Recognition & Awards

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

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

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

Legal & Regulatory

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

Tax & Accounting

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

Health

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

Financial & Compliance Services

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

Membership in (Trade) Organizations

American Bankers Association
American Bar Association
American Chamber of Commerce in the Netherlands
American Marketing Association
American Marketing Organization
American Medical Publishers Association
American Institute of Certified Public Accountants
American Society for Training & Development
America's SAP Users Group
Amsterdam Partners (Netherlands)
Arbeitsgemeinschaft der rechts- und staatswissenschaftlichen Verlage eV (Germany)
ARMA International
ASSINFORM – Associazione Italiana per l'Information Technology (Italy)
Association of American Publishers
Association Chartered Accountants (ACA)
Association Chartered Certified Accountants (ACCA)
Association of Customer Services (United Kingdom)
Association of Learned and Professional Society Publishers
Association of Information and Dissemination Centers (United States)
Associazione Italiana Editori (Italy)
Assosoftware (Italy)
Auckland Chamber of Commerce (New Zealand)
Australasian Society of Clinical & Experimental Pharmacologists and Toxicologists (ASCEPT)
Australian Human Resources Institute
Australian Institute of Management
Australian Society of CPAs
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)

About This Report

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

All calculations which are expressed as 'per FTE' (paper consumption; energy use; aspects related to CO_2; water; business air travel; amount spent on learning) are based on ultimo FTE numbers which include the FTEs from operations which were discontinued during the past year. Where relevant, currencies are converted using the financial year's average exchange rate.

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

In 2011 we continued to improve the way we manage and interpret our sustainability data. As a result, we restated the data for 2010 with respect to responsible paper usage, business air travel (and therefore related CO_2 emissions) and donations. Improved reporting processes will remain one of the focal points for our efforts at corporate level.

Disclosure of Management Approach GRI and Global Compact Table

Global Reporting Initiative

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

4.10	Performance highest governance body	Annual Report
4.11	Precautionary approach	Annual Report
4.12	Externally developed principles	Innovation Drives Sustainability
4.13	Memberships in associations	Membership in (Trade) Organizations
4.14	List of stakeholder groups	**Innovation drives sustainability:** Stakeholder Engagement
4.15	Identification and selection of stakeholders	**Innovation drives sustainability:** Stakeholder Engagement
4.16	Approaches to stakeholder engagement	**Innovation drives sustainability:** Stakeholder Engagement
4.17	Key topics through stakeholder engagement	**Innovation drives sustainability:** Stakeholder Engagement
Economic performance indicators		
Management approach to Economic performance		**Innovation drives sustainability:** Customers & Solutions Community Involvement
EC 1	Direct economic value	**Community Involvement:** 2011 Targets, Data and Progress
EC 2	Financial implications due to climate change	**Innovation drives sustainability:** Customers & Solutions
EC 3	Coverage benefit plan obligations	Annual Report
EC 4	Financial assistance received from government	Not applicable
EC 6	Locally-based suppliers	**Resource Management:** Supply Chain
EC 7	Local hiring	**Resource Management:** Supply Chain
EC 8	Infrastructure investments	**Community Involvement:** 2011 Targets, Data and Progress
Environmental performance indicators		
Management approach to Environmental performance		**Customers & Solutions:** Integrated Solutions **Resource Management:** Wolters Kluwer's Operation Supply Chain Customers Identifying, Managing, and Auditing High-Risk Suppliers Resource Management Data
EN 1	Weight of materials used	**Resource Management:** Resource Management Data
EN 2	Recycled input materials	**Resource Management:** Resource Management Data
EN 3	Direct energy consumption	**Resource Management:** Resource Management Data
EN 4	Indirect energy consumption	**Resource Management:** Resource Management Data

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

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

Human Rights		
Management approach to Human Rights		**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers **Community Involvement**
HR 1	Significant investment agreements that include human rights clauses	**Resource Management:** Supply Chain
HR 2	Screening of suppliers on human rights	**Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
HR 4	Incidents of discrimination	**Innovation Drives Sustainability:** Governance & Remuneration
HR 6	Child labor	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
HR 7	Forced or compulsory labor	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers

Society		
Management approach to social responsibility		**Community Involvement**
SO 1	Impact on communities	**Community Involvement**
SO 3	Employees trained in organization's anti-corruption policies and procedures	**Innovation Drives Sustainability:** Governance & Remuneration
SO 4	Actions taken in response to incidents of corruption	**Innovation Drives Sustainability:** Governance & Remuneration

Product Responsibility		
Management approach to Product Responsibility		**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
PR 1	Improving health and safety impacts across the life cycle	**Resource Management:** Supply Chain
PR 3	Product information and labeling	**Resource Management:** Supply Chain Resource Management Data
PR 5	Customer satisfaction	**Innovation Drives Sustainability:** Stakeholder Engagement
PR 6	Marketing communications	**Community Involvement:** Achievements 2011 Targets, Data, and Progress

Global Compact

Human rights	
Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights.	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
Principle 2 – Businesses should make sure that they are not complicit in human rights abuses.	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
Labor	
Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor.	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
Principle 5 – Businesses should uphold the effective abolition of child labor.	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers
Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation.	**Innovation Drives Sustainability:** Stakeholder Engagement Governance & Remuneration **Resource Management:** Supply Chain Identifying, Managing, and Auditing High-Risk Suppliers