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1. Introduction to the Sustainability Data Report

This Sustainability Data Report includes all environmental, social, and governance (ESG) measures disclosed by Wolters Kluwer for 2019 and the prior two years to the extent available. A selection of this data is included in our 2019 Annual Report, available on www.wolterskluwer.com, along with our materiality matrix, value creation model, and the United Nations Sustainable Development Goals to which Wolters Kluwer is committed.

1.1. Sustainability Strategy

Our sustainability strategy is underpinned by our ambition to deliver positive economic, social, and environmental impact through our expert solutions. By helping our customers in their daily work with products that help provide better healthcare, navigate change, solve complex problems, and build better judicial and regulatory systems, Wolters Kluwer creates value for our customers while having a positive impact on society.

Wolters Kluwer’s innovation-driven approach to sustainability supports our business strategy. By working to maximize our social contribution and financial results while minimizing our environmental footprint and contributing to a zero-waste society, sustainability is an important driver of long-term value creation for all our stakeholders. We are committed to sustainability as part of our day-to-day business.

1.2. Materiality Analysis

We continuously identify economic, social, and environmental topics that are linked to the interests of our stakeholders and are relevant to our business success. Through our annual materiality analysis we assess the level of importance of these topics for our stakeholders and Wolters Kluwer, categorizing them as operational, strategic, or material. We performed a thorough analysis in 2018 consisting of:

- Consultation with external sources and selection of 18 topics;
- Survey of stakeholders;
- Ranking of 18 topics into a materiality matrix;
- Materiality matrix discussed with the Investor Relations department; and
- Materiality matrix approved by the CEO and Chairman of the Executive Board.

The results of our analysis highlight the topics that are most important to the company’s business performance or substantially influence the assessments and decisions of its stakeholders, driving value creation. We captured input from customers, business partners, employees, and investors to identify which topics are material according to each of these stakeholders.

Based on these steps, we identified the following material topics around which we aligned our efforts and which form the basis of our business activities:

- Customer focus and relationships;
- Employee engagement and talent management;
- Smart capital allocation;
- Product innovation; and
- Product impact.

In 2019, we performed a limited analysis. We consulted external sources to determine whether there have been any significant changes in material topics, which was not the case. We then compared our list of material topics with industry peers and made a few minor changes. The topic ‘Data protection’ was renamed to ‘Data privacy and security’, and ‘Compliance’ was added to the topic ‘Good governance’.

1.3. Value Creation Model

We are serving the long-term interests of all our key stakeholders to make sure we create value and make a deep impact with each of them and contribute to shaping a better future for society at large. Our value creation model is at the core of everything we do and guides our work on a day-to-day basis. It shows how our organizational business model uses resources kindly and efficiently as input for our business activities supporting our strategy. The impact of our business activities create value for all our stakeholders and contribute to the SDGs Wolters Kluwer is committed to.
Our purpose

Deliver deep impact when it matters most

Our values

Focus on customer success

Make it better

Aim high and deliver

Win as a team

Value Creation Model

Resources

- Efforts and skills of 19,000 employees
- €2.4bn equity
- €3.1bn gross debt
- Global brand
- Software and content IP
- Actively selected and managed suppliers
- Energy and water consumption at our offices and data centers

Business activities

- Enriching & Fostering Strong Brand
- Customer Retention
- Talent Management
- Smart Capital Allocation
- Digital Innovation
- Operational Excellence
- Innovation-Driven Sustainability

Impact

- €4.6bn revenues in professional information, software solutions, and services
- Enabling efficient, effective, and accurate decision-making
- 78% recurring
- €4.6bn revenues in professional information, software solutions, and services
- Enabling efficient, effective, and accurate decision-making
- 78% recurring
- €1.9bn in compensation
- Developing skills, talent, and careers
- Promoting diversity
- Total shareholder return 28% over 2019
- €46m net interest paid to financial credit institutions
- €195m income tax paid
- Protect people’s health and prosperity and contribute to a safe and just society
- Community efforts
- Develop sustainable products and services
- Improve effectiveness and efficiency
- Foster a culture of excellence and continuous improvement
- Strengthen our resilience to adversity
- Inspire and motivate our employees
- Grow and develop our employees
- Create a safe and just environment
- Develop relationships with our suppliers and business partners
- Contribute to positive social impacts
- Engage with our community and stakeholders
- Foster an innovative culture
- Drive operational excellence
- Achieve good governance
- Sustain our business model
- Enhance our reputation and brand
- Unlock value from our intellectual property
- Use our financial capital
- Secure and maintain our natural resources
- Provide stakeholder value
- Provide value to customers
- Provide value to investors
- Provide value to society
- Provide value to employees
- Provide value to business partners
1.4. Sustainable Development Goals
Wolters Kluwer is committed to the United Nations Sustainable Development Goals (SDGs), which address the economic, social, and environmental challenges the world faces. In line with our value creation model, our focus is to contribute to three SDGs:

We support and contribute to these SDGs through the innovative products and services we deliver, through our engaged employees, through our sustainable returns, and through our impact on society. Our contribution to each of these goals is described in the 2019 Annual Report, available on www.wolterskluwer.com.

2. Sustainability Data: Environmental, Social, and Governance (ESG) Measures
The data and related narrative information in this Sustainability Data Report is categorized under the following themes:

• Good Governance: Building a successful business with sustainable impact is dependent on good governance;
• Customers & Solutions: Our innovative solutions contribute to a better society by enabling our customers to make sustainable decisions every day and to do their jobs well;
• Employee Engagement: We are an equal opportunity employer, focusing on talent development and growth, sparking innovation that leads to sustainable results for our customers and the company;
• Resource Management: We are committed to environmental and social responsibility in relation to both our suppliers and our own operations; and
• Community Involvement: Our products, solutions, and people are available in areas of need to make a sustainable, long-term impact within local communities.

2.1. Good Governance
Connected topics from our materiality matrix:
6. Editorial quality and integrity
9. Data privacy and security
10. Good governance and compliance

Good corporate governance is the foundation for building a successful business with sustainable impact. As a provider of governance-related expert solutions, we want to lead by example. It is essential for all our stakeholders that we demonstrate how we do this and how we regard the role of corporate governance within our overall sustainability strategy.

Wolters Kluwer has therefore developed several policies and principles. These policies cover a wide range of domains to ensure the continuous compliance with high business standards. The Wolters Kluwer Business Principles serve as our code of conduct, outlining the company-wide rules to which each of our employees is expected to adhere.

It is our ambition to deliver high-quality expert solutions and content in an impartial manner, both as a matter of integrity and in the interest of providing the greatest value to our customers. For these reasons, we have incorporated our views on this topic in our Business Principles, stipulating that editorial independence and freedom of publishing are important values at Wolters Kluwer.

Our Business Principles and related policies can be found on www.wolterskluwer.com.

Ethics and compliance
As part of our ethics and compliance program, all Wolters Kluwer employees are required to complete compliance training at least once per year. The training program consists of several e-learning courses on topics such as ethics, IT and cybersecurity, fraud, data privacy, and more.

<table>
<thead>
<tr>
<th>Annual Compliance Training:</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of active employees that completed training</td>
<td>89</td>
<td>89</td>
<td>92</td>
</tr>
</tbody>
</table>

Employees are encouraged to report any suspected non-compliance with laws, regulations, the Business Principles, or other company policies. The company offers various channels for such reporting, including line manager, HR, Legal, higher management, or the Ethics & Compliance Committee through our global reporting system SpeakUp, which provides a safe, confidential channel for reporting concerns. In 2019, 29 concerns were reported to the Ethics & Compliance Committee. We investigated all concerns reported and closed these matters. None of the concerns reported to the Ethics & Compliance Committee had a material impact on the company.

Board and division CEO diversity
The company’s diversity policy for the Supervisory Board, Executive Board, and Division CEOs is published on the company website as Annex to the Supervisory Board By-Laws. Elements of diversity include nationality, gender, age, and expertise. It is the aim of the company to have a representation of at least 30% male and at least 30% female, on the Supervisory Board, the Executive Board, and at the division CEO level.

<table>
<thead>
<tr>
<th>Board and division CEO diversity:</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>% female on Supervisory Board</td>
<td>43%</td>
<td>43%</td>
<td>43%</td>
</tr>
<tr>
<td>% female on Executive Board</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>% female Division CEOs</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Non-compliance with laws and/or regulations
Wolters Kluwer has not identified significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area.

<table>
<thead>
<tr>
<th>Non-compliance with laws:</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of major fines (more than EUR 100,000) and non-monetary sanctions incurred</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
2.2. Customers & Solutions

**Connected topics from our materiality matrix:**
1. Customer focus and relationships
4. Product innovation
5. Product impact

Every second of every day, our customers face decisive moments that impact the lives of millions of people and shape society for the future. Our expert solutions – a combination of deep domain knowledge with specialized technology and services – deliver better outcomes, analytics, and improved productivity for our customers. We are recognized and valued for helping them realize their potential and deliver impact when it matters most.

**Product impact portfolio**

Our product impact portfolio helps us identify the impact our products make on customers and society. Each year, three top products from each division are selected to be included in the product impact portfolio. We use selected indicators around economic, social, and environmental topics and measure whether a product contributes to these indicators. In 2019, we introduced the target that each product in the product impact portfolio must contribute to at least 4 of the 10 indicators.

In 2019, we reviewed the indicators and made the following changes: a new indicator, “circularity” was added, “improving accuracy” was replaced by “enhancing effectiveness”, “enabling education” was replaced by “enabling compliance” and “improving environmental impact” was replaced by “enabling energy efficiency”. These changes more accurately reflect our products and services.

**Product impact portfolio analysis**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>HLT</th>
<th>TAA</th>
<th>GRC</th>
<th>LR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhancing efficiency: Achieving time or money savings through higher efficiency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promoting data security: Contribute to assure high data security</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhancing effectiveness: Improve productivity to make effective and accurate decision-making</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mitigating risk: Facilitate to identify, manage, and mitigate risks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhancing health: Help to protect and enhance people’s health and prosperity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enabling compliance: Ensure adherence with regulatory obligations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Granting access to information: Provide professionals with ongoing, actionable information</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enabling energy efficiency: Contribute to more efficient use of energy through content update in the same product</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enabling resource efficiency: Reduce consumption of resources such as paper by using digital solutions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circularity: Use resources in a techno-cycle – with all technical resources designed for multiple use cycles</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Global Innovation Awards

Our organization’s largest innovation competition, the Global Innovation Awards (GIA), has seen 75 percent of winning ideas go to market. In 2019, our aim was to improve the quality of submissions, mostly by further improving screening and evaluations, coupled with a better understanding by employees what ideas are viable in the marketplace. Any one of our 19,000 employees can submit an idea in one or more of the following areas:

- Enhance the Core: new features, functionality, or product offering addressing current customer needs;
- Gamechangers: game-changing new product, solution, or service new to the market; and
- Internal Process Improvements: transforming or improving an internal process or capability with impact that can be measured.

The GIA program has been sharpened to align these new categories with the 2019-2021 strategy. This resulted in the submission of 260 ideas, 15 finalists, and four winners. Read more about the winners and their impactful ideas here.

**Product innovation**

Sustained investment in product development is a key element of our strategy. Over the past few years, investment in new and enhanced products has been between 8-10% of total revenues. Most of this investment is directed towards digital and expert solutions.

**Innovation and product development spend**

<table>
<thead>
<tr>
<th>% of total revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>6</td>
</tr>
</tbody>
</table>

2.3. Employee engagement and talent management

**Connected topics from our materiality matrix:**
1. Employee engagement and talent management
14. Diversity and inclusion
15. Health, safety, and well-being

Wolters Kluwer’s success is driven by its people. Every day, our employees work to deliver solutions that help our customers be better informed, work more effectively, and make critical decisions. We aim to foster an inclusive and supportive employee culture that attracts and retains high-performing, productive, engaged, and diverse talent.

With the recent implementation of a new global HR platform in 2019, Wolters Kluwer is now able to report data that provides insight into the diversity of our talent and better supports our commitment to talent development and the career growth of our employees.

**Diversity and inclusion**

An instrumental component of success lies in building strong, diverse teams – especially within a knowledge-intensive company like Wolters Kluwer. Good teamwork inside the company, in addition to working closely with customers, is the only way to ensure we deliver high-quality, innovative products. Greater diversity not only results in effective teamwork and innovation, but also creates an environment for strong employee engagement.
We aim to create equal opportunities for all employees regardless of personal background, race, gender, nationality, age, sexual orientation, physical disability, or religion. Without our diversity, we cannot reflect the diversity of our customers and the communities in which we live and work. Our values and Business Principles articulate the importance we place on our diversity, and we believe it is one of the factors that sets us apart from many of our peers. No form of harassment or discrimination is tolerated.

Employee engagement survey
Since 2015, we have conducted an all-employee engagement survey every other year and a more limited pulse check in the intervening years. Based on this survey, we initiated actions for improvement and monitor our progress.

<table>
<thead>
<tr>
<th>Employee engagement survey</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee engagement score*</td>
<td>77%</td>
<td>76%</td>
<td>76%</td>
</tr>
</tbody>
</table>

*Results are from the engagement category of the global engagement survey of all employees in 2018, and a shorter pulse survey administered to 20% of employees in 2017 and 2019.

Talent management
An area of focus of our employee engagement is developing skills and careers. We continued creating opportunities for development and growth through our on-demand foundational skill-building courses and resources available to all employees globally. To expand our development opportunities, in 2019 we prepared for adding over 14,000 more online courses globally, each designed to help employees gain knowledge across several subjects, taught by experts with real-world experience. Employees will also be given the opportunity to get personalized course recommendations based on their job title, skills, and goals for their current role and beyond. These new learning opportunities will be introduced to employees globally. To expand our development opportunities, in 2019 we prepared for adding over 14,000 more online courses globally, each designed to help employees gain knowledge across several subjects, taught by experts with real-world experience. Employees will also be given the opportunity to get personalized course recommendations based on their job title, skills, and goals for their current role and beyond. These new learning opportunities will be introduced to employees globally.

To strengthen our leadership pipeline, we continued our annual leadership talent review process to help develop the skills, capabilities, and career aspirations of our senior executive leaders. Two hundred of our top leadership attended the 2019 Leadership Summit, supporting knowledge sharing and networking. We use a global performance management and appraisal system based on management by objectives. In terms of employees, performance goals are established in close collaboration with their managers and performance is discussed and assessed based on these goals during each year.

<table>
<thead>
<tr>
<th>Talent management</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>% turnover</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voluntary</td>
<td>8.8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Non-voluntary</td>
<td>3.8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total</td>
<td>12.6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>% Performance review participation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Top management</td>
<td>97%</td>
<td>100%</td>
<td>n/a</td>
</tr>
<tr>
<td>Managers</td>
<td>99.5%</td>
<td>99.9%</td>
<td>n/a</td>
</tr>
<tr>
<td>Non-managers</td>
<td>98.0%</td>
<td>99.5%</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Working conditions
Wolters Kluwer respects the rights of employees to associate, organize and bargain collectively in a lawful and peaceful manner, without penalty or interference. We provide our employees with a safe, healthy, and hygienic workplace in compliance with all applicable local and (supra-)national laws and regulations. Adequate measures shall be taken to prevent accidents and damage to workers’ health which may arise from, are related to, or occur during working hours. Our Human Rights Policy, available on www.wolterskluwer.com, provides more information.

We are committed to giving our employees a fair wage, in order to ensure they have a decent standard of living. In 2019, we benchmarked our wages against the living wage benchmark from the Global Living Wage Coalition (GLWC). The countries in scope for the benchmark are countries that have a living wage benchmark in place and in which Wolters Kluwer has employees. These countries included China, India, Vietnam, and Brazil. The outcome of the benchmark is that our employees in those countries are paid well above the living wage standard of the GLWC.

2.4. Resource Management

Connected topics from our materiality analysis:
13. Responsible and well-managed supply chain
17. Natural resource protection
18. Circular economy

We strive to reduce our environmental footprint and monitor the use of natural resources in our operations. To demonstrate our commitment to minimizing our environmental impact, we have included our resource-related sustainability ambitions in our Environmental Policy, available on www.wolterskluwer.com. Additionally, we monitor and assess our suppliers to achieve an environmentally and socially sustainable supply chain.

2.4.1. Resource efficient operations

Energy, water, and waste consumption
Wolters Kluwer aims to increase the scope and quality of data collection wherever possible each year. In 2019, we were able to expand our data collection scope mainly in North America. We also managed to realign the totals for energy, water, and waste consumption.

Energy use is based on electricity, natural gas, heating oil, and district heating. Although it is Wolters Kluwer’s policy to continuously reduce the size of its facilities, total energy use increased from 89 GWh to 90 GWh in 2019. This is mainly due to the expansion of our data collection efforts. Our implementation of the facility size reduction policy reflected a lower energy consumption level in Europe this year. In 2019, several of our offices in Germany, Belgium, Italy, the Netherlands, Sweden, and North America utilized a substantial amount of renewable energy to minimize our environmental footprint. Total CO2 emissions are higher in 2019 as the emissions factors are updated every year for heating. This year, the factors
are higher for natural gas, heating oil, and district heating, which contributed to the increase in CO2 emissions from energy usage as well.

When reporting on waste, the decrease in waste was mainly attributed to the reduction of facilities in the UK and the Netherlands. Waste recycling percentage decreased in 2019 due to a high recyclable waste clean-up in 2018.

Water usage increased slightly because of the realignment in data quality and is comparable to the previous year.

### Energy consumption

<table>
<thead>
<tr>
<th>Year</th>
<th>Total energy use in GWh</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total energy use in GWh</td>
<td>90</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td></td>
<td>Electricity from renewable sources</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>Total CO2 emissions from energy in metric tons</td>
<td>32,026</td>
<td>30,953</td>
<td>31,140</td>
</tr>
<tr>
<td></td>
<td>Tons of CO2 emissions from energy per FTE</td>
<td>1.7</td>
<td>1.6</td>
<td>1.6</td>
</tr>
</tbody>
</table>

### Waste consumption

<table>
<thead>
<tr>
<th>Year</th>
<th>Total waste production in tons</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total waste production in tons</td>
<td>3,849</td>
<td>4,271</td>
<td>4,172</td>
</tr>
<tr>
<td></td>
<td>Total recycled waste</td>
<td>47%</td>
<td>61%</td>
<td>57%</td>
</tr>
<tr>
<td></td>
<td>Waste production in tons per FTE</td>
<td>0.21</td>
<td>0.23</td>
<td>0.22</td>
</tr>
</tbody>
</table>

### Water consumption

<table>
<thead>
<tr>
<th>Year</th>
<th>Total water use in m$^3$</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total water use in m$^3$</td>
<td>134,600</td>
<td>122,796</td>
<td>143,146</td>
</tr>
<tr>
<td></td>
<td>Water use in m$^3$ per FTE</td>
<td>7.2</td>
<td>7.0</td>
<td>7.6</td>
</tr>
</tbody>
</table>

### Business travel

Total business travel by airplane increased in 2019 due to an increase in economy class travel in the UK (change of scope), North America (domestic flights due to change in scope), and Italy (long haul flights). This year more data was centrally available and therefore the scope for flight data has increased. There was less business class travel by airplane as encouraged in our Global Travel and Entertainment Policy. The increase in scope combined with an increase of FTES resulted in a 3% increase of flight use (km/FTE).

The total number of liters of fuel consumed by car travel decreased, and consequently the car use (liters/FTE) also decreased. Several countries are implementing policies to decrease fuel usage. Particularly in the Netherlands more electric cars are being used; by the end of 2019 9% of our Dutch car fleet was entirely electric. In Italy, train travel increased because of a one-off, large increase in suppliers that signed the Wolters Kluwer Supplier Code of conduct or proved to have an equivalent standard.

In 2019, we started implementing projects identified during 2018 across a range of areas such as travel, real estate and supply chain.

A key component of the GIG program was established in 2019, the GIG Office Program. This program is a global, volunteer-led green network across more than 40 offices to implement green best practices and create opportunities for colleagues to connect on sustainability. In 2019, GIG offices participated in a two-month competition designed to quickly enact changes on the ground and increase engagement around sustainability. Over 1,100 employees took part in at least one GIG event with awards given to offices across 5 categories: Greenest, Most Innovative, Most Engaged, Largest Saver and Reporting All-Star. Winning offices were able to give a donation to an environmental charity of choice and use funds for a green engagement event in 2020.

In 2020, the GIG Program will continue to implement opportunities from the portfolio and expand the GIG Office Program to more offices.

#### Responsible supply chain

We review our procurement process critically and strive to achieve an environmentally and socially sustainable supply chain. In our third-party risk program, we assess our suppliers into four categories of inherent risk: very high, high, medium, and low. The suppliers are assessed based on the following risk areas: Confidentiality, Integrity, Availability, Information Security, Physical Security, Business Continuity, and Privacy. Our centrally managed suppliers, except for those that are categorized as low risk, are asked to sign our Supplier Code of Conduct or must prove they have an equivalent standard and participate in a due diligence questionnaire.

Wolters Kluwer expects all its suppliers to adhere to the articles of the United Nations Universal Declaration of Human Rights, the core labor standards of the International Labour Organization, the United Nations Guiding Principles and the principles of the United Nations Global Compact and all applicable laws and regulations at the national, provincial, state and local levels where the supplier operates.

In 2019, we added a section with sustainability-related questions to our standard due diligence questionnaire. This resulted in a one-off, large increase in suppliers that signed the Wolters Kluwer Supplier Code of conduct or proved to have an equivalent standard in 2019. We have set new targets for 2020 in order to continue improving our supply chain responsibility.

### Responsible supply chain

<table>
<thead>
<tr>
<th>Target 2020</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of suppliers that signed our Supplier Code of Conduct or have an equivalent standard</td>
<td>295</td>
<td>260</td>
<td>178</td>
</tr>
<tr>
<td>% of centrally managed suppliers that completed the due diligence questionnaire</td>
<td>90%</td>
<td>90%</td>
<td>93%</td>
</tr>
<tr>
<td>Percentage of major data center suppliers that are certified according to ISO/IEC 27001 standard</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>% of major data center suppliers that have been reviewed by the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule</td>
<td>90%</td>
<td>100%</td>
<td>n/a</td>
</tr>
<tr>
<td>% of major printing products suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule</td>
<td>90%</td>
<td>100%</td>
<td>n/a</td>
</tr>
</tbody>
</table>
2.5. Community Involvement

Providing knowledge, experience, effort, and funding are the ways we support local communities. Besides assessing the monetary value of our contributions, we determine the impact created for the community, for the environment and for the business, such as the engagement of our employees. Our people, products, and solutions are available in areas of need to make a sustainable, long-term, positive impact. We support community efforts that are aligned with our business strategy and our focus SDGs, have a high degree of local impact, and/or create personal engagement amongst our employees.

Wolters Kluwer continues to use the London Benchmarking Group (LBG) community support framework. The LBG framework provides the structure to measure and report on our community contributions. We focus on two themes for charitable donations: emergency relief and creating positive impact on our community. Similarly, community investment is comprised of two focus areas: expertise for our community and empowering the underprivileged. Wolters Kluwer measures its impact both quantitatively (cash and in kind) and qualitatively (through reviews).

In 2019, our contributions in cash increased due to an increase in donations in the US and India. Our contributions in kind increased to the same level as in 2017, mostly due to an increase of Wolters Kluwer product downloads as part of the HINARI program. Our long-term collaboration with the United Nations program HINARI enables communities in need to access our digital health solutions free of charge and has resulted in over 100,000 downloads.

### Community contributions in thousands of euros

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community contributions in cash</td>
<td>759</td>
<td>597</td>
<td>820</td>
</tr>
<tr>
<td>Community contributions in kind</td>
<td>813</td>
<td>457</td>
<td>842</td>
</tr>
<tr>
<td>Management cost related to community contributions</td>
<td>35</td>
<td>34</td>
<td>32</td>
</tr>
<tr>
<td>Total</td>
<td>1,607</td>
<td>1,218</td>
<td>1,694</td>
</tr>
</tbody>
</table>

In 2019, our divisions Health, Tax & Accounting, Governance, Risk & Compliance, and Legal & Regulatory participated or initiated a total of 175 different projects in 35 different countries. These projects are categorized in the following six categories:

- **Fundraising & employee donations:** Activities held in order to raise funds for projects or direct donations through employees. This includes fundraisers or donations supporting the London Legal Support Trust, local charities helping the homeless or pets in shelters, walks or runs for cancer research and patients, and more;
- **Supply donations:** Gathering and donating of supplies for charitable projects such as school supplies, meals, clothing, toiletries, holiday gifts, and toys;
- **Blood drives:** Employees donating blood;
- **Volunteering:** Employees volunteering their time during office hours to contribute to projects such as community service, mentoring, health promotion, and raising awareness for several causes;
- **Environmental aid:** Cleaning, recycling, or other activities supporting the environment; and
- **Employee engagement:** Charitable activities as a team.

Several case studies are detailed in our 2019 Annual Report.

### Category | Number of projects | Number of countries | Number of employees | Number of volunteering hours | Employee cost | Cost of products & services | Total project cost
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundraising &amp; employee donations</td>
<td>52</td>
<td>7</td>
<td>300</td>
<td>2,000</td>
<td>30</td>
<td>566</td>
<td>596</td>
</tr>
<tr>
<td>Supply donations</td>
<td>38</td>
<td>6</td>
<td>250</td>
<td>1,800</td>
<td>27</td>
<td>–</td>
<td>27</td>
</tr>
<tr>
<td>Blood drives</td>
<td>6</td>
<td>3</td>
<td>100</td>
<td>300</td>
<td>5</td>
<td>–</td>
<td>5</td>
</tr>
<tr>
<td>Volunteering</td>
<td>63</td>
<td>10</td>
<td>700</td>
<td>5,200</td>
<td>78</td>
<td>131</td>
<td>209</td>
</tr>
<tr>
<td>Environmental aid</td>
<td>9</td>
<td>5</td>
<td>100</td>
<td>1,000</td>
<td>15</td>
<td>34</td>
<td>49</td>
</tr>
<tr>
<td>Employee engagement</td>
<td>7</td>
<td>4</td>
<td>150</td>
<td>1,500</td>
<td>22</td>
<td>18</td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td>175</td>
<td>35</td>
<td>1,600</td>
<td>11,800</td>
<td>177</td>
<td>671</td>
<td>848</td>
</tr>
</tbody>
</table>

* Employee cost includes management cost related to community contributions, as indicated in the table above.
3. About this Report

3.1. Sustainability Data Management

We have compiled and gathered our sustainability data with the tools provided by Enablon. Enablon software supports hundreds of global industry-leaders and millions of users to increase safety, manage environmental performance, minimize risks, and improve profitability and sustainability.

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

The Corporate Sustainability team works together with various departments such as Procurement, Human Resources, Real Estate, Legal, Corporate Communications, and various departments within the Wolters Kluwer group to discuss and establish material topics, policies, processes, and targets, and to collect data from divisions and operating companies within the predefined scope. The Corporate Sustainability team reviews the final data. Each Wolters Kluwer division rolls out its sustainability initiatives based on specific local opportunities and in line with our business focus. These initiatives are required to adhere to our globally-established policies and compliance regulations. To ensure continuity and transparency in our reporting processes and performance, we prepared the reporting in accordance with the International <IR> Framework and the GRI Standard 2016 Core Option. For more information see GRI Content Index.

We report data on the last three consecutive years where applicable and provide explanations for the fluctuation in the data trends or the exclusion of data. For new topics, only data for 2019 is provided. Whenever N/A is added, this means the data is not available. The data presented in this report is collected on an annual basis and represents the reporting period from January 1, 2019 through December 31, 2019. The data provided in the resource efficient operations paragraph (under the chapter Resource Management) is reported with a lag of one year to allow for the delay in accessing this information. These are our scoping guidelines for our sustainability data:

- We collect data from countries that represent at least 1% of the group’s revenues or 1% of Full-Time Equivalents (FTEs); and
- Where we report data in euro, currencies are converted using the financial year’s average exchange rate.

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

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Section</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance</td>
<td>All sections</td>
<td>Data is collected globally, although some exceptions may apply due to local legislation. Under Board and Division CEO Diversity, the division CEOs of the operating divisions (Health, Tax &amp; Accounting, Governance, Risk &amp; Compliance, and Legal &amp; Regulatory) are calculated.</td>
</tr>
<tr>
<td>Customers and Solutions</td>
<td>Product impact portfolio (PIP)</td>
<td>The PIP is subject to annual review and update where necessary. The analysis of the products against the indicators is done based on publicly available information on the products.</td>
</tr>
<tr>
<td>Resource Management</td>
<td>Resource efficient operations</td>
<td>1) Data is collected as follows: • Europe, North America, and Rest of World (ROW): facilities that cover more than 1,000 m²; and • We extrapolate for offices smaller than 1,000m²! 2) Data expressed ‘per FTE’ (emissions from energy consumption, waste production, water consumption) is based on the average number of FTEs 3) CO₂ emissions from electricity are calculated with location-specific conversion factors, which are adjusted annually based on the newly released conversion factors of the International Energy Agency (IEA) for electricity conversion factors. Calculations for CO₂ emissions use source-based conversion factors from the Guidelines to Defra / DECC’s GHG Conversion Factors for Company Reporting.</td>
</tr>
<tr>
<td>Business air travel</td>
<td>Data is collected per country</td>
<td>CO₂ emissions from business travel use source-based conversion factors from the Guidelines to Defra / DECC’s GHG Conversion Factors for Company Reporting.</td>
</tr>
<tr>
<td>Responsible supply chain</td>
<td>% of centrally managed suppliers that completed the due diligence questionnaire are suppliers that were identified in that particular year as having to complete a due diligence questionnaire.</td>
<td></td>
</tr>
<tr>
<td>Community Involvement</td>
<td>Charitable donations</td>
<td>Cash contribution is collected centrally via the corporate finance department. Wolters Kluwer continues to use the London Benchmarking Group (LBG) community support framework. The LBG framework provides the structure to measure and report on our community contributions. It separates donations, costs, and time invested, and portrays it in a transparent and reliable manner.</td>
</tr>
</tbody>
</table>

Please note that selected sustainability information is integrated within the 2019 Annual Report. For more information, please visit www.wolterskluwer.com.
3.2. Memberships

Global compact principles

Issue areas / Disclosure

References

Human rights

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


2019 Sustainability Data Report / Resource Management / Responsible Supply Chain

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


2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture

2019 Sustainability Data Report / Employee Engagement: Working Conditions

Labor

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


2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture

2019 Sustainability Data Report / Employee Engagement: Working Conditions

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


2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture

2019 Sustainability Data Report / Employee Engagement: Working Conditions

2019 Sustainability Data Report / Resource Management / Responsible Supply Chain

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


2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture

2019 Sustainability Data Report / Resource Management / Responsible supply chain

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

2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Diversity makes a difference


2019 Annual Report / Governance and Risk Management / Corporate Governance: Value creation and culture

2019 Sustainability Data Report / Good Governance: Ethics and Compliance

Environment

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


2019 Sustainability Data Report / Value Creation Model

2019 Sustainability Data Report / Materiality Analysis
Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.

2019 Sustainability Data Report / Value Creation Model
2019 Sustainability Data Report / Materiality Analysis

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


Anti-corruption

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


3.4. GRI Content Index

This report has been prepared in accordance with the GRI Standard 2016: Core Option.

GRI Standard/Disclosure Reference

General Disclosures

1. Organizational profile

102-1 Name of the organization 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-2 Activities, brands, products, and services 2019 Annual Report / Report of the Executive Board / Improving Lives today and for the future: Deep domain knowledge combined with advanced technology
102-3 Location of headquarters 2019 Annual Report / Other information: Contact Information
102-7 Scale of the organization 2019 Annual Report / Report of the Executive Board / Our organization
102-8 Information on employees and other workers 2019 Annual Report / Value creation model
102-9 Supply Chain 2019 Annual Report / Report of the Executive Board / Embracing people and society
102-10 Significant changes to the organization and its supply chain 2019 Annual Report / Report of the Executive Board / Embracing people and society
102-12 External initiatives 2019 Annual Report / Corporate Governance and Risk Management / Risk Management
102-13 Membership of associations 2019 Sustainability Data Report / Memberships

2. Strategy

102-14 Statement from senior decision-maker 2019 Annual Report / Message from the CEO
102-15 Key impacts, risks and opportunities 2019 Annual Report / Report of the Executive Board / Improving lives today and for the future: Materiality Analysis: Identifying economic, social and environmental challenges

3. Ethics and integrity

102-16 Values, principles, standards, and norms of behavior 2019 Annual Report / Message from the CEO
102-17 Mechanisms for advice and concerns about ethics 2019 Annual Report / Report of the Executive Board / Embracing people and society

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>102-19 Delegating authority</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-20 Executive-level responsibility for economic, environmental and social topics</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-21 Consulting stakeholders on economic, environmental and social topics</td>
<td>2019 Annual Report / Report of the Executive Board / Embracing people and society</td>
</tr>
<tr>
<td>102-22 Composition of the highest governance body and its committees</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-23 Chair of the highest governance body</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-24 Nominating and selecting the highest governance body</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-25 Conflicts of interest</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-26 Role of highest governance body in setting purpose, values, and strategy</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-31 Review of economic, environmental, and social topics</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance</td>
</tr>
<tr>
<td>102-32 Highest governance body’s role in sustainability reporting</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance: Executive Board</td>
</tr>
<tr>
<td>102-33 Communicating critical concerns</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Risk Management</td>
</tr>
<tr>
<td>102-35 Remuneration policies</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Remuneration</td>
</tr>
<tr>
<td>102-41 Collective bargaining agreements</td>
<td>2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance</td>
</tr>
</tbody>
</table>
Material Topics

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its boundary
2019 Sustainability Data Report / Materiality Analysis

103-2 The management approach and its components
2019 Sustainability Data Report / Materiality Analysis

103-3 Evaluation of the management approach

GRI 201: Economic Performance 2016

101-1 Direct Economic value granted and distributed

101-2 Financial implications and other risks and opportunities due to climate change

101-3 Defined benefit plan obligations and other retirement plans


202-1 Ratios of standard entry level wage by gender compared to local minimum wage

202-2 Proportions of senior management hired from the local community

GRI 203: Indirect Economic Impacts 2016

203-1 Infrastructure investments and services supported

203-2 Significant indirect economic impacts

GRI 204: Procurement Practices 2016

204-1 Proportion of spending on local suppliers

GRI 205: Anti-corruption 2016

205-1 Operations assessed for risks related to corruption

205-2 Communications and training about anti-corruption and procedures

205-3 Confirmed incidents of corruption and actions taken

Environmental

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its boundary
2019 Sustainability Data Report / Materiality Analysis

103-2 The management approach and its components
2019 Sustainability Data Report / Materiality Analysis

103-3 Evaluation of the management approach

GRI 301: Materials 2016

301-1 Materials used by weight and volume
2019 Sustainability Data Report / Resource Management / Resource efficient operations

301-2 Recycled input materials used
2019 Sustainability Data Report / Resource Management / Resource efficient operations

301-3 Reclaimed products and their packaging materials
2019 Annual Report / Report of the Executive Board / Embracing people and society

GRI 302: Energy 2016

302-1 Energy consumption within the organization
2019 Sustainability Data Report / Resource Management / Resource efficient operations
302-2 Energy consumption outside of the organization 2019 Sustainability Data Report / Resource management / Resource efficient operations
302-3 Energy Intensity 2019 Sustainability Data Report / Resource management / Resource efficient operations
302-4 Reduction of energy consumption 2019 Sustainability Data Report / Resource management / Resource efficient operations
302-5 Reductions in energy requirements of products and services 2019 Sustainability Data Report / Resource management / Resource efficient operations

GRI 303: Water and Effluents 2018
303-1 Interactions with water as a shared resource 2019 Annual Report / Report of the Executive Board / Embracing people and society / Environmental Responsibility
303-2 Management of water discharges and impacted areas 2019 Sustainability Data Report / Value Creation Model
303-3 Water withdrawal 2019 Sustainability Data Report / Resource management / Resource efficient operations
303-4 Water discharge 2019 Sustainability Data Report / Resource management / Resource efficient operations
303-5 Water consumption 2019 Sustainability Data Report / Resource management / Resource efficient operations

GRI 304: Biodiversity 2016
304-1 Operational sites of production in protected areas and areas of high biodiversity value outside protected areas Not applicable
304-3 Habitats protected or restored 2019 Sustainability Data Report / Community Involvement
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations Not applicable

GRI 305: Emissions 2016
305-1 Direct (Scope 1) GHG emissions 2019 Sustainability Data Report / Resource management / Resource efficient operations
305-2 Energy indirect (Scope 2) GHG emissions 2019 Sustainability Data Report / Resource management / Resource efficient operations
305-3 Other indirect (Scope 3) GHG emissions 2019 Sustainability Data Report / Resource management / Resource efficient operations
305-4 GHG emissions intensity 2019 Sustainability Data Report / Resource management / Resource efficient operations
305-5 Reduction of GHG emissions 2020 Sustainability Data Report / Resource management / Resource efficient operations
305-6 Emission of ozone depleting substances (ODS) Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions Not applicable

GRI 307: Environmental Compliance 2016
307-1 Non-compliance with environmental laws and regulations Not applicable
307-2 Non-compliance with environmental criteria Not applicable
308-1 New suppliers that were screened using environmental criteria 2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Strategic and operational risks
308-2 New suppliers that were screened using environmental criteria 2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society: Responsibility through the supply chain

GRI 401: Employment 2016
401-1 New employees hired and employee turnover 2019 Sustainability Data Report / Employee Engagement
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees 2019 Annual Report / Notes to the Consolidated Financial Statements
401-3 Parental leave 2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Diversity makes a difference
401-4 Worker training on occupational health and safety Not applicable

GRI 402: Occupational Health and Safety 2016
402-1 Hazard identification, risk assessment, and incident investigation 2019 Sustainability Data Report / Employee engagement: Working conditions
402-2 Worker participation, consultation, and communication on occupational health and safety 2019 Sustainability Data Report / Employee engagement: Working conditions
402-3 Worker training on occupational health and safety Not applicable

GRI 403: Occupational Health and Safety 2016
403-3 Management of occupational health and safety impacts Not applicable

GRI 603: Occupational Health and Safety 2016
603-3 Management of occupational health and safety impacts Not applicable
<table>
<thead>
<tr>
<th>GRI Indicator</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>G412-3</td>
<td>Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening</td>
</tr>
<tr>
<td>G415-1</td>
<td>Supplier Social Assessment 2016</td>
</tr>
<tr>
<td>G416-1</td>
<td>New suppliers that were screened using social criteria</td>
</tr>
<tr>
<td>G417-2</td>
<td>New suppliers that were screened using social criteria</td>
</tr>
<tr>
<td>G418-1</td>
<td>Negative social impacts in the supply chain and actions taken</td>
</tr>
<tr>
<td>G415-2</td>
<td>Public Policy 2016</td>
</tr>
<tr>
<td>G419-1</td>
<td>Political contributions</td>
</tr>
<tr>
<td>G416-2</td>
<td>Non-compliance with laws and regulations in the social and economic area</td>
</tr>
</tbody>
</table>

**Impact on Society: Protecting Human Rights**

Corporate responsibility is everyone's responsibility. Creating an even better place to work in 2019.

Impact on society: Protecting Human Rights

For further information refer to 2019 Annual Report / Corporate Governance and Risk Management.

For further information refer to company's Business Principles: https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html

**Impact on Society: Responsibility through the supply chain**

Impact on society: Protecting Human Rights

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**Impact on society: Protecting Human Rights**

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**Impact on society: Protecting Human Rights**

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For further information refer to company's Business Principles: https://wolterskluwer.com/investors/corporate-governance/policies-and-articles.html
This report contains a full overview of sustainability data. In addition, selected sustainability information is integrated within the 2019 Annual Report. For more information on sustainability, visit www.wolterskluwer.com.

This Sustainability Data Report is available as PDF on www.wolterskluwer.com. The 2019 Annual Report is also available as a PDF on our website and in limited edition print version.

Cover image: Our colleague Eric Alberts, Manager User Experience Design at the Digital eXperience Group, in conversation with his colleagues in front of his visualization of trends that impact our markets, our customers, and the ongoing transformation of our expert solutions.