# Annexes

## Annex 1: Membership in (Trade) Organizations

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

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

# Annex 2: Disclosure of Management Approach and GRI Table

| Strategy and analyses | | Chapter/Section |
|---|---|---|
| 1.1 | CEO statement | From the CEO |
| 1.2 | Key impacts, risks, and opportunities | Sustainability at Wolters Kluwer/ Key Material Issues and Progress<br>People & Community<br>Customers & Solutions<br>Environment |
| **Organizational profile** | | |
| 2.1 | Name organization | Front Cover |
| 2.2 | Products and services | Sustainability at Wolters Kluwer / Business Overview |
| 2.3 | Operational structure | People & Community / People & Organization |
| 2.4 | Location headquarters | Sustainability at Wolters Kluwer / Business Overview |
| 2.5 | Countries located | People & Community / People & Organization |
| 2.6 | Nature of ownership and legal form | Sustainability at Wolters Kluwer / Business Overview |
| 2.7 | Markets | Sustainability at Wolters Kluwer / Business Overview |
| 2.8 | Size of operations | Sustainability at Wolters Kluwer / Business Overview |
| 2.9 | Organizational changes | People & Community / People & Organization |
| 2.10 | Awards | Sustainability at Wolters Kluwer / Recognition & Awards |
| **Reporting parameters** | | |
| 3.1 | Reporting period | Sustainability at Wolters Kluwer / About this Report |
| 3.2 | Previous report | Sustainability at Wolters Kluwer / About this Report |
| 3.3 | Reporting cycle | Sustainability at Wolters Kluwer / About this Report |
| 3.4 | Contact person(s) | Contact |
| 3.5 | Process report content | Sustainability at Wolters Kluwer / About this Report |
| 3.6 | Scope | Sustainability at Wolters Kluwer / About this Report |
| 3.7 | Scope limitations | Sustainability at Wolters Kluwer / About this Report |
| 3.8 | Basis for reporting on joint ventures | Annual Report |
| 3.9 | Data measurement techniques | Sustainability at Wolters Kluwer / About this Report |
| 3.10 | Re-statements | No restatements made. |
| 3.11 | Reporting changes | Sustainability at Wolters Kluwer / About this Report |
| 3.12 | Standard Disclosures | Annexes / GRI Table |
| 3.13 | Policy external assurance | Sustainability at Wolters Kluwer / Governance & Remuneration |
| **Governance, Commitments, and Engagement** | | |
| 4.1 | Governance structure | Sustainability at Wolters Kluwer / Business Overview; Annual Report |
| 4.2 | Chair of the highest governance body | Annual Report |
| 4.3 | Independent members | Annual Report |
| 4.4 | Mechanisms for shareholders and employees | People & Community / People & Organization; Annual Report |
| 4.5 | Remuneration highest governance body | People & Community / People & Organization; Annual Report |
| 4.6 | Processes to ensure conflicts of interest are avoided | Sustainability at Wolters Kluwer / Our Values; Sustainability at Wolters Kluwer / Governance & Remuneration; www.wolterskluwer.com |
| 4.7 | Expertise highest governance body | Annual Report |
| 4.8 | Internally developed statements | Sustainability at Wolters Kluwer / Key Material Issues & Progress<br>People & Community<br>Customers & Solutions<br>Environment |
| 4.9 | Procedures of the highest governance body | Sustainability at Wolters Kluwer / Governance & Remuneration |
| 4.10 | Performance highest governance body | Annual Report |
| 4.11 | Precautionary approach | Sustainability at Wolters Kluwer |
| 4.12 | Externally developed principles | Sustainability at Wolters Kluwer |
| 4.13 | Memberships in associations | Annex I: Membership in (trade) organizations |

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| 4.14 | List of stakeholder groups | Sustainability at Wolters Kluwer / Stakeholders; Sustainability at Wolters Kluwer / Supply Chain; Customers & Solutions; People & Community |
| 4.15 | Identification and selection of stakeholders | Not included |
| 4.16 | Approaches to stakeholder engagement | Sustainability at Wolters Kluwer / Stakeholders |
| 4.17 | Key topics through stakeholder engagement | Sustainability at Wolters Kluwer / Key Material Issues & Progress |

| Disclosure on management approach | Materiality | Responsibility | Objectives & performance | Policy | Training | Monitoring |
|---|---|---|---|---|---|---|
| Economic | Economic Performance, Market Presence, Indirect Economic Impacts | Corp: CEO<br>BU: BU managers | Business Principles<br>Key Material Issues & Progress; Customers & Solutions;<br>Annual Report | Business Principles<br>Key Material Issues & Progress; Customers & Solutions;<br>Annual Report | Governance & Remuneration | Annual Report |
| Environment | Materials, Water, Energy, Transport | Corp: CEO<br>BU: BU managers | Environment | Environmental Policy<br>Environment | | Environment |
| Labor rights | Employment, Labor Relations, Health and Safety, Training, Diversity | Corp: Senior Vice President HR<br>BU: BU managers | People & Organization<br>Supply Chain<br>Human Rights policy, including supplier principles, Business Principles<br>Values | Human Rights policy, including supplier principles, Business Principles<br>Values | Onboarding<br>Compliance training<br>Governance & Remuneration | People & Organization<br>Supply Chain |
| Human rights | Non-discrimination, Freedom of Association, Complaints and grievances | Corp: Senior Vice President HR, Corporate Legal Department | People & Organization<br>Supply Chain<br>Human Rights policy, including supplier principles, Business Principles<br>Values | Human Rights policy, including supplier principles, Business Principles<br>Values | Onboarding<br>Compliance training<br>Governance & Remuneration | People & Organization<br>Supply Chain |
| Society | Community, Corruption, Public policy, Anti-competitive Behavior, Compliance | Corp: CEO<br>BU: BU managers | People & Community<br>Business Principles<br>Annual Report | People & Community<br>Business Principles<br>Annual Report | People & Community | People & Community<br>Business Principles<br>Annual Report |
| Product responsibility | Marketing, Communica-tions, Customer Privacy | Corp: CEO<br>BU: BU managers | Sustainability at Wolters Kluwer/<br>Key Material Issues & Progress<br>Environment<br>Customers & Solutions | Sustainability at Wolters Kluwer/<br>Key Material Issues & Progress<br>Environment<br>Customers & Solutions | | Customers & Solutions |

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| **Economic performance indicators** | | |
| EC 1 | Direct economic value | Business Overview; People & Organization; Community Involvement; Annual Report |
| EC 2 | Financial implications due to climate change | Environment (partly included) |
| EC 3 | Coverage benefit plan obligations | Annual Report |
| EC 4 | Financial assistance received from government | Not included; not applicable |
| EC 6 | Locally-based suppliers | Supply Chain |
| EC 7 | Local hiring | People & Organization |
| EC 8 | Infrastructure investments | Community Involvement |
| | | |
| **Environmental performance indicators** | | |
| EN 1 | Weight of materials used | Environment |
| EN 2 | Recycled input materials | Environment |
| EN 3 | Direct energy consumption | Environment |
| EN 4 | Indirect energy consumption | Environment |
| EN 6 | Initiatives to provide energy-efficient or renewable energy-based products and services | Environment |
| EN 8 | Total water use | Environment |
| EN 11 | Location land in protected areas | Not applicable |
| EN 12 | Significant impacts on biodiversity | Not applicable |
| EN 16 | Total direct and indirect green-house gas emissions by weight | Environment |
| EN 17 | Other relevant indirect green-house gas emissions by weight | Environment |
| EN 19 | Emissions of ozone-depleting substances | Not applicable |
| EN 20 | NOx, SOx air emissions | Not applicable |
| EN 21 | Total water discharge | Not applicable |
| EN 22 | Total weight of waste | Environment (partly included) |
| EN 23 | Total spills | Not applicable |
| EN 26 | Initiatives to mitigate environmental impacts | Environment<br>Customers & Solutions |
| EN 27 | Products reclaimed at the end of their useful life | Not included |
| EN 28 | Monetary value of significant fines | Governance & Remuneration |
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| **Social Indicators** | | |
| *Labor Rights and Decent Work* | | |
| LA 1 | Breakdown of total workforce | People & Organization |
| LA 2 | Employee turnover | People & Organization |
| LA 3 (add) | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations | People & Organization |
| LA 4 | Employees covered by collective bargaining agreements | People & Organization |
| LA 5 | Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements | People & Organization |
| LA 7 | Rates of injury, occupational diseases, lost days, and absenteeism | People & Organization |
| LA 8 | Risk-control programs regarding diseases | Not included |
| LA 10 | Training per employee category | People & Organization |
| LA 11 | Programs for skill management | People & Organization |
| LA 12 | Percentage of employees receiving performance and career development reviews | People & Organization |
| LA 13 | Gender breakdown of governance bodies | People & Organization |
| LA 14 | Ratio of basic salary of men to women | People & Organization |

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|---|---|---|
| *Human Rights* | | |
| HR 1 | Significant investment agreements that include human rights clauses | Not applicable |
| HR 2 | Screening of suppliers on human rights | Supply Chain |
| HR 4 | Incidents of discrimination | Governance & Remuneration |
| HR 5 | Incidents of violations of freedom of association and collective bargaining | Governance & Remuneration |
| HR 6 | Child labor | Not applicable |
| HR 7 | Forced or compulsory labor | Not applicable |
| | | |
| *Society* | | |
| SO 1 | Impact on communities | Community Involvement |
| SO 2 | Number of business units analyzed for risks related to corruption | Not included |
| SO 3 | Employees trained in organization's anti-corruption policies and procedures | Governance & Remuneration |
| SO 4 | Actions taken in response to incidents of corruption | Governance & Remuneration; Supply Chain |
| SO 5 | Public policy positions and participation in public policy development | Not included |
| SO 6 | Contributions to political parties | Governance & Remuneration |
| SO 8 | Monetary value of significant fines | Governance & Remuneration |
| | | |
| *Product Responsibility* | | |
| PR 1 | Improving health and safety impacts across the life cycle | Not applicable |
| PR 3 | Product information and labeling | Not applicable |
| PR 5 | Customer satisfaction | Customers & Solutions |
| PR 6 | Marketing communications | Customers & Solutions |
| PR 9 | Monetary value of significant fines | Not applicable |