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# Disclosure of Management Approach

## GRI and Global Compact

### Global Reporting Initiative G4

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**Note:**

- DMA: Direct Economic Value
- G4-EC1: Direct economic value
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- Growing Our Value
- Materiality
- Customers & Solutions
- Employee Engagement
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| G4-LA16 | Number of grievance about labor practices filed, addressed, and resolved through formal grievance mechanisms | **Governance:**  
|        |                              | Our Company Values & Governance Principles |
| **Human Rights** |
| G4-DMA  | DMA Management approach to Human Rights | **Innovation Driven Sustainability:**  
|        |                              | Materiality |
Governance:

Good Governance

Our Company Values & Governance Principles

Explaining the materiality topics on Governance

Employee Engagement:

Explaining the materiality topics on Employee Engagement

<table>
<thead>
<tr>
<th>G4-HR1</th>
<th>Significant investment agreements that include human rights clauses</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-HR2</td>
<td>Total hours of employee training on human rights policies or procedures</td>
</tr>
<tr>
<td>G4-HR3</td>
<td>Incidents of discrimination</td>
</tr>
<tr>
<td>G4-HR5</td>
<td>Child labor</td>
</tr>
<tr>
<td>G4-HR6</td>
<td>Forced or compulsory labor</td>
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</tbody>
</table>

Supplier Human Rights Assessment

G4-DMA G4-DMA

Governance:

Our Company Values & Governance Principles
Together with our Stakeholder

Resource Management:

Our Ambition: Larger Impact with Less Resources
Our Strategy Performance and Impact

Human Rights Disclosure for the Media Sector: Freedom of Expression

G4-DMA G4-DMA

Governance:

Our Company Values & Governance Principles
Together with our Stakeholder

Human Rights Disclosure for the Media Sector: Cultural Rights

G4-DMA G4-DMA

Governance:

Our Company Values & Governance Principles
Together with our Stakeholder
**Human Rights Disclosure for the Media Sector**: Intellectual Property

**Governance:**
- Our Company Values & Governance Principles
- Together with our Stakeholder

**Human Rights Disclosure for the Media Sector**: Protection of Privacy

**Governance:**
- Our Company Values & Governance Principles
- Together with our Stakeholder

**Customers & Solutions:**
- Our Ambition: Right Solutions for Right Decisions
- Explaining the materiality topics on Customers & Solutions

**Society**

**Governance:**
- Our Company Values & Governance Principles

**Innovation Driven Sustainability:**
- Materiality

**Community Involvement**

**Governance:**
- Our Company Values & Governance Principles

**Community Involvement**

**Anti-corruption**

**Governance:**
- Our Company Values & Governance Principles

**Community Involvement**

**Governance:**
- Our Company Values & Governance Principles

**Community Involvement**

**Public Policy**

**Governance:**
- Our Company Values & Governance Principles
- Together with our Stakeholder

**Compliance**

**Governance:**
- Our Company Values & Governance Principles

Explaining the materiality topics on Governance
<table>
<thead>
<tr>
<th>G4-SO8</th>
<th>Monetary value of significant fines and non-monetary sanctions</th>
<th>Governance:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Our Company Values &amp; Governance Principles</td>
</tr>
</tbody>
</table>

**Product Responsibility**

**Product and Service Labeling**

<table>
<thead>
<tr>
<th>G4-DMA</th>
<th>DMA Management approach</th>
<th>Innovation Driven Sustainability:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Materiality</td>
</tr>
</tbody>
</table>

**Governance:**

Our Company Values & Governance Principles

Together with our Stakeholder

<table>
<thead>
<tr>
<th>G4-PR3</th>
<th>Product information and labeling</th>
<th>Resource Management</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Our Ambition: Larger Impact with Less Resources</td>
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</table>

Our Strategy

<table>
<thead>
<tr>
<th>G4-PR4</th>
<th>Total number of incidences of non-compliance</th>
<th>Governance:</th>
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<tbody>
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<td></td>
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<td>Our Company Values &amp; Governance Principles</td>
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Together with our Stakeholder

<table>
<thead>
<tr>
<th>G4-PR5</th>
<th>Customer satisfaction</th>
<th>Governance:</th>
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<td>Good Governance</td>
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Together with our Stakeholder

**Customers & Solutions:**

Our Ambition: Right Solutions for Right Decisions

Our Strategy

**Marketing Communications**

<table>
<thead>
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<th>G4-PR6</th>
<th>Marketing communications</th>
<th>Customers &amp; Solutions</th>
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</table>

**Employee Engagement**

<table>
<thead>
<tr>
<th>G4-PR7</th>
<th>Total number of incidences of non-compliance</th>
<th>Governance:</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Our Company Values &amp; Governance Principles</td>
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</table>

Together with our Stakeholder

<table>
<thead>
<tr>
<th>G4-PR8</th>
<th>Customer Privacy</th>
<th>Governance:</th>
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<tbody>
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<td></td>
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<td>Our Company Values &amp; Governance Principles</td>
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Together with our Stakeholder

**Customers & Solutions:**

Our Ambition: Right Solutions for Right Decisions

Our Strategy

**Product Responsibility Disclosure for the Media Sector: Content Creation**

<table>
<thead>
<tr>
<th>G4-DMA</th>
<th>DMA Management approach</th>
<th>Innovation Driven Sustainability:</th>
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</thead>
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<tr>
<td></td>
<td></td>
<td>Materiality</td>
</tr>
</tbody>
</table>

Together with our Stakeholders

**Customers & Solutions:**

Ambitions and Strategy
M2    Methodology for assessing and monitoring adherence to content creations values

**Innovation Driven Sustainability:**

**Materiality**

**Governance:**
Together with our Stakeholders

**Customers & Solutions:**
Our Ambition: Right Solutions for Right Decisions

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**Product Responsibility Disclosure for the Media Sector:** Audience Interaction

M6    Methods to interact with audience

**Innovation Driven Sustainability:**

**Materiality**

**Governance:**
Together with our Stakeholders

**Customers & Solutions:**
Our Ambition: Right Solutions for Right Decisions

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**Product Responsibility Disclosure for the Media Sector:** Media literacy

M7    Actions taken to empower audience

**Innovation Driven Sustainability:**

**Materiality**

**Governance:**
Together with our Stakeholders

**Customers & Solutions:**
Our Ambition: Right Solutions for Right Decisions

**Community Involvement:**
Our Ambition: Caring for the Community

Our Strategy
Global Compact

Human rights

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

Governance
Good Governance
Our Company Values and Business Principles

Resource Management
Our Ambition: Larger Impact with Fewer Resources

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

Governance
Good Governance
Our Company Values & Business Principles

Resource Management
Our Ambition: Larger Impact with Fewer Resources

Labor

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

Governance
Good Governance
Our Company Values and Business Principles

Resource Management
Our Ambition: Larger Impact with Fewer Resources

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

Governance
Good Governance
Our Company Values and Business Principles

Resource Management
Our Ambition: Larger Impact with Fewer Resources

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

Governance
Good Governance
Our Company Values and Business Principles

Resource Management
Our Ambition: Larger Impact with Fewer Resources

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

**Governance**
Good Governance
Our Company Values and Business Principles

**Resource Management**
Our Ambition: Larger Impact with Fewer Resources

**Environment**

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

**Innovation-Driven Sustainability**
Growing our value
Our Sustainability Strategy
Materiality

**Governance**
Our Company Values and Business Principles

**Resource Management**
Our Ambition: Larger Impact with Fewer Resources
Our Strategy

**Customers & Solutions**
Our Strategy

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

**Innovation-Driven Sustainability**
Growing Our Value
Our Strategy
Materiality

**Governance**
Our Company Values and Business Principles

**Resource Management**
Our Ambition: Larger Impact with Fewer Resources
Our Strategy

**Customers & Solutions**
Our Strategy
**Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.**

**Innovation-Driven Sustainability**
- Our Sustainability Strategy
- Materiality

**Governance**
- Our Company Values and Business Principles

**Resource Management**
- Our Ambition: Larger Impact with Fewer Resources
- Our Strategy

**Customers & Solutions**
- Our Strategy

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**Anti-corruption**

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

**Governance**
- Our Company Values and Business Principles

**Resource Management**
- Our Strategy
Awards & Honors

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

**Sustainability**
- Enablon Named One of the 2016 Best and Brightest Companies to Work For® in the U.S.
- Wolters Kluwer included in Dow Jones Sustainability Indices
- Wolters Kluwer Sustainability initiatives again recognized in 2016 by RobecoSAM
- Wolters Kluwer included in FTSE4Good Index for 2nd Consecutive Time
- Corporate Knights recognized us as one of the Global 100 Most Sustainable Corporations in the World.
- For the latest updates and news visit our website.

**Corporate**
- Digital and business development director is awarded Le Fonti Awards 2016 for digital director of the year
- The annual "Netherlands 50" list from Brand Finance ranks Wolters Kluwer amongst The Netherlands most valuable and powerful companies.
- CEO Nancy McKinstry is in the Fortune 2016 International Most Powerful Women in Business list, which notes her transformation of the company into a “digital powerhouse.
- Wolters Kluwer Nederland B.V. Awarded Top Employer Nederland 2016 Certification
- For the latest updates and news visit our website.

**Health**
- Leading voice of nursing since 1900 - American journal of Nursing
- Wolters Kluwer Published Text Receives British Medical Association’s ‘Medical Book of the Year 2016’ Honor
- Impact Factor Gains Across its LWW Journal Portfolio
- Sentri7 Earns Category Leader Designation for Clinical Decision Support-Surveillance in the 2015/2016 Best in KLAS Report
- Wolters Kluwer Wins 113 New ProVation MD Customers in 2015, Driven by EndoWorks Retirement
- For the latest updates and news visit our website.

**Legal & Regulatory**
- Cheetah, our new legal research solution, received top honors as a 2016 Best New Product from the influential Dewey B. Strategic Start/Stop Reader Survey.
- Wolters Kluwer in Spain Receives Medal of Honor
Governance, Risk & Compliance (GRC)

- Wolters Kluwer Wins Best in Regulatory Reporting Award from FinTech Finance Magazine
- Wolters Kluwer Wins Coveted Best Risk Management System Award from Banking Technology Magazine
- Wolters Kluwer Recognized as Top Regulatory Reporting Provider in Chartis RiskTech100® Rankings
- Wolters Kluwer Names the Winner of its 2016 Alfredo deHaas Excellence in Analytics Award
- Wolters Kluwer Announces the Winners of its 2016 Community Impact Award
- Wolters Kluwer Triumphs in Data Management Review Awards for Regulatory Reporting
- Wolters Kluwer’s ELM Solutions Wins Best International Legal Services Software Accolade
- Wolters Kluwer’s OneSumX Wins Best International Financial Services Software Award
- Wolters Kluwer’s CASH Suite™ Solution Wins a NAFCU Services 2016 Innovation Award
- Wolters Kluwer’s ELM Solutions sponsors 2016 Corporate Counsel Day
- Wolters Kluwer Recognized as a Category Leader in Chartis’ FinTech Quadrant™ for IFRS 9 Technology Solutions
- Wolters Kluwer’s BizFilings Wins Stevie Award for Company of the Year
- Wolters Kluwer’s CT Corporation Wins Stevie Award for New Product of the Year
- Wolters Kluwer Positioned as a Category Leader in RiskTech Quadrant for Credit Risk Management Systems for the Banking Book Report
- For the latest updates and news visit our website.

Tax & Accounting

- Wolters Kluwer Tax & Accounting CEO Karen Abramson Named as One of the Most Powerful Women in Accounting
- Wolters Kluwer Named “Americas Tax Technology Firm of the Year” by International Tax Review
- Wolters Kluwer Solutions Recognized for Tax and Audit Technology Excellence by K2 Enterprises
- Wolters Kluwer Leaders Recognized as Top Accounting Industry Influencers
- Wolters Kluwer Solutions Named 2016 SIIA Business Technology CODiE Award Finalists
- For the latest updates and news visit our website.
Memberships

L’Association des Editeurs Belges (ADEB, Belgium)
American Institute of CPAs (AICPA, United States)
Agoria, Federation of Technological Industries (Belgium)
American Bankers Association (Tax and Business Law sections)
American Bar Association
American Chamber of Commerce in the Netherlands
American Marketing Association
American Medical Publishers Association
Association for Corporate Tax and Tax Technology Professionals (ACT, United States)
American Institute of Certified Public Accountants (AICPA)
America’s SAP Users Group (ASUG)
American Society of Cost Segregation Professionals (United States)
American Medical Student Association (AMSA, United States)
Amsterdam Partners (Netherlands)
Arbeitsgemeinschaft der rechts- und staatwissenschaftlichen Verlage eV (Germany)
ARMA International (United States)
Associazione Italiana per l’Informazione (ASSINFORM, Italy)
Association of American Bankers (United States)
Association of American Publishers (United States)
Association of Certified Financial Crime Specialists (ACFCS) (United States)
Association Chartered Accountants (ACA, United Kingdom)
Association Chartered Certified Accountants (ACCA, United Kingdom)
Association of Learned and Professional Society Publishers (United Kingdom)
Associazione Italiana Editori (Italy)
Assosofeware (Italy)
Auckland Chamber of Commerce (New Zealand)
Australasian Society of Clinical & Experimental Pharmacologists and Toxicologists (ASCEPT Australia)
Australian Human Resources Institute
Australian Institute of Management
Australian Society of CPAs
Advies, informatie, netwerk voor werkgevers (AWVN, Netherlands)
Better Business Bureau (United States)
Biotech Industry Association (BIO, United States)
Börsenverein des Deutschen Buchhandels (Germany)
British Educational Suppliers Association
Canadian Tax Foundation
Certified General Accountants (Canada)
Chicago Bar Association (United States)
Chartered Accountants (Canada)
Chartered Institute Management Accountants (CIMA, United Kingdom)
Circa (United States)
Cobb Chamber of Commerce (United States)
CrossRef (United States)
District of Columbia Bar Association (United States)
Editors Association of Canada
Federación de Gremios de Editores de España (Spain)
Fédération Nationale de la Presse d’information Spécialisée (France)
Federgon, Federation of HR Service Providers (Belgium)
Groupement Français de l’Industrie de l’Information (France)
House and Senate Periodical Press Galleries, U.S. Congress (United States)
Illinois CPA Society (United States)
Illinois State Bar Association (United States)
Independent Community Bankers of America (United States)
Institute of Chartered Accountants (Australia)
Institute of Management Accountants (United States)
International Association of Scientific, Technical & Medical Publishers (STM, Netherlands)
International Facilities Management Association (Unites States)
International Legal Technology Association (ILTA, United States)
International Society for Medical Publication Professionals (United States)
International Society Pharmacoeconomics & Outcomes Research (ISPOR, United States)
IRS Volunteer Income Tax Assistance (VITA) Program (United States)
La Confederación Española de Organizaciones Empresariales (Spain)
Law Society of New South Wales (Australia)
L’Association des Editeurs Belges (Belgium)
Legal Marketing Association (LMA, United States)
L’Union Wallonne des Entreprises (Belgium)
Magyar Terjesztés-ellenorző Szövetseg (MATESZ, Hungary)
Medical Library Association (United States)
Mortgage Bankers Association (United States)
Mortgage Industry Standards Maintenance Organization (United States)
National Association of Computerized Tax Processors (NACTP, United States)
National Association of Federal Credit Unions (NAFCU, United States)
National Council of Prescription Drug Programs (United States)
Nederlands Uitgevers Verbond (NUV, Netherlands)
New York State Bar (United States)
New York State Bar Association (NYSBA) (United States)
New Zealand Law Society
New Zealand Institute of Chartered Accountants
Ohio State Bar (United States)
Ontario Bar Association (Canada)
Peterson Pulaski Business and Industrial Council (United States)
Pharmaceutical Management Science Association (United States)
Pharmaceutical Marketing Research Group (United States)
Pharmaceutical Society of New Zealand
Private Law Libraries (PLL, United States)
Professional Scholarly Publishers (United States)
Risk Management Association (United States)
Society for Corporate Secretaries & Governance Professionals (United States)
Special Libraries Association (United States)
SQL Server Administrators Association (United States)
State Bar Associations (United States)
State Bar of Michigan (United States)
State Specifi Bankers Associations (United States)
Syndicat National de la Presse Professionelle (France)
Syndicat de la Presse économique et juridique (France)
Syndicat de la Presse et des Éditions des Professionnel de Santé (France)
Syndicat de la Presse médicale (France)
Taxation Institute of Australia
Tax Court, Admitted to practice (United States)
Tax Payer Choice Alliance (United States)
Technology Association of GA (TAG, United States)
The Institute of Internal Auditors (Global)
The Publishers Association (United Kingdom)
Toastmasters (United States)
Vereniging VNO-NCW (Confederation of Netherlands
Industry and Employers, Netherlands)
Vlaams Economisch Verbond (Belgium)
Vlaamse Uitgevers Vereniging (VUV, Belgium)
Vlaamse Vereniging voor Zakelijke Communicatie (Belgium)
Vlaams netwerk van ondernemingen (Voka, Belgium)
West Suburban (IL) Bar Association (United States)