier. For example, applying for special assistance through Quick Desk takes only ten minutes;
- 2 Answer Ready: An online collection of 5,000 question-answer combinations with which civil servants can quickly give accurate answers to questions;
- 3 Product and Service Catalog: An overview of all products and services of a municipality;
- 4 Upright Sites: Six easily accessible sites with information on municipalities' key responsibilities, including assistance, unemployment, minimum facilities, debt, and more.

### **Contributing to Food Safety**

Wolters Kluwer Italy has developed a customized and web-based solution for the VBA Consortium, a network of 600 veterinary professionals in Italy who perform consulting for and marketing of veterinary products and provide services to the agricultural and animal husbandry sectors. The Consortium wanted to introduce a central data system that could connect to regional databases to track data of individual veterinaries on a daily basis. Wolters Kluwer developed a web solution that increases the traceability of veterinary information and contributes to food safety.

# Resource Management

## Introduction

Wolters Kluwer operates on a global scale and its solutions have a global impact. Starting out as a paper-based company, we have transformed our portfolio to primarily high-quality electronic products and services. These solutions are developed to help customers work more effectively, saving them time, energy, and resources. For the part of the portfolio that remains paper-based, Wolters Kluwer requires paper to be recycled or certified.

## Wolters Kluwer's Operation

Our ambition is to lower the environmental footprint of the company, which implies that we must take into account the footprint of our own facilities. That is reflected in our [Environmental Policy](#). We continue to deliver energy efficiencies through the @WorkAnywhere program, which includes the development of a Remote Work Policy. The environmental performance of our business units is measured in terms of paper use, energy use, and water use. We also measure the environmental impacts of business-related air travel. We are transforming from a paper-based product portfolio to electronic or paperless products. More than 70% of our turnover is now generated from electronic and service solutions. Many of these solutions, such as the [CCH ProSystem fx](#) series, have driven clients' paperless offices for years.

## Supply Chain

Supplier behavior reflects upon Wolters Kluwer. In 2007, we created a Human Rights Policy to ensure compliance with human rights in business dealings. Supplier principles are a part of our [Human Rights Policy](#), which is applicable worldwide. The policy rests on the articles of the [United Nations Universal Declaration of Human Rights](#) and the [eight core labor standards of the International Labor Organization](#).

In order to reduce the environmental footprint of our supply chain, we require the use of responsible paper by our suppliers. The paper has to be recycled or certified under the [FSC](#) (Forest Stewardship Council), [PEFC](#) (Programme for the Endorsement of Forest Certification) or [SFI](#) (Sustainable Forestry Initiative) programs. In 2011, Wolters Kluwer Tax and Accounting required all its print suppliers to be certified under either the FSC or SFI programs. Responsible paper contributes to the preservation of biodiversity, e.g.

["FSC certification prioritizes the protection of particularly valuable forest ecosystems."](#)

## Customers

Our solutions help customers do their work more efficiently and make high-quality decisions. When we save them time, money, and resources, we help them create a more positive environmental footprint. In Belgium, [Teleroute PRO](#) is a software tool that matches freight to the available truck capacity. It saves transport companies time and resources while reducing the number of trucks on the roads, lowering carbon emissions.

We are helping our customers migrate to non-paper solutions and this positively influences climate change, in some cases quite literally: [The Emissions Trading and New Energy Global Guide](#) is the first online subscription service helping professionals comply with emissions trading and new energy laws in key jurisdictions around the world.

## 2012

In 2012 we want to increase the percentage of responsible paper and we want to continue to grow online, software, and service revenues as a percentage of total revenues. These two targets add to reducing our environmental footprint and the footprint of our customers.

## Achievements 2011 Targets, Data, and Progress

### Achievements 2011 Targets

#### Continuing Growth of Online, Software, and Service Revenues as a Percentage of Total Revenues

Since 2005, we have worked to convert more businesses from paper-based products into online, software, and service products. This trend reduces both our own environmental footprint and the environmental footprint of our customers. In 2011, 71% of our revenue was generated by electronic and service solutions.

We plan to expand our electronic solutions to emerging markets. For example, we increased our electronic offerings in India. A major shift is occurring from print to online in the

Indian professional market, and this offers valuable growth opportunities for online software solutions. We have been stepping up our India operations in recent years and continue to see great potential for our electronic products in the healthcare, tax, and accounting markets.

In China, we set up a joint venture with leading China drug information provider [Medicom](#) to deliver clinical decision support to doctors, allowing us to expand our market-leading [Clinical Decision Support](#) (CDS) and drug information business into a rapidly growing market. In the Middle East, [FRSGlobal](#), a part of Wolters Kluwer Financial Services, introduced a reporting solution for banks operating in Bahrain, providing them with software that helps automate the generation of risk and regulatory reports and their submission to the national regulator.

**Increase Percentage of Responsible Paper Used**

While we are converting our businesses to online, software, and services products, it is important that the remaining paper-based portion should be as clean as possible. At the request of stakeholders, we introduced more stringent paper measures in 2010. A distinction was added for production paper and office paper to ensure that our paper policy captures the full scope of our operations.

A detailed definition for chain-of-custody certified paper and recycled paper was established based on best practices in the industry, which means our responsible paper is either chain-of-custody certified paper or post-consumer recycled paper. The paper is produced from wood of forests that are managed in socially and environmentally responsible ways. The paper should also be processed in an environmentally-friendly manner, meaning that it is produced without the use of toxic chemicals, with aqueous-based coatings, and with low-VOC (volatile organic compounds) soy or vegetable inks. The equipment used to process the paper should be efficient in terms of energy use, waste production, and spoilage. When appropriate, papers containing post-consumer waste are used.

We now chart the volumes of externally certified chain-of-custody paper and recycled paper across the business. In addition, we measure volumes of environmentally-friendly paper used across all our business units. In 2011, we achieved 35% responsible paper, of which almost 100% had a chain-of-custody certification based on the standards of [FSC](#) (Forest Stewardship Council), [PEFC](#) (Programme for the Endorsement of Forest Certification,) or [SFI](#) (Sustainable Forestry Initiative).

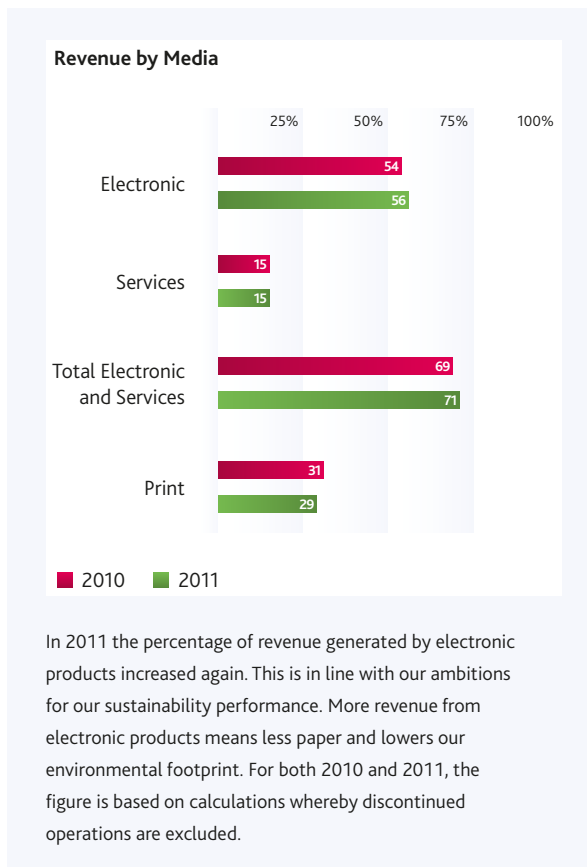
**Identifying, Managing, and Auditing High-Risk Suppliers**

The management of supplier performance is a critical function for improving value chain performance. Poor performance by suppliers can have a large impact on our ability to deliver products and services to our customers. Our supply chain does not include many manufacturing suppliers. Instead, we have a supply base that primarily consists of indirect suppliers who provide services to our company, such as printing, shipping, and IT consulting. Nevertheless, we expect all our suppliers to adhere to laws and applicable standards for labor and human rights. The supplier principles that are included in the [Human Rights Policy](#) apply to the entire business.

**Resource Management Data**

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

**Revenue Data**



## Environmental Data

### Energy Consumption

	2011	2010
Total (GWh)	162	153
Energy use (KWh per FTE)	9,432	8,932
CO <sub>2</sub> emission from energy use (tons per FTE)	3.68	3.77

The figure of the total energy consumption is composed of both gas- and electricity consumption. Total energy consumption increased slightly while CO<sub>2</sub> emissions are lower. Reason for this is a shift in the mix of gas versus electricity.

### Business Air Travel

	2011	2010
Total flights (million kilometers)	132	139
Flight use (km per FTE)	7,719	8,138
CO <sub>2</sub> emissions from flights (tons per FTE)	1.07	1.13

Restatement for the 2010 data: in last year's sustainability report, the 2010 figure for business air travel was higher than what is presented here. We have corrected the number after a reinterpretation of last year's data.

### Total CO<sub>2</sub> Emissions

In tons	2011	2010
Total	81,395	83,843
Per FTE	4.75	4.89

The total CO<sub>2</sub> emissions figure is composed of the CO<sub>2</sub> emissions caused by energy use (gas and electricity) and business flights. Restatement for the 2010 data: in last year's sustainability report, the 2010 figure for total CO<sub>2</sub> emissions was higher than what is presented here. We have corrected the number after a reinterpretation of last year's data for business air travel.

### Water Consumption

	2011	2010
Total (cubic meters)	206,229	190,548
Water use (liters per working day per FTE)	52	48

The water use per working day is calculated on the basis of 230 working days. The increase was due to lower constraints on water usage in 2011 in Spain and differences in temperature during the summer season in the US.

### Paper Usage

	2011	2010
Total paper use (in metric tons)	26,993	32,116
Paper consumption (in kg per FTE)	1,576	1,761

The decrease in paper usage is caused by two factors. Our revenue generated from electronic products is increasing, this means our total paper use for our products is decreasing. Secondly, our internal office paper usage decreased due to more efficient printing practices, due to higher environmental awareness across the organization.

### Responsible Paper Usage

	2011	2010
Chain of custody certified paper (FSC, PEFC or SFI) or 100% recycled	11,578	5,459
at least 10% post-consumer recycled material	382	2,794
% responsible paper	35%	22%

The percentage of responsible paper is increasing. The strong decrease for the category 'at least 10% post-consumer recycled material' can be explained by a shift towards certified paper or 100% recycled.

Restatement for the 2010 data: in last year's sustainability report, the 2010 figure for responsible paper was higher than what is presented here. We have corrected the number after a reinterpretation of last year's data in line with the definitions for responsible paper.

## Supplier Data

### Procurement Policies as % of Business Units

	2011	2010
Actively monitoring high-risk suppliers	75	76
Performing internal audits on high-risk suppliers	53	67
Performing external audits on high-risk suppliers	24	17
Setting up corrective action plans and tracking performance	69	71
Discontinue cooperation in case of continued breaches	88	84

The percentage of business units that is monitoring its high-risk suppliers remained stable. The percentage of business units performing internal audits on high-risk suppliers decreased. This decrease is mainly affected by a shift towards external audits.

## Cases:

### Resource Management

#### Moving From Paper to Digital Products

Minimizing the environmental impact of Wolters Kluwer's products and operations is of great concern to the company. By shifting the product portfolio to digital products and services, the use of traditional raw materials such as paper, water, and energy is lowered, having a positive influence on climate change and deforestation. [CCH](#), a Wolters Kluwer business, offers workflow solutions that help clients drive paperless practices. [ProSystem fx Suite](#) is a "paperless office" technology that allows accounting firms to exchange client documents confidentially and securely through the cloud, increasing productivity and saving paper. ProSystem fx Suite handles the full range of documents that can be found in an accounting practice, from tax returns to e-mail. ProSystem fx Suite is used by more than two-thirds of the top Certified Public Accountant firms in the U.S.

#### A Global Law Guide for Emissions Trading and New Energy

Written by [Baker & McKenzie](#) and published by Wolters Kluwer, the [Emissions Trading and New Energy - Global Law Guide](#) is the first online subscription service that provides professionals with emissions trading and new energy law in key jurisdictions across the world.

Baker & McKenzie recognized the importance of global efforts addressing climate change and the relevance of insights into the legal developments surrounding these efforts. Partnering with Wolters Kluwer resulted in a comprehensive and easy-to-use information service that includes:

- Regional and national emissions trading mechanisms, including rules of operation for regional, national and key sub-national schemes;
- Implementation of the Clean Development Mechanism and Joint Implementation frameworks;
- Greenhouse gas reporting requirements and energy efficiency (targets, reporting requirements, mandatory building standards);
- Renewable and clean energy schemes;
- Plain English commentary and links to key source material and documentation;
- Regular updates for each country; and
- An online newsletter.

#### Reducing Emissions with Teleroute

[Teleroute, part of Wolters Kluwer Transport Services](#), has delivered innovative solutions to the transport and logistics industry since 1985, operating in 25 European countries. [Teleroute PRO](#) is a web-based freight and vehicle exchange that helps match the offer of freight with the availability of trucks. The time and resources saved with Teleroute PRO help companies improve their quality of operations and reduces the number of trucks on the road, which saves diesel fuel and reduces emissions. Teleroute PLUS, launched in 2010, offers a mobile access platform for freight exchange, meeting the needs of owner-drivers who can use mobile phones while en route.

#### Green Paper Initiatives in Tax & Accounting

In 2011, Tax & Accounting's Service Delivery Publishing Production and Design Services wholeheartedly embraced green initiatives and sustainability requirements, producing 98% of its books and 100% of its journals in the United States under the [Forest Stewardship Council](#) (FSC) or the [Sustainable Forestry Initiative](#) (SFI) chain-of-custody certifications. The affected publications amount to more than two million printed units. Print vendors were notified that they were required to be certified under the FSC and/or the SFI programs in order to continue to produce materials on behalf of Tax & Accounting.

#### The Peterson Building Green Renovation

[CCH](#), a Wolters Kluwer business, is a leading global provider of integrated information, software, and services to address the needs of tax, accounting, and audit professionals. In 2011, work was completed on the LEED-renovation of the Peterson building, one of CCH's major facilities in Chicago. The comprehensive remodeling effort that started in early 2010 focused on four major areas: the roof, the windows, the boilers, and the hardscapes. Project highlights include:

- Installation of a new roof made from 100% recycled materials;
- A 30% gain in water efficiency through replacement of plumbing fixtures;
- A 20% reduction in energy demand by maximizing daylight from windows and replacing exterior glazing with [Solarban](#) 60 Low-E efficient insulated glazing;



- Extension of the building's lifecycle by maintaining 60% of the existing components.

The renovation's completion marks a significant achievement of the CCH Sustainability Committee, the employee-led sustainability-related initiative formed in 2010.

### Groundwoods Lead the Way

[CCH](#) is leading the way for Wolters Kluwer in its use of groundwood paper. In the groundwood process, wood fiber is mechanically converted to pulp. People usually associate groundwood paper with "cheap" newsprint or paperback novels, but manufacturing enhancements now mean the quality is very close to the whiteness of chemically processed "free sheet" paper. Groundwood pulp yields twice as much paper as free sheet and reduces greenhouse gas emissions by up to 62% as a result of avoiding the chemical pulping process. While we might not have enough groundwood-based products to meet our needs, we could potentially halve the number of trees we use if we utilize only 100% groundwood based paper. This aside, it should be noted that already one third of the raw material used in the paper making process comes from wood chips, scrapes and sawdust.

### Reducing Print Footprint at F&CS

Wolters Kluwer's Financial & Compliance Services is making efforts to reduce the impact of our printing activities. The Graphics department of our F&CS facilities uses inks and solvents that are non-hazardous to the environment and human health. A non-hazardous solvent is used to remove ink from printing press tools and components. The used solvent is then recycled for manufacturing shingles and other roofing supplies. We also recycle paper, plastic bottles and jugs, ink cartridges, aluminum and polyester offset plates, and corrugated cardboard. Seventeen members of the production department make up five teams focused on continuous improvement and operational excellence initiatives. These teams identify, measure, and reduce waste throughout the graphics department. As a result, they have reduced raw materials and supplies used to produce the printed products.

### Reducing the Environmental Impact of Office Printers

We reduce the carbon footprint of our internal printing activities by partnering with Toshiba on the "Close the Loop" program, which recycles toner cartridges at all Wolters Kluwer locations. In the United States, 75% of the toner cartridges have been recycled and are being reused again. Our Toshiba printers are [Energy Star](#) rated to help reduce electricity consumption by up to 60%. Wolters Kluwer has also completed several studies on eliminating printers, saving operating costs and waste. The Print Optimization study at [CCH](#) showed that office was utilizing only 4% of available printing capacity. As a result, the number of printers was reduced from a 1:3 employee-to-printer ratio to a 1:10 ratio, bringing considerable cost savings and reducing the environmental impact of these machines.

### ADDISON Cloud Platform

The [ADDISON Online Portal Solution](#) provides a cloud platform for integrated communication and collaboration for tax accountants and their clients. This platform allows tax professionals and their clients to reduce paperwork and share data and applications through the cloud, saving paper and resources and reducing redundant data and activities. Clients now have direct access to reports provided by their accountants, and accountants have access to and can work with scanned documents submitted by the client. This increases the transparency of the accounting process. The cloud solution also makes data sharing faster, more efficient, and safer. There is no longer any need for encrypted email exchange, and the cloud solution is provided via a data center with level 4 security, which ensures the privacy of sensitive documents.

# Community Involvement

## Introduction

Think globally, act locally. Although Wolters Kluwer is an international company, we are aware that employees at different locations belong to local communities and work for and with local professionals. Our employees' skills and our services deliver solutions that aim to improve the quality of life of people in local communities.

At a corporate level, we support initiatives in need of our help in places outside our operations. In Ghana, we participate in a school lunch project, increasing school attendance and nutrition of Ghanaian children. Wolters Kluwer also supports the [War Trauma Foundation](#) by publishing the [International Journal of Mental Health, Psychosocial Work and Counseling in Areas of Armed Conflict](#), helping to spread information of fieldworkers on psychosocial recovery of people in conflict areas.

At a local level our employees act on their own initiative or team up with customers to support community initiatives. Our combined expertise helps to create a lasting impact on the quality of life in our communities. At the Wolters Kluwer Financial and Compliance Service facility in the U.S., employees have been coordinating for a local [Meals on Wheels](#) program for more than ten years. Wolters Kluwer France published a unique and moving book, [Cancer: a new look from the perspective of a patient and a psychiatrist](#). This book describes the upheaval caused by cancer diagnosis and contributes to a better understanding of the psychology of this disease.

## Employee Driven

Employees are encouraged to develop ideas that support their local communities. Offering their expertise, products, judgment, and time, they significantly contribute to making their communities more successful.

In 2011, Wolters Kluwer Spain received two awards from the [Alares Foundation](#) for the efforts they undertook to improve the living conditions of the local community. The initiatives included the collection of household and workplace materials for recycling, as well as planting trees. Other activities included developing a charity market, holding a prize drawing, hosting roller skating lessons, starting a 7-on-7 football league, creating a book of tree drawings, and providing a live rock concert. All proceedings went to charity. Moreover, Wolters Kluwer Spain is involved in several more social projects, including the collection of food and household materials for the Los Molinos nursing home

in Madrid, the collection of toys and materials for [ACOES Honduras](#), and the development of training materials for [FACE](#), providing information to people with gluten allergies.

For many years, [CCH Australia](#) has sponsored the organization [Youth Off The Streets](#) (YOTS), which offers support to homeless and abused youth. A group of CCH employees volunteers a day at a YOTS site each year, helping create a better environment for the youngsters through activities such as painting a YOTS house. CCH also supports YOTS by providing subscriptions to services related to the corporation's law, tax, occupational health and safety, and human resources, helping YOTS run its organization.

## Customer Driven

Wolters Kluwer regularly partners with customers to create an impact at the community level, improving the quality of life for communities.

Wolters Kluwer Health partners with [Global Health Delivery](#) to offer complimentary one-year [UpToDate](#) subscriptions to clinicians working in poor or underserved communities, where funding for medical knowledge had been unavailable.

After the earthquake and tsunami in Japan in 2011, Wolters Kluwer Health supported disaster relief efforts. [Ovid](#) and [Lippincott Williams & Wilkins](#), part of Wolters Kluwer Health, offered free online access to the Wolters Kluwer Health [Emergency Resources Portal](#), making emergency, disaster, trauma, and radiation contamination resources available to Japanese hospitals and healthcare institutions. These types of partnerships show how Wolters Kluwer is able to effectively partner with customers to create a positive impact on local communities.

## 2012

Our new corporate community giving framework will be rolled out in 2012 to ensure our community efforts are more effective and aligned with our expertise.

# Achievements 2011

## Targets, Data, and Progress

### Achievements 2011 Targets

#### Set Up a Community Giving Framework with Senior Management and Share Best Practice Activities across Wolters Kluwer

In 2011 we announced the development of a community giving framework. The global operations of Wolters Kluwer are apparent in our many local activities in different communities all over the world. As a responsible company, we commit to improving the quality of life in the communities in which we are active. One way we do so is by sponsoring community initiatives, aligning our sponsoring contributions with our corporate identity and our business objectives. Wolters Kluwer has set up a community giving framework that serves as the basis for assessing whether a proposal can make a real difference. The community giving framework comprises several elements:

- The sponsor initiatives should align with our company values;
- The sponsoring effort should relate to our specific expertise, combining superior information with the latest innovative technologies to meet the needs of professionals;
- The effort needs to take into account Wolters Kluwer's strategy to reduce complexity and drive efficiency for professionals;
- The initiative should be innovative, create value for the community, and involve other stakeholders in the community;
- The initiatives should incorporate accountability and integrity;
- Lastly, the community initiatives we sponsor should leverage our business groups: Legal & Regulatory, Tax & Accounting, Health, and Financial & Compliance Services.

We review the experience gained from sponsoring community initiatives and develop best practices which are shared across Wolters Kluwer. In 2011 our corporate office sponsored [Human Rights Watch](#) by participating in at their annual dinner in Amsterdam. The activities of Human Rights Watch have a clear link to the legal business and legal customers of Wolters Kluwer, and our customers who were invited for the event appreciated our involvement.

### Community Involvement Data

Donations	2011	2010
Donations	€ 568,868	€ 583,276

Restatement for the 2010 data: in last year's sustainability report, the 2010 figure for donations was higher than what is presented here. We have corrected the number after a reinterpretation of last year's data.

## Cases:

### Community Involvement

#### Wolters Kluwer Health Supports Disaster Relief Efforts in Japan

When a devastating earthquake and tsunami struck Japan in March 2011, [Lippincott Williams & Wilkins](#), part of Wolters Kluwer Health, provided hospitals and healthcare institutions with free online access to the Wolters Kluwer Health [Emergency Resources Portal](#). This portal contains resources vital to disaster relief, such as important medical literature and radiation contamination studies. By making these resources freely available to Japanese healthcare workers during the earthquake and tsunami crisis, relief efforts could be carried out more efficiently and effectively.

#### Supporting Local Community

[CCH Australia](#), a Wolters Kluwer business, is a strong believer in giving back to the community and puts this belief into practice in a number of ways. Staff members volunteer in sponsored runs and instigate fundraisers for a variety of charities and good causes in and around Australia. In 2011, funds were raised for the Queensland Flood Relief, Save the Children projects in Victoria, and [Youth Off The Streets](#) (YOTS), an organization that provides services to homeless and abused youth in New South Wales. In addition to raising funds, CCH staff members volunteer at a YOTS site each year to help create a better environment for the young people in YOTS' care.

#### Wolters Kluwer Spain: Know Your Law

Wolters Kluwer Spain aims to improve the living conditions of the most socially vulnerable. The "Conoce tus leyes" (Know Your Law) program – in collaboration with law schools, legal offices, and the community in Madrid – provides training to recent immigrants in Spanish law and everyday rules to help them live, work, and thrive in Spain. Over 4,000 immigrants have participated in the program, which has been recognized for "Distinction of European Excellence" by Madrid authorities.

#### Wolters Kluwer Employees Develop Their Own Community Initiatives

Innovation at Wolters Kluwer is not only created through its high quality solutions. Through many individual initiatives our employees use their talents to improve the quality of life in their own communities. Thanks to the efforts of our employees at Wolters Kluwer Spain over € 36.000 was collected to support the activities of the Catalonia Group, an NGO that helps 700 people who are mentally handicapped in Barcelona. The project was part of the initiative 'Vivero de Ideas Solidarias', in which 500 employees of the Barcelona office participate in twenty different projects. Our employees in Barcelona organised several workshops and sport events together with mentally handicapped people to raise the money. Our community initiatives not only help raise money for a good cause but also make our employees as a team more cohesive and motivated in the pursuit of making community life better.

#### A Unique Book on Cancer

In November of 2011, Wolters Kluwer France published a unique and moving book, [Cancer: a new look from the perspective of a patient and a psychiatrist](#). This book is a combination of a patient's diary and a psychiatrist's notes, describing the psychic upheaval caused by cancer diagnosis. The book describes the collision between professionalism and personal and emotional engagement and is a valuable contribution to a better understanding of this disease.

#### Bringing Meals to Homebound People

At the Wolters Kluwer Financial and Compliance Service facility in the U.S., employees have been coordinating employee volunteerism for a local [Meals on Wheels](#) program for more than ten years. In the Meals on Wheels program, our employees deliver meals to people who are homebound. These people are not able to purchase or prepare their own meals, most of them being elderly, and are in dire need of volunteers that prevent them from getting malnourished. Over more than ten years, our employees show their continuous dedication to the local community by delivering approximately 25,000 meals to homebound people.

### Running for Charity

Employees of [CCH Australia](#), part of Wolters Kluwer Tax and Accounting, have organized themselves in a Community Investment Program to support their local community. Through a Community Investment Fund Committee, CCH employees support and organize charitable and community projects with much dedication and a generous budget throughout the year. In 2011, 40 CCH staff members took part in the Blackmores Body & Soul Bridge Run. The race is part of the Sydney Running Festival in which runners race for 9 kilometers from the Harbour Bridge to the Opera House. CCH's CEO sponsored a large number of branded runners and each employee was encouraged to draw individual sponsorship funding for the race. By participating in the race, the 40 employees raised money for the team's chosen charity, [Cancer Council NSW](#), a cancer charity that is dedicated to the defeat of cancer in New South Wales.

### School Lunch in Ghana

Wolters Kluwer works together with the [Plan Netherlands](#) to tackle malnutrition and improve school performance in Ghana. Plan Netherlands is part of [Plan International](#), aiming to improve living conditions of children and their family in less-developed countries. It particularly focuses on improving the position of girls, because girls are still structurally subordinated in the world. Wolters Kluwer takes part in a school lunches project of which the goal is to serve Ghanaian school children a healthy and nutritious lunch every day. All too often, many children sit hungry behind their school desks, which is not good for their development and lowers school performance. Plan Netherlands also makes parents and children understand the importance of good nutrition. It helps schools to build their own gardens, to collect rain water and to stoke in an environmental-friendly way. In the end, this will lower school absence and increases school attendance.

### Helping Victims of War and Conflict

[Lippincott Williams & Wilkins](#), a Wolters Kluwer business, is responsible for the publication and distribution of [Intervention](#), an international journal of mental health, psychosocial work and counseling in areas of armed conflict, and thereby supports the [War Trauma Foundation](#) (WTF). This foundation, based in The Netherlands, supports psychosocial recovery of people and communities who have been hit by war and violence. Together with local organizations in conflict areas, WTF offers programs that should regain confidence, hope and peace in life. Current projects are taking place in Burundi, the DR of Congo, Kosovo, Chechnya and the Palestinian Authority. Intervention is an essential tool that helps to spread the latest information gained from the experience of fieldworkers in conflict areas. Summaries of the articles are translated in Spanish, Pashto, Arabic, French, Russian, Sinhale and Tamil to increase information dissemination. Their latest findings help to inspire, support and improve the work of others carrying out similar interventions.

# Employee Engagement

## Introduction

Wolters Kluwer's success depends on people. The talent and inspiration of our employees drive the development of the solutions our customers rely on. Fostering the talent and motivation of our workforce creates the conditions that lead to innovation. We are committed to hiring, developing, and motivating the best people with the highest skills. Creating diversity in the workforce, rewarding good performance, and recognizing outstanding achievements all serve as drivers for creativity and innovation. In recent years, we have more actively encouraged employees to engage in the creation of initiatives that aim to foster innovation. These initiatives make us better at what we do for our customers and for society.

## People-Driven Business

To foster employee engagement, we introduced the Global Innovation Award for employees and teams who contribute to innovation. An Innovation Board was set up to keep track of best practices and to select the award winners. Out of hundreds of submissions, four projects were selected as award winners in 2011, including the [Clinical Solutions Innovation Lab](#). The Innovation Lab establishes a forum to test Wolters Kluwer's vision for the future before committing resources to the development of new products. It sparks creative ideas and entrepreneurial behavior among employees and customers in the health sector. It brings together diverse teams of motivated employees in a laboratory setting which creates a transparent environment that fosters learning and testing. Innovation Lab projects have already produced new products, leading to improvements in [UpToDate](#) and [ProVation Order Sets](#). Another award winner was [Kleos](#), a cloud-based solution for the legal market to support all the relevant activities in a law firm. It is innovative because Kleos is scalable from small to enterprise size law firms and it works on mobile platforms.

Wolters Kluwer is a company operating on a global scale and needs a continuous stream of talent to remain successful in the global environment. We want to be the professional's first choice in order to attract, retain and develop a talented workforce. For us, being a first-rate employer means that we maintain a good work-life balance and that we compensate our people well. It also means that we support the talent development of our employees and that we actively encourage our employees to contribute to society in professional organizations and conferences. Since 2005, we prepare a next generation of leaders with our Talent Management Program in which we set leadership

criteria, assessment and development on a global scale. In 2007, the program was expanded with the Wolters Kluwer Leadership Forum. Over 160 emerging company leaders from around the world gathered to establish networks across divisions and geographies and share experiences on leadership and growth strategies. In 2011 we developed our 4-step Talent Development approach: with Talent Demand, Talent Supply, Talent Plan, and Develop and Deploy. By investing in our employees we are ready for the future and remain an attractive, first-rate employer for global talent.

Improving the quality of life of customers can be accomplished in many different ways. Wolters Kluwer provides content, services, and technology to help its customers make better informed decisions and be more productive. However, we also engage employees and customers in decreasing the environmental impact of our products and operations, contributing to more sustainable operations around the planet.

At Wolters Kluwer Asia Pacific, employees formed a Green Team committed to minimizing the company's environmental impact. In monthly meetings, representatives from Australia, New Zealand, and Malaysia meet to discuss reducing Wolters Kluwer's carbon footprint. Some initiatives have already been implemented, including the use of energy efficient bulbs, recycling water tanks, and recycling bins. Other measures include the upgrading of new PCs in Australia with Energy Smart features, leading to significant reductions in carbon emissions. Additionally, employees are encouraged to use double-sided printing and to turn off computer screens, equipment, and lights when not in use, and Australian customers are encouraged to move from our print to our online products.

Operating on a global scale means that there is great diversity in Wolters Kluwer's workforce. With around 18,000 employees in more than 40 different countries, we believe that our diversity serves as a catalyst for innovative and creative capabilities. Maintaining a diverse workforce is therefore key to our future success. Wolters Kluwer aims to continue to hire the most qualified candidates for its positions, while at the same time achieve a balance in expert male and female employees in line with overall representation in the workforce. Currently, 8 out of 10 employees are covered by gender diversity programs or policies and 1 out of 3 members of the Executive Board is female. Of the 30% of our businesses that is allowed to track ethnic background, minorities form 12% of the workforce.

## 2012

For 2012:

- We will roll out our global talent development strategy and a 3-year roadmap.
- Launch the Wolters Kluwer global leader success profile.
- Design best in class leadership development curriculum.

## Achievements 2011 Targets, Data, and Progress

### Achievements 2011 Targets

#### Talent Development

As our products and technology evolve, we are in constant need of ambitious and talented professionals who can help Wolters Kluwer remain successful and competitive in the future. For that reason we are moving from conventional human resource models to Transparent Talent Mobility. We have established a comprehensive talent development strategy to get the right people with the right capabilities, in the right roles at the right time. We have a four-step approach:

- **Talent Demand:** An assessment of our talent requirements to meet our business needs. A Talent Governance Board provides leadership, direction, and sponsorship.
- **Talent Supply:** An inventory and assessment of our current talent. Our Global Talent Review process aligns with our business strategy, is simple and pragmatic, and drives transparency and accountability. A SWOT analysis of current Wolters Kluwer leaders is underway.
- **Talent Plan:** An organized approach to meet our talent requirements. The Wolters Kluwer Top Talent Review helps identify an enterprise pool of talented individuals who have the potential to move into leadership roles.
- **Develop and Deploy:** A structure to create the talent development methods we need to build and deploy talent.

We train our best people to be successful. The Global Leadership Development framework involves "leaders developing leaders", which means that leaders and managers serve as role models and are held accountable for the development of talent. This approach helps to make talented people more visible within the organization and makes them known to our leaders, which helps people move up the career ladder. Our talent support network lets leaders share their experience with others.

Our talent development strategy is a key factor in keeping an engaged, motivated, and retained workforce because we have a culture of learning and development opportunities. Wolters Kluwer should be known as a builder of global top talent.

#### Repeat, Develop and Roll Out Organizational Health Index Initiatives

We believe our employees know better than any other group how Wolters Kluwer can improve as an organization. In 2010 we launched the Organizational Health Index (OHI) to benchmark our engagement and performance culture. Leadership was one of the strongest-rated aspects of the organization with a response rate of 62%: leaders at Wolters Kluwer set high expectations and help the company achieve success.

In order to use the results of the OHI in a meaningful way, we have launched a number of global employee taskforces to recommend practical actions centered on stimulating innovation, growing leaders, rapidly delivering results, and achieving the right level of local empowerment to act quickly on external opportunities and ideas. In 2011, new taskforces were formed to help identify specific actions raised through analysis of the first OHI survey results from 2010. As the recommendations of the task forces were presented in the third quarter, there has been insufficient time to assess changes from the baseline, so the survey was not re-run in 2011.

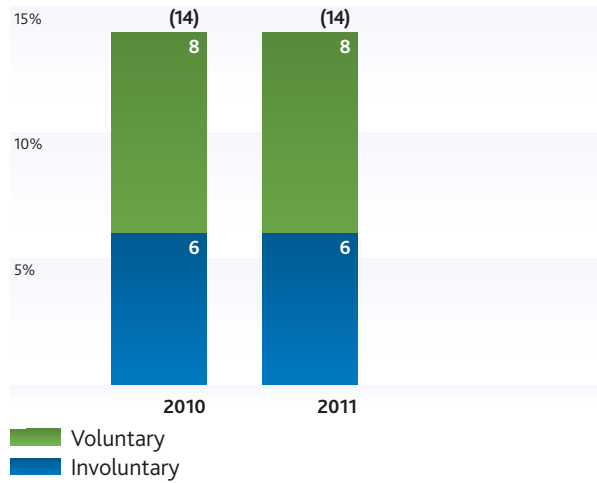
In addition to the OHI, our individual businesses conduct employee engagement surveys that concentrate on issues specific to their business. In 2011, our individual businesses completed their engagement surveys and we are re-evaluating how to measure employee engagement for 2012. In addition to the surveys, each business unit asks its employees for ideas, suggestions, and constructive criticism that can help improve Wolters Kluwer's working environment.

### Employee Engagement Data

Wolters Kluwer's Workforce in 2011 in FTEs per Division	2011	2010
Legal & Regulatory	7,704	7,714
Tax & Accounting	5,675	5,481
Health	2,425	2,053
Financial & Compliance Services	2,077	2,018
Corporate	98	97
Total continuing operations	17,979	17,363
Discontinued operations	471	874
<b>Total</b>	<b>18,450</b>	<b>18,237</b>

The amount of FTEs working for Wolters Kluwer remained stable.

**Employee Turnover as a Percentage of Total Employees**  
in %



**Employees that Have Taken Part in Skill Assessments and Capability Development**  
in %



**Gender Diversity as a % of Total Employees**

	2011	2010
% of female executives	33%	30%
% of female managers	38%	37%
% of female employees	55%	56%

**Learning Tools: % of Businesses with ...**

	2011	2010
Formal learning networks including regular meetings and staff support	78%	70%
Intranet-based knowledge repositories/databases	78%	78%
Intranet-based interactive knowledge platforms integrated into daily work processes	54%	48%

**Euro & Training Days Spent on Learning per FTE**

	2011	2010
Amount spent on learning per FTE	€ 458	€ 453
Training days per FTE	5	3



## Cases:

### Employee Engagement

#### Talent Development

Our portfolio is shifting from print to electronic services. We need ambitious and talented professionals that can help Wolters Kluwer remain successful and competitive in the future. For this reason we need to move from more conventional working practices to Transparent Talent Mobility. Wolters Kluwer has established a comprehensive talent development strategy in order to attract the right talent with the right capabilities, in the right roles and at the right time. We have a 4-step approach:

- Talent Demand, in which we evaluate our requirements to meet the global business strategy and integrate our processes into the annual business cycle. A Talent Governance Board provides leadership, direction and sponsorship ensuring its success;
- Talent Supply, which provides an inventory and assessment of our current talent. This Global Talent Review process aligns to our business strategy, is simple and pragmatic, and drives transparency and accountability. A SWOT analysis of current Wolters Kluwer leaders is part of this step;
- Talent Plan, in which we develop a plan to deliver the talent requirements. The Wolters Kluwer Top Talent Review helps to identify an enterprise pool of top talents who have the potential to move into key strategic roles;
- Develop and Deploy: create talent development methods to build and deploy needed talent. This is a Global Leadership Development framework through “Leaders developing leaders” and it means that leaders and managers serve as role models and are held accountable for the development of our talents. It also helps to make our talents more visible within the organization and to make them known to our leaders, which helps our talents to move up the career ladder. Our talent support network is established to share experiences of leaders and to continuously improve our talent development strategy. We have a targeted development and best-in-class curriculum rooted in our business strategy and aligned to Wolters Kluwer global leader success profile, which enables us also to deploy talent across the organization.

In the end, our talent development strategy is critical to keeping an engaged, motivated and retained workforce within a culture of learning and development opportunities. Wolters Kluwer aims to be known as a builder of global top talent.

#### Improving Employees' Quality of Life

With employees operating in over 40 countries around the world, paying attention to our employees' quality of life is important to Wolters Kluwer. Several health and wellness programs aim to improve our employees' health by helping them lose weight or quit tobacco. A healthy work-life balance is supported by programs such as telecommuting, flextime policies, and job-sharing. In 2010, we launched a global Organizational Health Index (OHI) survey to assess employee engagement and the performance culture. Furthermore, each business unit regularly asks employees for ideas, improvements, and constructive criticism to help improve the work environment at Wolters Kluwer.

#### Asia Pacific's Green Team

At Wolters Kluwer Asia Pacific, a group of staff members formed the Green Team, which is committed to minimizing the company's environmental impact. In monthly meetings, representatives from Australia, New Zealand, and Malaysia meet via video conference or on the phone to discuss reducing Wolters Kluwer's carbon footprint. Here are some examples of initiatives that have been carried out so far:

- Lighting: Using energy-efficient bulbs and automatic timer switches;
- Water: Installing a recycling tank in bathrooms;
- Recycling: Installing separate bins for glass, plastic, aluminum, and paper;
- ICT: Upgrading new PCs with the Energy Smart feature, significantly reducing carbon emissions ;
- Usage: Encouraging staff members to use double-sided printing and to turn off computer screens and equipment at night;
- Paper: Encouraging customers to choose online instead of print products.

### Innovation with Employees

In 2011, Wolters Kluwer introduced the Global Innovation Award to acknowledge employees and teams who make significant contributions to innovation. One of the winning projects was the [Clinical Solutions Innovation Lab](#), which provides a forum that involves customers in the development and testing of new, creative solutions.

By involving customers early in the development stage, the Clinical Solutions Innovation Lab offers a method for articulating our vision for the future and then testing that vision with customers before using significant resources to build new products. Thus, the Lab not only serves as an incubation space for the creative ideas and entrepreneurial spirit that are at the core of the Clinical Solutions culture, but also provides an environment to bring these ideas to life in a more sustainable way.

### Intelligent Solutions Blog

Wolters Kluwer invites its employees to contribute to [The Intelligent Solutions Blog](#), an interactive public website that focuses on new developments and technologies in the information industry. Contributing employees are experts from within Wolters Kluwer who follow the latest developments in their line of business. The blog is part of Wolters Kluwer Intelligent Solutions, which provides insights into developments for global business. The blog serves as a platform through which employees can communicate and share their viewpoints.

### The @WorkAnywhere Program

At Wolters Kluwer we have developed an alternative workplace strategy, internally branded as @WorkAnywhere and comprising two aspects. The Remote Work program provides employees with an enhanced home/work-life balance by allowing them to work from home. We also support remote workers who spend less than 50% of their work time in the office through the Shared Environments Program, which caters to a variety of work styles in a collaborative and creative atmosphere. The @WorkAnywhere program gives employees flexibility in their personal time management and reduces carbon emissions by reducing the number of people who need to commute to work.

### CCH's Sustainability Committee

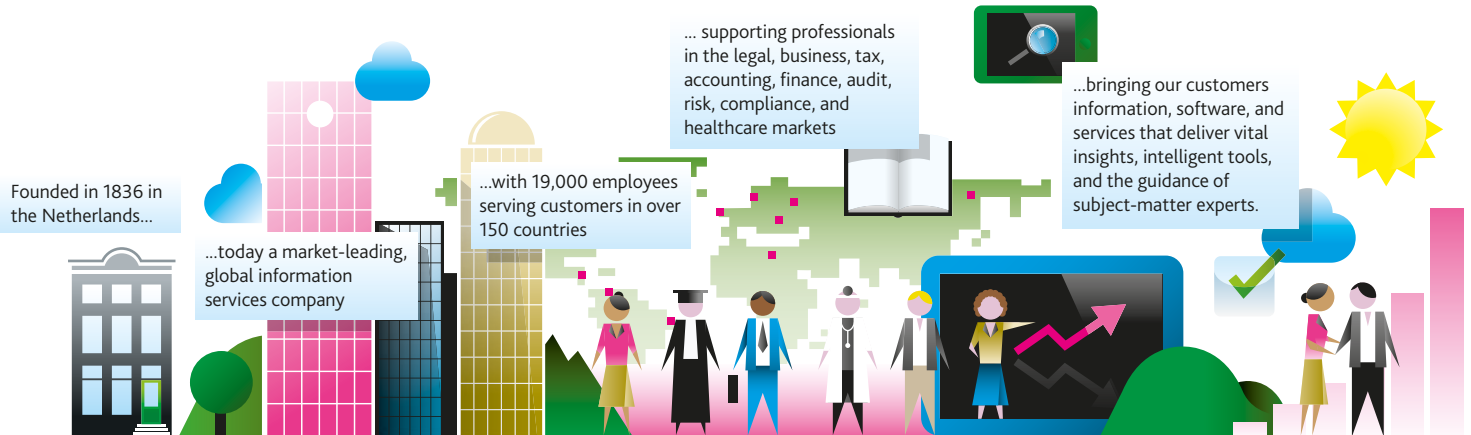
[CCH](#) is part of Wolters Kluwer Tax & Accounting Division. In the U.S., CCH has incorporated environmental policies into the core of its business plans and management strategy. The CCH Sustainability Committee is an employee-led committee that discusses the social and environmental impact of CCH. A major achievement of the Sustainability Committee was the implementation of the Green Renovation of The Peterson Building.

### Establishing a Global Social Media Policy

Social media has become increasingly popular for employees in their work and personal lives, and the lines between work and private life are becoming increasingly blurred. As more employees use social media to communicate about their work at Wolters Kluwer, guidance and governance in this area is important. Many business units have already established local social media policies for their employees, and in 2011 we established a global policy for employee's social media use. This policy provides guidelines for employees around issues of security, appropriate social media use, appropriate company spokesperson roles, and possible repercussions in case of violations, among other areas. Far from discouraging employee engagement with social media, the global policy seeks to empower employees to be positive brand ambassadors.

## Company Profile

# Who We Are & What We Do



### Our purpose

Wolters Kluwer enables legal, tax, finance and healthcare professionals to be more effective and efficient.

### What we do

We provide information, software and services that deliver vital insights, intelligent tools, and the guidance of subject-matter experts. We create value by combining information, deep expertise, and technology to provide customers with solutions that improve their quality and effectiveness.

### What we provide



### Markets

Legal, Business, Tax, Accounting, Finance, Audit, Risk, Compliance, Healthcare

### Leading brands and product lines

The global Wolters Kluwer brand endorses our portfolio of strong customer-facing brands and product lines.

### Management

#### Executive Board:

Nancy McKinstry, CEO and Chairman;  
Boudewijn Beerkens, CFO;  
Jack Lynch

#### Supervisory Board:

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

#### Senior Management:

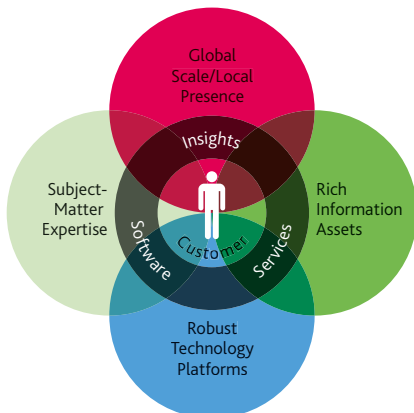
Kathy Baker, Senior Vice President, Human Resources; Sander van Dam, Senior Vice President, Accounting & Control; Andres Sadler, Senior Vice President, Corporate Strategy; Elizabeth Satin, Senior Vice President, Mergers & Acquisitions North America

### Values we share

Customer Focus, Innovation, Accountability, Integrity, Value Creation, Teamwork

### Customers

Lawyers, Compliance professionals, Accountants, Government agencies, Healthcare professionals and organizations, Students, Financial services organizations, Transport professionals



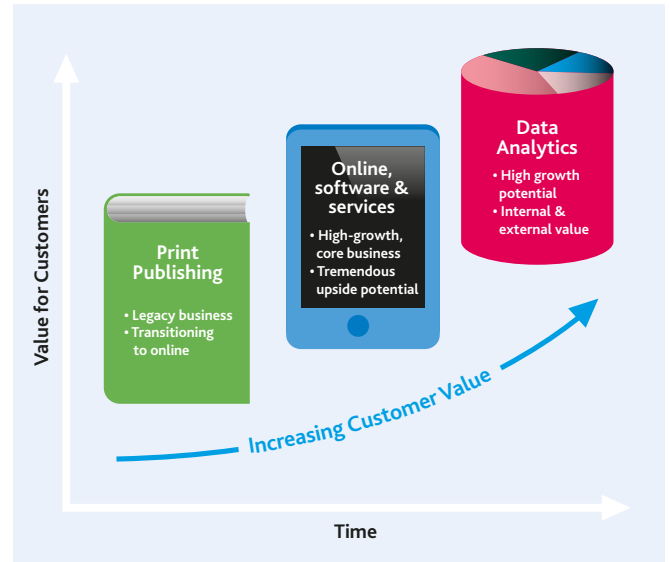
**Our strategy**

Maximizing Value for Customers



**Our evolution**

Moving up the value chain

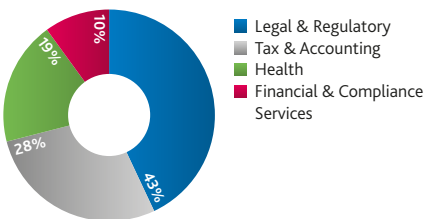


**Revenues**

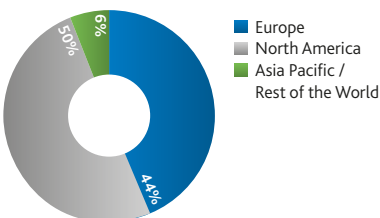
Total revenues 2011: €3,354 million, grew 1% compared to prior year

*Strong revenue diversification*

*Revenues by division*



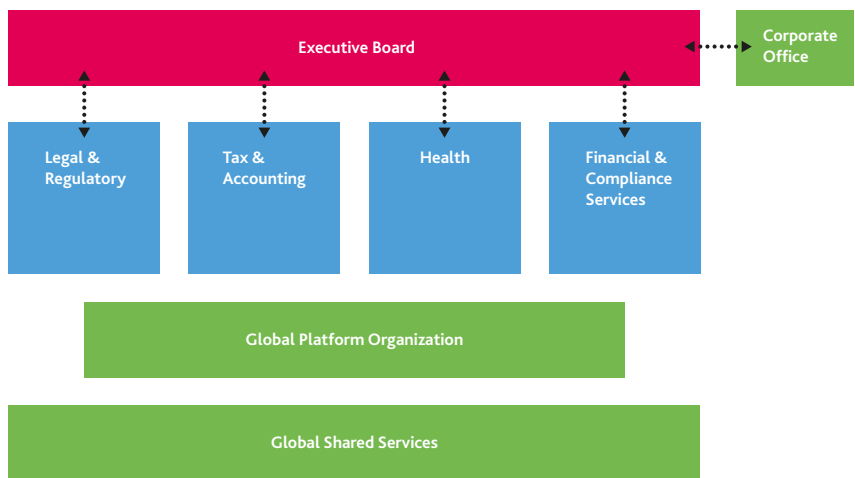
*Revenues by geography*



**Employees**

17,979 employees, with operations in over 35 countries

**Organization**



**More information**

[www.wolterskluwer.com](http://www.wolterskluwer.com), [solutions.wolterskluwer.com/](http://solutions.wolterskluwer.com/)  
[blog](http://blog.wolterskluwer.com), [www.twitter.com/wolters\\_kluwer](https://twitter.com/wolters_kluwer), [www.facebook.com/wolterskluwer](https://www.facebook.com/wolterskluwer),  
[www.linkedin.com/company/wolterskluwer](https://www.linkedin.com/company/wolterskluwer), [www.youtube.com/wolterskluwercomms](https://www.youtube.com/wolterskluwercomms)

The company is headquartered in Alphen aan den Rijn, the Netherlands. Its shares are quoted on Euronext Amsterdam (WKL) and are included in the AEX and Euronext 100 indices. Wolters Kluwer is registered under Dutch law with a two-tier board structure.

## Recognition & Awards

In 2011 Wolters Kluwer continued to be at the forefront of corporate sustainability and enjoyed continued external recognition. We are included as part of the [Dow Jones Sustainability Index](#) and are named as a member of the [United Nations Global Compact](#).

Several of our business units worldwide received awards for customer service and solutions, as well as business practices. This section provides some examples of the recognition, awards and prizes.

- Wolters Kluwer's [2010 Annual Report](#) was awarded for "Most effective use of innovative online technology to support investor relations communications" and internationally for "Most effective overall Annual Report, printed and online" by the U.K.-based [IR Society](#).
- Wolters Kluwer's commitment to Sustainable Entrepreneurship was recognized in 2011 by [Dow Jones Sustainability World and Europe Indexes](#) for the fifth year in a row.
- Wolters Kluwer was included in the [2011 Sustainability Yearbook](#), issued by [PricewaterhouseCoopers](#) and the [Sustainable Asset Management \(SAM\) Group](#).

### Legal & Regulatory

- [Wolters Kluwer Germany Legal Tribune Online](#) was awarded Trade Medium of the Year 2011.
- [MediRegs ComplyTrack Suite](#) was recognized in the "Top 20 Best in KLAS Awards" Report in 2011.
- Wolters Kluwer was recognized Among The Best Workplaces In Spain for many consecutive years.
- [Hyperion Research Report Ranks TyMetrix Top e-Billing and Matter Management Solutions Provider](#).
- Wolters Kluwer [Social Responsibility Policies](#) was recognized by [Alares Foundation](#).

### Tax & Accounting

- [CCH ProSystem fx Knowledge Coach](#) won the [2011 Tax and Accounting Technology Innovation Award](#).
- [A3 Software](#) received the award for innovation from [Fujitsu](#) for its innovative [a3scan solution](#).
- [CCH Global Integrator](#) was named [2011 Top New International Tax Product](#) by [Accounting Today](#).
- [CCH SFS](#) was recognized as a [Top Technology Employer](#).
- [CCH KnowledgeConnect](#) was named as a [finalist for Best Collaboration/Social Networking Solution](#) in the [26th annual Software & Information Industry Association \(SIIA\) CODiE Awards](#) in 2011.
- [CCH Leaders](#) were recognized as [Top Industry Influencers](#).

- [CCH TaxPlan](#) was honored as [Top New Tax Planning Product](#) by [Accounting Today](#).
- Three [CCH Professionals](#) were recognized as [Up and Coming Leaders](#).

### Health

- [Lippincott Williams & Wilkins](#) won the [American Society of Healthcare Publication Editors Prestigious Magazine of the Year Award](#) for [Nursing Made Incredibly Easy!](#)
- [Lippincott Williams & Wilkins](#) won [11 Apex Awards for Excellence in Publishing](#).
- [Lexicomp](#) was named a [Top Workplace](#) in Northeast Ohio by [The Plain Dealer](#).
- [Lippincott Williams & Wilkins](#) won [three Magnum Opus Awards](#) recognizing editorial excellence for [The American Journal of Nursing](#).
- [Lexicomp](#) was honored with [Crain's Leading EDGE Award](#) for its role in creating economic value in Northeast Ohio.

### Financial & Compliance Services

- Wolters Kluwer Financial Services won a [Compliance Register Platinum Award](#) in the category of "Comprehensive Regulatory News Service."
- Wolters Kluwer Financial Services' [OneFile](#) won a [CODiE award](#).
- [ARC Logics](#) for Financial Services won [Operational Risk & Regulation's Product of the Year award](#).

## Membership in (Trade) Organizations

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

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

Unie van Zelfstandige Ondernemers (Belgium)  
 Verbond van Belgische Ondernemingen (Belgium)  
 Vereniging van Beleggers voor Duurzame Ontwikkeling (Netherlands)  
 Vereniging VNO-NCW (Netherlands)  
 Vlaams Economisch Verbond (Belgium)  
 Vlaams Instituut voor Logistiek (Belgium)  
 Vlaamse Uitgevers Vereniging (Belgium)  
 Vlaamse Vereniging voor Zakelijke Communicatie (Belgium)

## About This Report

This sustainability report contains both qualitative and quantitative information on the sustainability efforts that Wolters Kluwer undertook in 2011. Quantitative data is collected from almost all business units across the globe via a special sustainability questionnaire consisting of 45 indicators on social and environmental aspects. At the corporate center, the data is consolidated and where relevant extrapolated in order to provide sustainability numbers for Wolters Kluwer as a whole, facilitating a fair comparison to the 2010 numbers.

All calculations which are expressed as 'per FTE' (paper consumption; energy use; aspects related to CO<sub>2</sub>; water; business air travel; amount spent on learning) are based on ultimo FTE numbers which include the FTEs from operations which were discontinued during the past year. Where relevant, currencies are converted using the financial year's average exchange rate.

We report following the guidelines of the [Global Reporting Initiative G3](#) (GRI) and [Global Compact](#). Both can be seen as internationally recognized standards. For GRI we declare level B.

In 2011 we continued to improve the way we manage and interpret our sustainability data. As a result, we restated the data for 2010 with respect to responsible paper usage, business air travel (and therefore related CO<sub>2</sub> emissions) and donations. Improved reporting processes will remain one of the focal points for our efforts at corporate level.



# Disclosure of Management Approach GRI and Global Compact Table

## Global Reporting Initiative

Strategy and analyses		
1.1	CEO statement	CEO Introduction
1.2	Key impacts, risks, and opportunities	<b>Innovation Drives Sustainability:</b> Strategy
Organizational profile		
2.1	Name organization	Front Cover
2.2	Products and services	Company Profile
2.3	Operational structure	Company Profile
2.4	Location headquarters	Contact & Report Information
2.5	Countries located	Annual Report
2.6	Nature of ownership and legal form	Annual Report
2.7	Markets	Annual Report
2.8	Size of operations	Annual Report
2.9	Organizational changes	Annual Report
2.10	Awards	Recognition & Awards
Reporting parameters		
3.1	Reporting period	About this Report
3.2	Previous report	About this Report
3.3	Reporting cycle	About this Report
3.4	Contact person(s)	Contact & Report Information
3.5	Process report content	About this Report
3.6	Scope	About this Report
3.7	Scope limitations	About this Report
3.8	Basis for reporting on joint ventures	About this Report
3.9	Data measurement techniques	About this Report
3.10	Re-statements	About this Report
3.11	Reporting changes	About this Report
3.12	Standard Disclosures	Disclosure of Management Approach GRI and Global Compact Table
3.13	Policy external assurance	<b>Innovation Drives Sustainability:</b> Achievements 2011 Targets, Data and Progress
Governance, Commitments, and Engagement		
4.1	Governance structure	Annual Report
4.2	Chair of the highest governance body	Annual Report
4.3	Independent members	Annual Report
4.4	Mechanisms for shareholders and employees	Annual Report
4.5	Remuneration highest governance body	Annual Report
4.6	Processes to ensure conflicts of interest are avoided	<b>Innovation Drives Sustainability:</b> Achievements 2011 Targets, data and Progress
4.7	Expertise highest governance body	Annual Report
4.8	Internally developed statements	<b>Innovation Drives Sustainability:</b> Governance & Remuneration
4.9	Procedures of the highest governance body	<b>Innovation Drives Sustainability:</b> Governance & Remuneration

4.10	Performance highest governance body	Annual Report
4.11	Precautionary approach	Annual Report
4.12	Externally developed principles	Innovation Drives Sustainability
4.13	Memberships in associations	Membership in (Trade) Organizations
4.14	List of stakeholder groups	<b>Innovation drives sustainability:</b> Stakeholder Engagement
4.15	Identification and selection of stakeholders	<b>Innovation drives sustainability:</b> Stakeholder Engagement
4.16	Approaches to stakeholder engagement	<b>Innovation drives sustainability:</b> Stakeholder Engagement
4.17	Key topics through stakeholder engagement	<b>Innovation drives sustainability:</b> Stakeholder Engagement

#### Economic performance indicators

Management approach to Economic performance		<b>Innovation drives sustainability:</b> Customers & Solutions Community Involvement
EC 1	Direct economic value	<b>Community Involvement:</b> 2011 Targets, Data and Progress
EC 2	Financial implications due to climate change	<b>Innovation drives sustainability:</b> Customers & Solutions
EC 3	Coverage benefit plan obligations	Annual Report
EC 4	Financial assistance received from government	Not applicable
EC 6	Locally-based suppliers	<b>Resource Management:</b> Supply Chain
EC 7	Local hiring	<b>Resource Management:</b> Supply Chain
EC 8	Infrastructure investments	<b>Community Involvement:</b> 2011 Targets, Data and Progress

#### Environmental performance indicators

Management approach to Environmental performance		<b>Customers &amp; Solutions:</b> Integrated Solutions  <b>Resource Management:</b> Wolters Kluwer's Operation Supply Chain Customers Identifying, Managing, and Auditing High-Risk Suppliers Resource Management Data
EN 1	Weight of materials used	<b>Resource Management:</b> Resource Management Data
EN 2	Recycled input materials	<b>Resource Management:</b> Resource Management Data
EN 3	Direct energy consumption	<b>Resource Management:</b> Resource Management Data
EN 4	Indirect energy consumption	<b>Resource Management:</b> Resource Management Data

EN 6	Initiatives to provide energy-efficient or renewable energy-based products and services	<p><b>Customers &amp; Solutions:</b> Integrated Solutions</p> <p><b>Resource Management:</b> Wolters Kluwer's Operation Supply Chain Customers Identifying, Managing, and Auditing High-Risk Suppliers Resource Management Data</p>
EN 8	Total water use	<b>Resource Management:</b> Resource Management Data
EN 11	Location land in protected areas	Not applicable
EN 12	Significant impacts on biodiversity	<b>Resource Management:</b> Supply Chain
EN 16	Total direct and indirect green-house gas emissions by weight	<b>Resource Management:</b> Resource Management Data
EN 17	Other relevant indirect green-house gas emissions by weight	<b>Resource Management:</b> Resource Management Data
EN 19	Emissions of ozone-depleting substances	Not applicable
EN 20	NOx, SOx air emissions	Not applicable
EN 21	Total water discharge	Not applicable
EN 22	Total weight of waste	<b>Resource Management:</b> Resource Management Data (partly included)
EN 26	Initiatives to mitigate environmental impacts	<p><b>Customers &amp; Solutions:</b> Integrated Solutions</p> <p><b>Resource Management:</b> Wolters Kluwer's Operation Supply Chain Customers Identifying, Managing, and Auditing High-Risk Suppliers Resource Management Data</p>

### Social Indicators

#### Labor Rights and Decent Work

	Management approach to Labor Rights and Decent Work	<p><b>Innovation Drives Sustainability:</b> Stakeholder Engagement Governance &amp; Remuneration Employee Engagement</p>
LA 1	Breakdown of total workforce	<b>Employee Engagement:</b> 2011 Targets, Data and Progress
LA 2	Employee turnover	<b>Employee Engagement:</b> 2011 Targets, Data and Progress
LA 10	Training per employee category	<b>Employee Engagement:</b> 2011 Targets, Data and Progress
LA 11	Programs for skill management	<b>Employee Engagement:</b> 2011 Targets, Data and Progress
LA 13	Gender breakdown of governance bodies	<b>Employee Engagement:</b> 2011 Targets, Data and Progress

<b>Human Rights</b>	
Management approach to Human Rights	
	<p><b>Innovation Drives Sustainability:</b> Stakeholder Engagement Governance &amp; Remuneration</p> <p><b>Resource Management:</b> Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers</p> <p><b>Community Involvement</b></p>
HR 1	Significant investment agreements that include human rights clauses
HR 2	Screening of suppliers on human rights
HR 4	Incidents of discrimination
HR 6	Child labor
HR 7	Forced or compulsory labor
	<p><b>Resource Management:</b> Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers</p> <p><b>Innovation Drives Sustainability:</b> Governance &amp; Remuneration</p> <p><b>Innovation Drives Sustainability:</b> Stakeholder Engagement Governance &amp; Remuneration</p> <p><b>Resource Management:</b> Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers</p>
<b>Society</b>	
Management approach to social responsibility	
SO 1	Impact on communities
SO 3	Employees trained in organization's anti-corruption policies and procedures
SO 4	Actions taken in response to incidents of corruption
	<p><b>Community Involvement</b></p> <p><b>Community Involvement</b></p> <p><b>Innovation Drives Sustainability:</b> Governance &amp; Remuneration</p> <p><b>Innovation Drives Sustainability:</b> Governance &amp; Remuneration</p>

<b>Product Responsibility</b>	
Management approach to Product Responsibility	
	<p><b>Innovation Drives Sustainability:</b> Stakeholder Engagement Governance &amp; Remuneration</p> <p><b>Resource Management:</b> Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers</p>
PR 1	Improving health and safety impacts across the life cycle
PR 3	Product information and labeling
PR 5	Customer satisfaction
PR 6	Marketing communications

**Innovation Drives Sustainability:**

Stakeholder Engagement  
Governance & Remuneration

**Resource Management:**

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

**Resource Management:**

Supply Chain

**Resource Management:**

Supply Chain  
Resource Management Data

**Innovation Drives Sustainability:**

Stakeholder Engagement

**Community Involvement:**

Achievements 2011 Targets, Data, and Progress

# Global Compact

## Human rights

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

### Innovation Drives Sustainability:

Stakeholder Engagement  
Governance & Remuneration

### Resource Management:

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

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

### Innovation Drives Sustainability:

Stakeholder Engagement  
Governance & Remuneration

### Resource Management:

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

## Labor

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

### Innovation Drives Sustainability:

Stakeholder Engagement  
Governance & Remuneration

### Resource Management:

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

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

### Innovation Drives Sustainability:

Stakeholder Engagement  
Governance & Remuneration

### Resource Management:

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

Principle 5 – Businesses should uphold the effective abolition of child labor.

### Innovation Drives Sustainability:

Stakeholder Engagement  
Governance & Remuneration

### Resource Management:

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation.

### Innovation Drives Sustainability:

Stakeholder Engagement  
Governance & Remuneration

### Resource Management:

Supply Chain  
Identifying, Managing, and Auditing High-Risk Suppliers

**Environment**

Principle 7 – Businesses should support a precautionary approach to environmental challenges.

**Customers & Solutions:**

Integrated Solutions

**Resource Management:**

Wolters Kluwer's Operation

Supply Chain

Customers

Identifying, Managing, and Auditing High-Risk Suppliers

Resource Management Data

Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.

**Customers & Solutions:**

Integrated Solutions

**Resource Management:**

Wolters Kluwer's Operation

Supply Chain

Customers

Identifying, Managing, and Auditing High-Risk Suppliers

Resource Management Data

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

**Customers & Solutions:**

Integrated Solutions

**Resource Management:**

Wolters Kluwer's Operation

Supply Chain

Customers

Identifying, Managing, and Auditing High-Risk Suppliers

**Anti-corruption**

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

**Innovation Drives Sustainability:**

Stakeholder Engagement

Governance & Remuneration

**Resource Management:**

Supply Chain

Identifying, Managing, and Auditing High-Risk Suppliers