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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.

Our sustainability strategy

Minimize environmental footprint
Maximize social contribution
Maximize financial results

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’.

Materiality matrix

<table>
<thead>
<tr>
<th>Importance for Wolters Kluwer</th>
<th>Importance for Our Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>1 Customer focus and relationships</td>
</tr>
<tr>
<td>Medium</td>
<td>2 Employee engagement and talent management</td>
</tr>
<tr>
<td>Low</td>
<td>3 Smart capital allocation</td>
</tr>
<tr>
<td>Operational</td>
<td>4 Product innovation</td>
</tr>
<tr>
<td>Strategic</td>
<td>5 Product impact</td>
</tr>
<tr>
<td>Material</td>
<td>6 Editorial quality and integrity</td>
</tr>
<tr>
<td></td>
<td>7 IP and copyright protection</td>
</tr>
<tr>
<td></td>
<td>8 Targeted transparency</td>
</tr>
<tr>
<td></td>
<td>9 Data privacy and security</td>
</tr>
<tr>
<td></td>
<td>10 Good governance and compliance</td>
</tr>
<tr>
<td></td>
<td>11 Operational excellence</td>
</tr>
<tr>
<td></td>
<td>12 Strong brand</td>
</tr>
<tr>
<td></td>
<td>13 Responsible and well-managed supply chain</td>
</tr>
<tr>
<td></td>
<td>14 Diversity and inclusion</td>
</tr>
<tr>
<td></td>
<td>15 Health, safety, and well-being</td>
</tr>
<tr>
<td></td>
<td>16 Community involvement</td>
</tr>
<tr>
<td></td>
<td>17 Natural resource protection</td>
</tr>
<tr>
<td></td>
<td>18 Circular economy</td>
</tr>
</tbody>
</table>

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 values

Focus on customer success

Make it better

Aim high and deliver

Win as a team

Deliver deep impact when it matters most

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

Customer Retention

Talent Management

Customer

Grow
Expert Solutions

Advance
Deep Domain Expertise

Drive
Operational Agility

Financial Capital

Technology & Intellectual Property

Business Partners

Human Talent

Natural Resources

Value Creation Model

Impact

• €4.6bn revenues in professional information, software solutions, and services
• Enabling efficient, effective, and accurate decision-making
• 78% recurring

Customers

• €1.9bn in compensation
• Developing skills, talent, and careers
• Promoting diversity

Employees

• Total shareholder return 28% over 2019
• €46m net interest paid to financial credit institutions

Investors

• €195m income tax paid
• Protect people’s health and prosperity and contribute to a safe and just society
• Community efforts

Society
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:**

- Editorial quality and integrity
- Data privacy and security
- 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>99</td>
<td>99</td>
<td>97</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

Product impact portfolio analysis

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 meet 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.

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.

<table>
<thead>
<tr>
<th>Innovation and product development spend</th>
<th>% of total revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>2015</td>
</tr>
<tr>
<td>8</td>
<td>2016</td>
</tr>
<tr>
<td>8</td>
<td>2017</td>
</tr>
<tr>
<td>8</td>
<td>2018</td>
</tr>
<tr>
<td>10</td>
<td>2019</td>
</tr>
</tbody>
</table>

2.3. Employee engagement and talent management

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.

<table>
<thead>
<tr>
<th>Diversity and Inclusion</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total workforce by gender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>47%</td>
<td>48%</td>
<td>48%</td>
</tr>
<tr>
<td>Male</td>
<td>53%</td>
<td>52%</td>
<td>52%</td>
</tr>
<tr>
<td>% female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Board</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Division CEOs</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>Managers*</td>
<td>39%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Non-managers</td>
<td>49%</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>

*Managers are defined as employees having three or more direct reports.

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.

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 in February 2020.

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>3.6%</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>97.9%</td>
<td>100%</td>
<td>n/a</td>
</tr>
<tr>
<td>Managers</td>
<td>99.5%</td>
<td>99.8%</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 online at 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 online at 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.

When reporting on waste, the decrease in waste was mainly attributed to the reduction of facilities in the UK and the usage as well.

are higher for natural gas, heating oil, and district heating, which contributed to the increase in CO2 emissions from energy change.

In total there was a slight increase in CO2 emissions from business travel, though this did not cause the emissions per FTE to all new car leases under 25,000 km a year to petrol/gasoline instead of diesel.

in order to decrease car use and domestic flights. In America car rentals are using more fuel-efficient cars. Spain converted electric cars are being used; by the end of 2019 9% of our Dutch car fleet was entirely electric. In Italy, train travel increased decreased. Several countries are implementing policies to decrease fuel usage. Particularly in the Netherlands more

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 in order to decrease car use and domestic flights. In America car rentals are using more fuel-efficient cars. Spain converted all new car leases under 25,000 km a year to petrol/gasoline instead of diesel. In total there was a slight increase in CO2 emissions from business travel, though this did not cause the emissions per FTE to change.

<table>
<thead>
<tr>
<th>Energy consumption</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total energy use in GWh</td>
<td>90</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td>Electricity from renewable sources</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Total CO2 emissions from energy in metric tons</td>
<td>32,006</td>
<td>30,953</td>
<td>31,140</td>
</tr>
<tr>
<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>

<table>
<thead>
<tr>
<th>Waste consumption</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total waste production in tons</td>
<td>3,849</td>
<td>4,271</td>
<td>4,172</td>
</tr>
<tr>
<td>Total waste recycled in tons</td>
<td>1,820</td>
<td>2,557</td>
<td>2,771</td>
</tr>
<tr>
<td>Percentage recycled waste</td>
<td>47%</td>
<td>61%</td>
<td>57%</td>
</tr>
<tr>
<td>Waste production in tons per FTE</td>
<td>0.21</td>
<td>0.23</td>
<td>0.22</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Water consumption</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total water use in m³</td>
<td>134,600</td>
<td>132,796</td>
<td>143,564</td>
</tr>
<tr>
<td>Water use in m³ 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).

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.

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 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.

<table>
<thead>
<tr>
<th>Responsible supply chain</th>
<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>
<td>144</td>
</tr>
<tr>
<td>% of centrally managed suppliers that completed the due diligence questionnaire</td>
<td>90%</td>
<td>90%</td>
<td>93%</td>
<td>n/a</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>
<td>n/a</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>
<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>
<td>n/a</td>
</tr>
</tbody>
</table>
2.5. Community Involvement

Connected topic from our materiality matrix: 16. 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.

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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of projects</th>
<th>Number of countries</th>
<th>Number of employees</th>
<th>Number of volunteering hours</th>
<th>Employee cost *</th>
<th>Cost of products &amp; services</th>
<th>Total project cost</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, Group Accounting & Reporting, and Corporate Communications 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>
</tbody>
</table>

| Employee Engagement                         | All sections  | Data is collected centrally based on the status on December 31. Performance reviews are held for employees hired during the year if they joined before the third quarter. Living wage is compared to the living wage benchmark developed by the Global Living Wage Coalition. Currently, 21 countries have a benchmark, of which four are in regions where Wolters Kluwer has operations. |
| Resource Management                         | Resource efficient operations | 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 1,000 m².
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. |
| Business air travel                          | Data is collected per country CO₂ emissions from business travel use source-based conversion factors from the Guidelines to Defra / DECC’s GHG Conversion Factors for Company Reporting. |
| Responsible supply chain                    | % 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. |
| Community Involvement                        | Charitable donations | 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.

Please note that selected sustainability information is integrated within the 2019 Annual Report. For more information, please visit www.wolterskluwer.com.
3.3. Global Compact Principles

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
<th>References</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principle 1</td>
<td>Businesses should support and respect the protection of internationally proclaimed human rights.</td>
<td>2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society</td>
</tr>
<tr>
<td>Principle 3</td>
<td>Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</td>
<td>2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society</td>
</tr>
<tr>
<td>Principle 4</td>
<td>Businesses should uphold the elimination of all forms of forced and compulsory labor</td>
<td>2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society</td>
</tr>
<tr>
<td>Principle 5</td>
<td>Businesses should uphold the effective abolition of child labor</td>
<td>2019 Annual Report / Report of the Executive Board / Embracing people and society / Impact on society</td>
</tr>
<tr>
<td>Principle 6</td>
<td>Businesses should uphold the elimination of discrimination in respect of employment and occupation</td>
<td>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</td>
</tr>
</tbody>
</table>
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.


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


2019 Annual Report / Report of the Executive Board / Other information: Contact Information
2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance
2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Legal and compliance risks
2019 Annual Report / Corporate Governance and Risk Management / Risk Management: Strategic & operational risks
2019 Sustainability Data Report / Resource management: Responsible supply chain

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** | **GRI 102: 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
102-12 Management of associations | 2019 Sustainability Data Report / Community Involvement
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
102-16 Values, principles, standards, and norms of behavior | 2019 Sustainability Data Report / Materiality Analysis
102-17 Mechanisms for advice and concerns about ethics | 2019 Annual Report / Corporate Governance and Risk Management / Corporate Governance
102-18 Ethics and compliance | 2019 Sustainability Data Report / Good Governance: Ethics and compliance

Wolters Kluwer 2019 Sustainability Data Report

Wolters Kluwer 2019 Sustainability Data Report
### Material Topics

#### Economic

**GRI 103: Management Approach 2016**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-1</td>
<td>Explanation of the material topic and its boundary</td>
</tr>
<tr>
<td>103-2</td>
<td>The management approach and its components</td>
</tr>
<tr>
<td>103-3</td>
<td>Evaluation of the management approach</td>
</tr>
</tbody>
</table>

**GRI 205: Economic Performance 2016**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>201-1</td>
<td>Direct economic value granted and distributed</td>
</tr>
<tr>
<td>201-2</td>
<td>Financial implications and other risks and opportunities due to climate change</td>
</tr>
<tr>
<td>201-3</td>
<td>Defined benefit plan obligations and other retirement plans</td>
</tr>
</tbody>
</table>

#### Environmental

**GRI 103: Management Approach 2016**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-1</td>
<td>Explanation of the material topic and its boundary</td>
</tr>
<tr>
<td>103-2</td>
<td>The management approach and its components</td>
</tr>
<tr>
<td>103-3</td>
<td>Evaluation of the management approach</td>
</tr>
</tbody>
</table>

**GRI 301: Materials 2016**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>301-1</td>
<td>Materials used by weight and volume</td>
</tr>
<tr>
<td>301-2</td>
<td>Recycled input materials used</td>
</tr>
<tr>
<td>301-3</td>
<td>Reclaimed products and their packaging materials</td>
</tr>
</tbody>
</table>

**GRI 302: Energy 2016**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>302-1</td>
<td>Energy consumption within the organization</td>
</tr>
</tbody>
</table>

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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
303-3 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 laws and regulations Not applicable

GRI 308: Supplier Environmental Assessment 2016

Social
GRI 103: Management Approach 2016

GRI 401: Employment 2016
401-1 New employees hires 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 2019 Sustainability Data Report / Employee Engagement

GRI 403: Occupational Health and Safety 2016

GRI 404: Worker Health 2016
404-1 Worker participation, consultation, and communication on occupational health and safety 2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Expanding well-being globally
404-2 Worker training on occupational health and safety Not applicable
404-3 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 2019 Annual Report / Report of the Executive Board / Embracing people and society / Creating an even better place to work in 2019: Expanding well-being globally

Impact on society: Responsibility through the supply chain
Strategic and operational risks
2019 Sustainability Data Report / Resource management / Responsible Supply Chain
Workers covered by an occupational health and safety management system

Not applicable

Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.

Work-related injuries

Not applicable

Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.

Work-related ill health

Not applicable

Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.

GRI 404: Training and Education 2016

Average hours of training per year per employee


Programs for upgrading employees' skills and training assistance programs


Percentage of employees receiving regular performance and career development reviews


GRI 405: Diversity and Equal Opportunity 2016

Diversity of governance bodies and employees


Ratio of basic salary and remuneration of women to men


GRI 406: Non-discrimination 2016

Incidents of discrimination and corrective actions taken


GRI 408: Child Labor 2016

Operations and suppliers at significant risk for incidents of child labor


GRI 409: Forced or Compulsory Labor 2016

Operations and suppliers at significant risk for incidents of forced or compulsory labor


GRI 410: Human Rights Assessment 2016

Operations that have been subject to human rights reviews of impact assessments


Employee training on human rights policies or procedures

2019 Annual Report / Report of the Executive Board / Embracing people and society / Corporate responsibility is everyone’s responsibility

GRI 412: Human Rights Assessment 2016

Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening


GRI 414: Supplier Social Assessment 2016

New suppliers that were screened using social criteria


Negative social impacts in the supply chain and actions taken


GRI 415: Public Policy 2016

Political contributions

Not applicable


GRI 419: Socioeconomic Compliance 2016

Non-compliance with laws and regulations in the social and economic area

2019 Sustainability Data Report / Good governance: Non-compliance with laws, fines and sanctions
Contact Information

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www.twitter.com/wolters_kluwer

Chamber of Commerce
Trade Registry No. 33.202.517

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.