CEO Introduction

Sustainability is at the core of our business at Wolters Kluwer. Profitable growth means more than just improving financial results for our shareholders; it means creating sustainable growth by providing high-quality solutions that improve the quality of work and the quality of life for our customers and communities. To reach these goals, we continue to invest 8-10% of our revenues in new and enhanced products each year.

At Wolters Kluwer we want to ensure that our sustainability initiatives are relevant to our business and that they contribute in a significant way to society. We use the well-known "Triple-P" concept, which aims to balance the interests of people, the planet, and profit to create a business that is sustainable over time. For us, that means a strong focus on financial results while minimizing our environmental footprint and maximizing our social contribution to society.

In line with the Triple-P concept, in 2011 we focused on four major building blocks to move our business forward:

1. **Customers & Solutions:** Customers are the driving force behind the high-quality solutions we develop at Wolters Kluwer. We are in constant dialogue with our customers to develop innovative solutions that improve the way they operate while creating long-term value for society;
2. **Resource Management:** Our operations – as well as the operations of our suppliers and customers – leave an environmental footprint in terms of energy, water, paper and other resources. Minimizing that footprint underscores our efforts to transform our business so we can save resources and maximize our positive effects;
3. **Community Involvement:** Wherever we work and travel, Wolters Kluwer employees are part of the community. Promoting initiatives that improve those communities' quality of life is an important part of our involvement in the world as a whole;
4. **Employee Engagement:** People are at the core of our business, and we count on our employees to develop new ideas and inspire others to use them. At Wolters Kluwer, we know it is of vital importance to create an environment that inspires innovation and encourages our workforce to continue developing tomorrow's solutions.

In this document, we report on the results of these building blocks at work, and we show how our efforts are solving real-world problems in innovative ways. Examples of our focused, sustainable solutions abound. A research report by Harvard University showed how the use of our UpToDate clinical information system leads to lower mortality and shorter hospital stays and is associated with saving 11,500 lives over a three-year period. The Peterson Building Green Renovation resulted in major resource reductions in energy and water for our CCH operations and marks a significant achievement for the employee-led CCH Sustainability Committee. When a devastating earthquake and tsunami struck Japan in March of 2011, Lippincott Williams & Wilkins, part of Wolters Kluwer Health, provided hospitals and healthcare institutions with free online access to the Wolters Kluwer Health Emergency Resources Portal, helping them carry out relief efforts more effectively.

I am proud of what we have accomplished in 2011, and I am confident that we will continue to deliver innovative, productive solutions in 2012 for the benefit of society as a whole.

Nancy McKinstry
CEO and Chairman of the Executive Board