

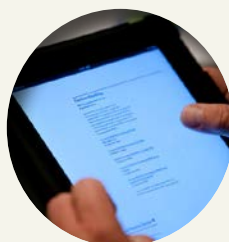


Wolters Kluwer

When you have to be right



2012 SUSTAIN- ABILITY REPORT



Full 2012 Sustainability Report is available online.

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This PDF version is provided for users of the online 2012 Sustainability Report (available through www.wolterskluwer.com) that prefer reading in print. The report is only provided as a download and not available in printed format from the company.

CEO Introduction

At Wolters Kluwer sustainability is an integral part of our growth strategy. Research shows that companies investing in sustainability have higher return on investment, higher levels of innovation and return more value to stakeholders. Wolters Kluwer is aware of the value of sustainable innovation. We invest in sustainable solutions that result in a more efficient use of resources while creating a higher quality of work and life for our customers.

We integrate sustainability into our business to mitigate future risks, to become more resource efficient, to improve our contribution to society and our employees and to increase profitable growth.

We continue to build our sustainability strategy with our four major building blocks:

- 1 **Customers & Solutions:** We develop high-quality solutions for our customers that enhance the effectiveness of their work as well as long-term value for society.
- 2 **Resource Management:** We aim to minimize the environmental impact of our operations, and those of our suppliers and customers. These efforts reflect our current transformation from a paper-based to an innovative digital products and services company.
- 3 **Community Involvement:** Our employees promote initiatives that improve the quality of life in the communities we operate in.
- 4 **Employee Engagement:** We create an environment for our employees that sparks their creativity and ambitions, generating the development of innovative solutions that our business thrives on.

We look for ways to increase the transparency and reliability of our sustainability data. Our shareholders have requested more sustainability-related information, and we want to be accountable for the targets we set. Therefore, in 2012, we introduced a new process to collect sustainability data. This is a joint effort between the departments of Accounting & Control and Corporate Sustainability that increases the completeness and reliability of our sustainability data. All sustainability data are now consolidated within our financial systems.

More than ever before, this report provides a complete account of how we tackle actual problems throughout the world with innovative, sustainable solutions that help our customers and the communities in which we operate. Examples include [Corsearch](#) which lowered its carbon footprint by planting a tree for every report delivered electronically to clients, and has already planted over 15,000 trees. Employees of Wolters Kluwer Financial Services developed new printing process guidelines to reduce paper waste. [Lippincott Williams & Wilkins' PrepU™](#) solution has helped hundreds of nursing students to become more competent practicing nurses. [FRS Global](#) helped Indian Banks to comply with their national regulatory reporting and compliance requirements, making these banks more robust and risk resilient. After the devastation from super storm Sandy in the U.S., our employees donated to a special website of the [American Red Cross](#) to raise funds for their disaster relief efforts. These donations were matched by Wolters Kluwer.

I am proud of what we have accomplished in 2012, and I am confident that in 2013 we will continue to develop ever more innovative and sustainable solutions, benefiting our customers, our communities and our shareholders.



Nancy McKinstry
CEO and Chairman of the Executive Board



Innovation Driven Sustainability

Innovation is the main driver of our company's growth. We operate in a market that is in constant transition and we need to deliver value every day. We strive to develop innovative solutions that align with the needs and concerns of our customers, and as a company, we believe high-quality sustainable solutions achieve this objective. Innovation drives our sustainability agenda and is at the heart of how we operate.

Our employees can create sustainable value for our customers while collecting first-hand observations about what happens in the field to see where improvements are needed. One example is the implementation of the Basel III accord for financial institutions. We organized [seminars](#) on the topic, and then developed services and solutions covering the elements outlined in the three pillars of Basel III.

As a global company we recognize our responsibilities to the world and the need to integrate sustainability into our operating processes. Integration starts with our suppliers, who are expected to act in a responsible way by adhering to national laws and by applying labor and human rights standards. We recognize that operating on a global scale means our products have an impact on the environment in many places around the world. We have increasingly transformed our paper-based portfolio to high quality, electronic solutions that reduce the use of natural resources.

We believe that diversity sparks innovation. Therefore, we create an environment that fosters the ability of people with different professional skills, nationalities, and backgrounds to ask questions and develop new ideas and approach matters from new angles. Our ambitious talent development strategy focuses on attracting the right people to the right role, at the right time.

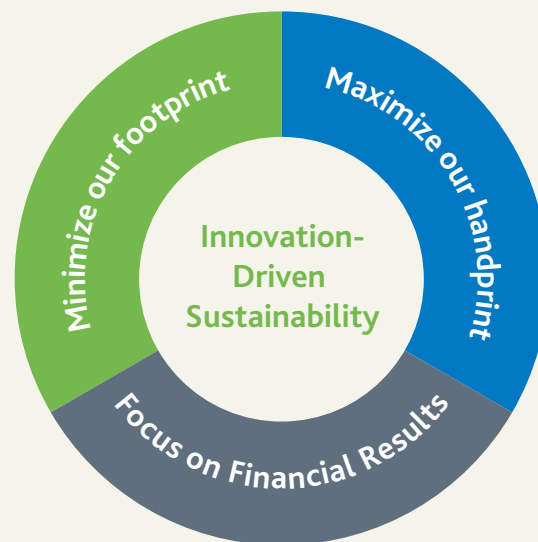
And last, but not least, we are also aware that we are a part of our local communities. We support our employees' promotion of community involvement initiatives.

Strategy

Wolters Kluwer wants to ensure the business relevance of sustainability, and that our business is sustainable. Our strategy is built around the "Triple-P" concept. Triple-P aims to balance the interests of people, the planet, and profit to create a business that is both profitable and sustainable. That means a strong focus on financial results, while at the same time minimizing our environmental footprint and maximizing our contribution to society, or social handprint.

We can do so by minimizing our own consumption of natural resources while raising our level of corporate responsibility, and encouraging our stakeholders to do the same.

We set our strategic objectives and measure performance at a global level. At the same time, our different divisions and operating companies have to meet the specific needs of stakeholders at a local level. Our global policies set the boundaries and direction while allowing freedom at a local level on how to meet those targets and set additional, locally-specific goals.



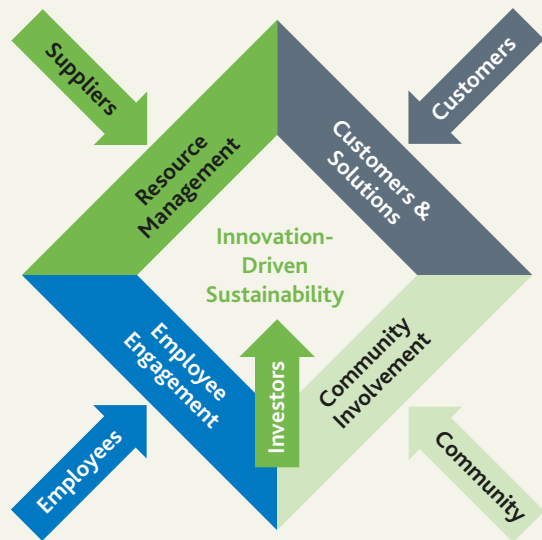
We continue to focus on our four major building blocks:

- 1 Customers & Solutions:** We develop high-quality solutions for our customers that improve their quality of work as well as the quality of life in society.
- 2 Resource Management:** Wolters Kluwer operates on a global scale and our products have a global impact. We aim to minimize the environmental impact of our operations, and those of our suppliers and customers. These efforts reflect our current transformation from a paper-based to electronic services company.
- 3 Community Involvement:** Our employees promote initiatives that improve the quality of life in the communities we operate in.
- 4 Employee Engagement:** We create an environment for our employees that sparks their creativity and ambitions, generating the development of innovative solutions that our business thrives on.

Stakeholder Engagement

Our wide range of stakeholders

Engagement with our diverse stakeholders drives innovation through an understanding of different needs and priorities as we test ideas for new solutions. It reduces the risk to our organizational and product performance and identifies opportunities to generate shared value. It also helps us to understand the current and future needs and priorities of our customers in the short and long term.



Our range of stakeholders includes customers, employees, suppliers, investors, non-governmental organizations, government institutions, media, education, research institutes, and the general public. We engage with the communities where we work and the professional communities we work for.

Customers

Our Customers & Solutions program studies the drivers and future challenges that influence our success and the success of our customers. Where possible, we involve customers in the development of new high-quality solutions. For example, nursing students have answered more than 54 million questions using [PrepU™](#), an adaptive learning solution offered by Lippincott Williams & Wilkins (LWW), that is rapidly improving student test scores and changing how nursing courses are taught. Our impact is measured by means of the [Net Promoter Score \(NPS®\)](#), which asks customers whether they would recommend Wolters Kluwer based on their experiences with our products.

Employees

We aim to improve the engagement of our employees by actively listening to suggestions, building on productive ideas for growth, and soliciting feedback for improvement. Business groups within Wolters Kluwer conduct Employee Engagement Surveys and an Organizational Health Index, measuring and benchmarking employee engagement and performance culture. Talent programs further develop critical business skills and boost personal development. One of the actions resulting from this practice is the establishment of the Global Innovation Award for employees.

Suppliers

We engage with suppliers and work with them on sustainability throughout the supply chain. Wolters Kluwer requires suppliers to comply with the standards of engagement. This code includes general sustainability standards that Wolters Kluwer wants to operate by, based on the articles of the [United Nations Universal Declaration of Human Rights](#), the [eight core labor standards of the International Labor Organization](#) and [United Nations Global Compact](#), a framework for businesses that aligns operations and strategies with universally accepted principles in the areas of human rights, labor, the environment, and anti-corruption.

The sustainability challenges faced by our business partners are part of our collective responsibility. We partner to find solutions and collectively invest in improvement measures.

Investors

Investors increasingly research the Environmental, Social, and Governance (ESG) policies and practices of the companies they invest in. We frequently participate in the efforts of specialized research groups that analyze the ESG policies of corporations. We have been involved in reports and analysis by, among others, the [Carbon Disclosure Project](#), [Sustainalytics](#), [Goldman Sachs](#), [Markit](#), [Oekom](#), [Eiris](#), [Vigeo](#), and [Bloomberg](#). In cooperation with these institutions, we focus on supporting transparency through publicly available ratings. In 2012 we were recognized for the fifth year in a row as a Bronze Class Media Sustainability Leader by the [DowJones Sustainability Index \(DJSI\)](#). The DJSI analyzes companies' economic, environmental and social dimensions. Furthermore, Wolters Kluwer was listed in 34th place in the Corporate Knights [Global 100 list](#) of the most sustainable large corporations in the world. The list, announced at the World Economic Forum in Davos, lists top-performing companies on a range of specific sustainability metrics.

Communities

Engaging with the communities in which we do business and applying our employees' skills produces initiatives that improve living conditions around the world. In collaboration with a range of local non-profit organizations and non-governmental organizations (NGOs) we contribute to well-being in our communities.

Governance & Remuneration

The Executive Board is committed to sustainability and sponsors activities that are integrated throughout the business. Under the sponsorship of Nancy McKinstry, CEO and Chairman of the Executive Board, Maarten Thompson, Senior Vice President, General Counsel and Company Secretary, is responsible for sustainability. All of our departments are engaged in building and implementing sustainability initiatives.

The Supervisory Board again resolved to use revenues from electronic products as a percentage of total revenues as the sustainability related target. Electronic products reduce paper consumption and increase productivity, while at the same time reducing our environmental footprint as well as that of our customers.

The Short-Term Incentive Plan (STIP) includes the sustainability related target described above. The payment of the STIP bonus for each executive board member only takes place after verification by the external auditor of the financial statements of the company, including the financial

performance indicators on which the financial STIP targets are based.

Good corporate governance is the key to maintaining our credibility with our internal and external stakeholders. National regulations, like the [Dutch Corporate Governance Code](#), and international guidelines, like the [Organisation for Economic Co-operation and Development \(OECD\) Guidelines for Multinational Enterprises](#), assist us in implementing corporate governance principles. These principles are represented by: Our Business Principles and Company Values; a whistleblower policy; a human rights policy; an environmental policy; standards of engagement for suppliers; an acceptable use policy; an insider trading code, and a global travel policy. In 2012 we developed the Mobile Devices and iPad Policy and the Global IT Security Policy. Also, we further implemented the compliance training program on Business Principles and Company Values, Competition/Anti-Trust Law, Anti-Corruption and Information Security Awareness, for management in most of our businesses globally. These training courses have been translated into nine languages.

All our publicly available policies can be found on the [Wolters Kluwer website](#).

On local level, our operating companies have policies in place that enforce compliance.

Business Principles Guidance as % of Management	2012	2011
Provided Access to the Business Principles	100%	70%
% Completed the Business Principles Training	70%	48%

In addition to our policies we organized several means of communication for our employees to discuss issues they encounter in their work.

% Of Employees With Access to Measures to Handle Complaints and Grievances	2012	2011
Help Line	84%	77%
Whistleblowing	100%	93%
Counseling	93%	31%

Customers & Solutions

Ambitions and Strategy

We provide customers with sustainable solutions based on specific needs. We believe we have a long term and sustainable impact on society when we are able to leverage our expertise in order to provide solutions for tomorrow's challenges. The constant dialogue with our customers stimulates us to develop innovative and integrated solutions, delivering value to customers and the society at large. Our solutions integrate and simplify the work of professionals and give them the information they need, when they need it. We provide our customers with the latest and most reliable content, integrated with innovative and cutting-edge technology.

Policy and Targets

Focus on innovation

We focus on innovation by creating new ideas and transforming these ideas into useful products and services. Our employees play a key role in this process. All our employees are encouraged to spend time with customers to understand their needs and workflow. For example, the pressure on customers to do more work with fewer resources has driven the development of many products which provide productivity benefits. The [SmartDox](#) is one of those products, helping lawyers and counselors in drafting complex documents. Furthermore, our employees understand that professionals are in need of integrated solutions that can be accessed at any time and any place. The [Facts & Comparisons@ eAnswers](#) meets those needs for medical professionals. New innovative ideas are born every day and employees are encouraged to submit these ideas. This year, 700 ideas were submitted through the Global Innovation Award, which recognizes and rewards the contributions to our innovative solutions portfolio.

Customer satisfaction

We invest to meet customer needs and keep our solutions up to date. In 2010 we implemented the [Net Promoter Score](#) (NPS®) across our global customer segments. This metric measures customer satisfaction by asking how likely the customer would be to recommend Wolters Kluwer to different stakeholders. We measure the NPS® at a product level for different market segments and geographies. This information helps us to identify elements of our solutions valued by our customers. Furthermore we learn how our customers value our products, both in terms of strengths and weaknesses. Based on the results we can enable the right employees with the right tools to take actions that focus on specific products, segments and geographies.

Managing financial risks

Wolters Kluwer Financial Services offers financial crime prevention professionals a complete suite of technology, content and professional services. The company's [Wiz Sentri: Financial Crime Control platform](#) helps address the compliance and operational risks tied to financial crimes, including fraud and money laundering.



By doing so, we realize focused growth driven by high customer satisfaction.

Performance and Impact

Our products and solutions are developed to provide a positive impact on society. The following examples show how we enable our customers.

Making time for clients

Highly educated professionals add most value to society when they have sufficient time to meet clients and provide solutions to their problems. LEDESense helps law firms with their billing processes, giving them more time with clients.

[TyMetrix Legal Analytics](#) helps legal professionals make better data-driven decisions. It aggregates billions in global legal spend and performance data in a reference database. The database saves paper by providing professionals access to the entire catalogue using mobile apps.

[SmartDox](#) is an innovative legal expert system that can be used by lawyers to improve and speed up their working processes. It supports lawyers and legal counsels in drafting complex documents needed for an M&A process.



Managing financial risks

As an example of how our financial risk, compliance and audit solutions help organizations worldwide navigate the changing regulatory environment, Wolters Kluwer supported India's banks and financial organizations in complying with local financial risk and regulatory reporting requirements, combating financial fraud and managing risk exposure across the entire enterprise.

Wolters Kluwer Financial Services is actively encouraging banks to put in place the correct Basel III measures to be compliant and to demonstrate a sound regulatory and risk management strategy. For example, we held [seminars](#), focused on new European regulations and international developments. Our [ARC Logics for Financial Services enterprise risk management \(ERM\) solution suite](#) helps risk management professionals more effectively mitigate the risks tied to financial crimes such as fraud and money laundering. It assists in bringing transparency, traceability and efficiency to manage compliance, operational, and financial risks.

Training caregivers

[Lippincott's DocuCare EHR](#) is an educational electronic health record program that helps nursing students learn how to electronically chart patient care. The program is designed to prepare students for real-life practice, teaching them how to make risk-predictive care decisions, and document patient conditions.

Speeding patient treatment

Clinical questions need to be answered as quickly possible to provide the right treatment on time. [OvidMD](#) provides quick answers to these questions in an easy-to-use interface based on the latest evidence-based research. This helps professionals provide state-of-the-art treatment for the patients' benefit.



The integration of UpToDate into [Sentri7@](#) allows clinicians the opportunity to facilitate earlier, better, and more consistent interventions. This lowers the length of hospital stay, saves on patient costs and reduces antibiotic resistance.



Ensuring the right diagnosis

The [Facts & Comparisons® eAnswers](#) solution for mobile devices provides smartphone users with authoritative answers to drug information questions. This interactive resource helps practitioners ensure the safety and accuracy of therapeutic decision-making through quick and easy mobile access to independently reviewed and researched drug information.



[VisualDx® Oral](#) from [Lexicomp](#) helps dental professionals find the right diagnosis for their patients. Dental professionals can produce a visual differential diagnosis based on patient findings. The tool saves dentists time and improves the quality of treatment.



Resource Management

Ambitions and Strategy

Wolters Kluwer operates on a global scale with global supply chains. We impact both the upstream and downstream side of these supply chains. We actively monitor the environmental impact of our own operations and aim to minimize this impact where possible. We design our products to minimize the use of natural resources by customers. We started as a paper-based company, and have transformed our portfolio to primarily high-quality electronic products and services. These solutions are developed to help customers work more effectively, saving them time, energy, and resources. For the part of the portfolio that remains paper-based, Wolters Kluwer targets paper to be recycled or certified with [FSC](#) (Forest Stewardship Council), [PEFC](#) (Programme for the Endorsement of Forest Certification) or [SFI](#) (Sustainable Forestry Initiative) programs.

Customers

We are helping our customers migrate to non-paper solutions. Over 74% of our revenue is now generated from electronic and service solutions.

Wolters Kluwer's operations

Our ambition is to lower the environmental footprint of our operations. We measure the direct and indirect use of natural resources for each business group and location to manage improvements.

Suppliers

We require business practices from our upstream suppliers in line with international standards and cooperate with them to improve sustainable practices.

We recognize that excessive use of paper by our customers can have a negative impact on biodiversity. With the switch to electronic products, we first try to minimize the use of paper, and when paper is required we target the use of responsibly sourced paper.

Policy and Targets

Customers

We are expanding our electronic solutions to emerging markets. For example, a major shift is occurring from print to online in the Indian professional market, which offers valuable growth opportunities for online software solutions. We have grown our India operations in recent years and continue to see great potential for our electronic products in the healthcare, tax, and accounting markets.

Wolters Kluwer's operations

Our resource management strategy is made concrete in our Environmental Policy. Our @WorkAnywhere program includes the development of a Remote Work Policy. The environmental performance of our business units are measured in terms of the natural resources we use in our own operations.

Illinois Governor's Sustainability Award

CCH was recognized with the 2012 Illinois Governor's Sustainability Award. This award honors the green transformation of the CCH Chicago printing facility over the past two years, and the resulting savings and benefits. Complementing the sustainability efforts of its parent company, CCH and its employee-led Sustainability Committee have focused on Leadership in Energy and Environmental Design (LEED)-approved renovations and green improvements to the facility.

The renovation of the half-century-old printing facility incorporated green materials and innovative approaches.

Key highlights include:

- Reduction in energy demand of over 500 MWh
- Increase in water efficiency by 30%
- New boilers yielding 10% reduction in power consumption
- New high-efficiency lighting system saving estimated 426 MWh of electricity
- Throughout the renovation, 92% of all construction waste was recycled.



As we are converting our businesses from paper-based to online, software, and services products, it is important that the remaining paper-based portion should be as clean as possible. That is why we actively increase the percentage of responsible paper used. We now chart the volume of externally certified chain-of-custody paper and recycled paper, and measure the amount of responsible paper used across all our business units.

Suppliers

The management of supplier performance is a critical function for improving value chain performance. Poor performance by suppliers can have a large impact on our ability to deliver products and services to our customers. Our supply chain does not include many direct manufacturing suppliers. Instead, we have a supply base that primarily consists of indirect suppliers who provide services to our company, such as printing, shipping, and IT consulting. Nevertheless, we expect all our suppliers to comply with the Standards of Engagement.

Next to the Standards of Engagement we are setting up a supplier framework for so-called High Risk Countries (selection based on a sub-set of the United Nations Human Development Index). We analyzed the certifications that are being used by our suppliers in these countries. We have two major suppliers in Asia, that are using a mix of certifications with respect to quality, social and environmental standards. Among them [ISO 9001](#), [ICTI](#), [ISO 14001](#), [FSC](#), [PEFC](#), and [SFI](#).

Performance and Impact

General

The natural resources used by our customers depend on the type of media we use in our products and services. For those sectors where information changes constantly, such as medical, financial and legal, we save a significant amount of paper by offering our products on digital media and/or as a digital service. Of course, any increase in Electronic & Services revenue also positively affects the environmental footprint of the Wolters Kluwer operations and those of our suppliers.

The chart below shows the percentage of revenue by category of media, indicating the trend towards more electronic products and services revenue. Year-on-year we are improving the percentage of electronic & services revenue.

Revenue by Media	2012	2011
Media Format		
• Electronic Publishing / Online	27%	27%
• Software / Workflow Tools	31%	29%
Services	16%	15%
Subtotal Electronic & Services	74%	71%
Print	26%	29%
Total	100%	100%

Wolters Kluwer's operations

We measure the environmental performance of our business units in terms of paper, energy, and water use. We also measure the carbon-emissions-related impact of business-related air travel.

Reducing paper while staying ahead of the curve

By shifting the product portfolio to digital products and services, the use of traditional raw materials such as paper, water and energy is lowered. This has a positive influence on climate change and deforestation. Many of these solutions, such as [CCHProSystem fx Suite](#), have driven clients' paperless offices for years. In other cases it is more direct.

[The Emissions Trading and New Energy Global Guide](#) is an online subscription service that helps professionals comply with emissions trading and new energy laws in several jurisdictions around the world.



Energy Consumption

	2012	2011
Total Energy Use in GWh	107	102
% Renewable Energy	18%	2%
Total CO ₂ Emissions from Energy in Tons	36,482	41,297
Tons of CO ₂ Emissions from Energy per FTE	1.9	2.2

Total energy use increased more than the increase in FTEs. Because we significantly increased our percentage of renewable energy (now in Belgium, France, Germany and the UK), CO₂ emissions went down by almost 12%.

The information in this table is based on the use of electricity, natural gas, and heating oil. We collected data for offices over 1,000m² and extrapolated for the smaller ones. Location specific conversion factors were used to determine the CO₂ data.

Because we changed our scope (see About this Report), the 2011 data shown are not comparable with the data for 2011 in the 2011 report.

Business Air Travel

	2012
Total Millions of Kilometers (km)	
Travelled by Plane	106
Flight Use (km /FTE)	5,510
Tons of CO ₂ Emissions from Business Air Travel	17,850
Ton CO ₂ Emission from Business Air Travel per FTE	0.93

The data were converted to CO₂, using conversion factors related to short, medium and long haul flights and the associated class.

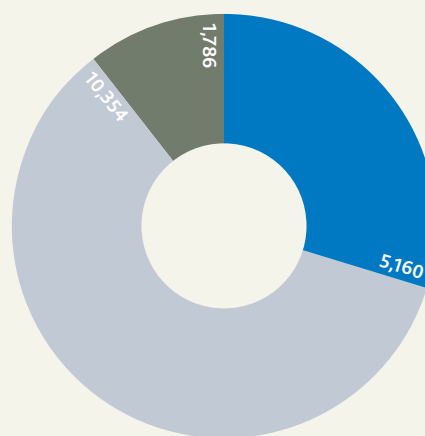
We excluded the data for 2011, because the basis for data collection was significantly different for 2012.

Paper Usage

	2012
Total Paper Use in Metric Ton	33,030
<i>Certified Responsible Paper</i>	
FSC	5,160
PEFC	10,354
SFI	1,786
Total Use Responsible Paper in Metric Ton	17,300
% Responsible Paper	52%

The amount of responsible paper is now over 50% and increased significantly compared to last year. We continue to roll out our policy targeting for an increasing share of responsible paper.

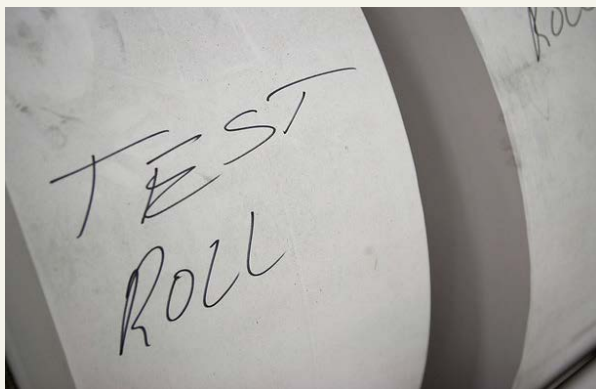
We excluded the data for 2011, because the basis for data collection was significantly different for 2012.

Total Use of Certified Responsible paper
In Metric Ton

- FSC (5,160)
- PEFC (10,354)
- SFI (1,786)

Saving paper in printing facilities

A team of employees at Wolters Kluwer Financial Services developed a plan for minimizing the web press paper consumption. The web press uses large rolls of paper to create print forms. However, the print process inherently wastes paper.



The team determined that paper use could be reduced by 28%. This was enough paper to reach from the print production facility in St. Cloud, Minnesota to Hollywood, California.

The team reviewed the process, collected data and tested several possible process changes before arriving at the final solution. The new process was documented in a set of guidelines for the operators to follow. Since the process was introduced there has been a 15.5% reduction in paper waste which represents a cost savings of \$60,000.

Water Consumption	2012	2011
Total Water Use in Cubic Meter	68,517	65,736
Water Use in Liters per Working Day per FTE	15	15

Water usage increased in 2012, but the water usage per FTE per working day remained stable.

We collected data for offices over 1,000m² and extrapolated for the smaller ones, based on the m² use in that particular part of the world.

Because we changed our scope (see About this Report), the 2011 data shown are not comparable with the data for 2011 in the 2011 report.

Saving paper with Document Upload

Before freight customers close a business deal with an unknown party, they can use the [Transport Company Directory](#) from Teleroute to find documentation about a potential new business partner and ensure they are engaging with trustworthy people.

A new *Document Upload* feature saves large amounts of paper by allowing users to upload and share the documents needed to confirm deals and select a partner.



With *Document Upload*, when agreeing on a deal, there is no need to send all transport, insurance and other legal documents by fax or email. The search functionality means freight customers can more easily identify freight, and avoid dealing with offers that do not match their vehicle, saving transport miles and energy.










Saving energy with LED lights

Wolters Kluwer Italy plans to install LED lights throughout its headquarters to save energy and reduce associated CO₂ emissions. Starting in 2013, 240 LED lights will be installed on one floor of the building, moving to other floors in a later phase. The lights are equipped with sensors that reduce the power of the lamps when there is sufficient external light. The sensors also switch off the light when there are no employees present and switch on again when an employee enters the office. Through these measures, Wolters Kluwer Italy expects to save 40-50% in its building energy use and more than 85 tonnes in CO₂ emissions.



Suppliers

For our paper suppliers we target the use of responsibly sourced paper. We measure responsible paper according to generally acknowledged certification schemes:

Certification scheme	Details certification method	Only report as certified paper if packaged paper carries this logo
FSC	"100%" – for products containing 100% material from FSC certified forests	
	"Mixed" – for products containing a combination of material from FSC certified forests, FSC controlled wood and eligible recycled fiber	
	"Recycled" – for products containing only recycled fiber	
SFI	"Certified Sourcing" – for products from Certified Sourcing	
	"Certified Chain of Custody – Promoting Sustainable Forestry" – for products promoting Sustainable Forestry via Volume Credit	
	"Certified Chain of Custody – X% Certified Forest Content, X% Certified Sourcing, X% Post-Consumer Recycled" – for paper with a specified mix of Certified Forest Content, Certified Sourcing, and Post-Consumer Recycled.	
	"Certified Chain of Custody – X% Certified Forest Content" – for paper with a specified % of Certified Forest Content	
PEFC	"PEFC Certified" – for PEFC certified paper	
	"PEFC Certified and recycled" – for paper with a mix of PEFC certified and recycled	

Community Involvement

Ambitions and Strategy

Wolters Kluwer is a global company with employees around the world. Our employees live in local communities and work for and with local professionals. Their skills, combined with our services, provide solutions tailored to local communities that raise or secure the quality of life worldwide.

Employee driven

Employees are encouraged to develop ideas in support of their local communities. Offering their expertise, solutions, judgment, and time, they make a durable impact to the quality of life in their communities.

Customer driven

Wolters Kluwer staff cooperates with customers to volunteer and enhance the quality of life in the communities we both serve.

Policy and Targets

We support good causes that lie outside the scope of our operation at the corporate level. In the U.S., Wolters Kluwer supported the [American Red Cross](#) to provide super storm Sandy victims with food, shelter and other resources.

Wolters Kluwer Health has committed itself to the [Nestlé Foundation's enLINK initiative](#), which supports the research of healthcare professionals in low-income countries to address malnutrition.

Employee driven

Fifty Wolters Kluwer Spain employees in Madrid and Valladolid supported our social [Foundation](#). They participated

with 150 professional musicians in two charity concerts to benefit [Fundación Balía](#), under the theme 'Before Exclusion, Become an Audience'. Fundación Balía is an independent Spanish NGO that develops different projects for children, young people and their families that are in serious risk of social exclusion. The charity concerts raised a total of €31,500.

After super storm Sandy in the U.S., Wolters Kluwer employees expressed a strong willingness to support and help those affected. In response, the Wolters Kluwer's Executive Board decided to create a special matching program to benefit the [American Red Cross](#) with their [2012 Hurricanes and Other Related Storms Fund](#). Through a special employee donation site, Wolters Kluwer employees contributed \$27,146. This amount was then matched by Wolters Kluwer, resulting in a \$54,293 total contribution. The donation helps the American Red Cross to prepare for and respond to storms.

Customer driven

[Corsearch](#) partners with [American Forests](#) to reduce its carbon footprint by planting a tree for every report it delivers to customers.

Wolters Kluwer supports the Amsterdam-based [John Adams Institute](#) by offering our expertise in software solutions and information-enabled tools. The Institute is an independent body that promotes cultural exchange between the U.S. and the Netherlands. Wolters Kluwer has been a corporate sponsor of this organization since 2005. In 2012, Wolters Kluwer helped producing an [e-book](#), celebrating the 25th year anniversary of the Institute.

Wolters Kluwer Financial Services sponsors International Financial Crime Conference

Wolters Kluwer Financial Services is a Charter Affiliate Member of the [Association of Certified Financial Crime Specialists \(ACFCS\)](#). The ACFCS is composed of private and public sector professionals, who work in various disciplines that help control, detect and combat financial crimes.

As part of its Charter Affiliate membership, our Financial Crime prevention experts helped conduct an educational webinar for ACFCS members. Wolters Kluwer Financial Services is also sponsoring the ACFCS' [International Financial Crime Conference and Exhibition](#).



In response to the devastating impact of super storm Sandy, [CCH](#), a Wolters Kluwer business, developed the webinar [Tax Treatment of Casualty and Disaster Losses](#). The webinar assists professionals in providing tax relief to clients who suffered losses. It offers practical guidance and advice on how disasters affect clients.

Performance and Impact

Donations	2012	2011
Donations in 1,000 Euro	759	554

Donations increased especially in Italy and the United States.

Because we changed our scope (see About this Report), the 2011 data shown are not comparable with the data for 2011 in the 2011 report.

A commitment to provide vital nutrition resources in low-income countries

Wolters Kluwer Health has committed to the [Nestlé Foundation's enLINK initiative](#), which supports the research into malnutrition by healthcare professionals in low-income countries. In 2004, the Foundation and [Ovid](#), a global provider of medical and scientific resources and part of Wolters Kluwer Health, collaborated to develop the enLINK electronic library. This provides students, researchers, and healthcare workers with easy access to important electronic medical and nutrition resources.

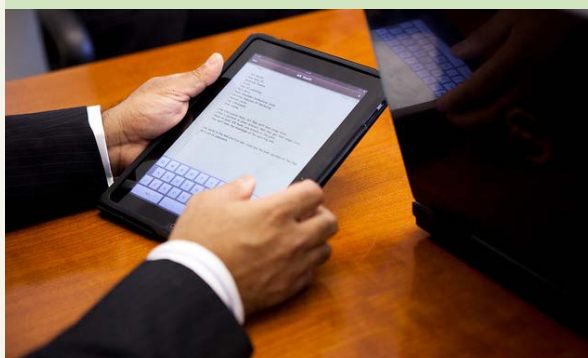
Investing in any activity that promotes increased access to information has a tremendous impact. The Nestlé Foundation chose Ovid to develop enLINK because of its comprehensive medical content and sophisticated technology.



Free Tax in a Flash Apps for students

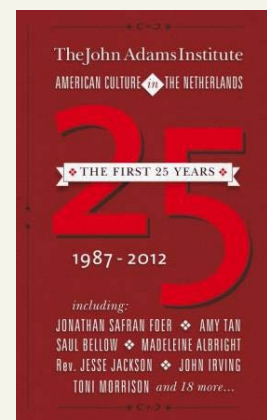
[CCH](#), a Wolters Kluwer business, continues to expand its mobile offerings, by adding more and more iPad Apps to its line-up. These new Apps makes it easier than ever to access world-class tax expertise when and where you work or study. By delivering more valuable content and more flexible options to our customers, CCH enables access to the right information and analysis.

The [Tax in a Flash App](#) is built specifically for students. It is a mobile study companion in a unique Q&A flash card format. The App also features three study modules: Individual Federal Income Tax; Federal Tax Business Considerations; and Federal Estate, Gift and Other Tax Planning Considerations. The App is available for free and students can also select to purchase specific modules that best meet their needs.



25th anniversary e-book for the John Adams Institute

Wolters Kluwer supports the Amsterdam-based [John Adams Institute](#) by offering our expertise in software solutions and information-enabled tools. An [e-book](#) was produced for an event featuring former U.S. Secretary of State Madeleine Albright, in celebration of the 25th year anniversary of the Institute. The e-book contains a collection of excerpts, short stories, and video clips from 25 prominent authors and public figures who have spoken at John Adams Institute events.



The John Adams Institute was established in 1987 as an independent institution to promote cultural exchange between the United States of America and the Netherlands. Wolters Kluwer has been a corporate sponsor of this

organization since 2005. This is a part of our drive to support local organizations and promote sustainable growth by providing high-quality information-enabled tools and software solutions that improve the quality of work and the quality of life for the communities where we do business.

Wolters Kluwer Spain employees sing in charity event for underprivileged children

Fifty employees of Wolters Kluwer Spain participated with professional musicians in two charity concerts in benefit of [Fundación Balía](#), under the theme 'Before Exclusion, Become an Audience', in Madrid and Valladolid, respectively.

Fundación Balía, an independent Spanish NGO, fights against social exclusion of children and the youth in the country and since 2011 has developed different projects for children, young people and their families that are at serious risk of social exclusion.



and other practitioners who prepare income tax returns and advise clients on tax matters.

Lowering carbon footprint by planting trees

From March 2012 to March 2013, [Corsearch](#), a Wolters Kluwer business, collaborated with [American Forests](#) to reduce the carbon footprint from operations. Corsearch encouraged clients to receive their reports and watch notices in electronic format. Customers were informed about the program details and special recycled paper sticky notes were placed onto printed reports and watch notices.



For every one of these electronic deliveries, Corsearch donates \$1 to American Forests to plant a tree. The goal of 10,000 trees was reached in October 2012. Corsearch has since donated funds for over 15,000 trees.

Helping professionals provide tax relief to disaster victims

Following super storm Sandy, [CCH](#), a Wolters Kluwer business, offered a webinar on [Tax Treatment of Casualty and Disaster Losses](#).



This webinar assists professionals providing tax relief to clients who suffered devastating losses. It offers practical guidance and advice on how disasters such as Sandy affect clients' tax returns; an understanding of the reporting and substantiation requirements; and the very latest developments from the IRS in the area of casualty losses. The program is designed for tax partners, managers and staff, CPAs, enrolled agents, tax return preparers, tax attorneys

Employee Engagement

Ambitions and Strategy

We attribute much of our achievement to our employees. Their skills are essential for the development of innovative solutions for our customers. The creativity and ambitions of our workforce make this innovation possible. We are dedicated to attracting and retaining people with the greatest talent and highest capabilities. Ingenuity and innovation are promoted by developing a diverse workforce and rewarding outstanding results and exceptional work. During past years, we have developed programs that encourage employees to become more involved in innovative product development. These initiatives make us successful at what we do, both for our customers and for the community.

Policy and Targets

As a global operating company, Wolters Kluwer continues to develop people with the talent necessary to be successful in the global business environment. It is our goal to be at the top of the professional's list, so we can recruit, retain and develop talented employees. Being on top of the list means we support an appropriate work-life balance and provide market driven compensation. In 2012, Wolters Kluwer established a strong Global Talent Development strategy, structure, and roadmap. Within the Global Talent Development framework, we established a Talent Governance Board that makes senior-level employees responsible for talent development. The Executive Board also completed

a Leader Success profile to prepare the next generation of leaders. In order to identify potential leaders, talent reviews were completed for each Division, Global Shared Services, China, Finance and Strategy. In addition, we organized our first annual Enterprise Talent Review to share talent information and to drive greater awareness across our enterprise. Our nomination-based 2012 Leadership Forum invited high potential people from across the company for a two-day learning experience. Wolters Kluwer combines these approaches in order to nurture the growth of potential leaders. We believe our employees are the key to our success.

Wolters Kluwer recognises employees who make significant contributions to our success during our annual Global Innovation Award ceremony. The award goes to those employees and teams who developed a profoundly innovative product or solution. These distinctive solutions combine expert knowledge, software, and services to deliver superior value to our customers. In 2012, the Innovation Board met to select the winners of the Global Innovation Award from among the finalists of the two previous rounds, comprising approximately 700 entries. Employees from the 14 finalist teams travelled to New York to present their projects. These employees came from the U.S., Canada, the U.K., the Netherlands, Germany, and Sweden. Each team provided inspiring ideas about topics such as tackling workflow inefficiencies, creating intelligent content delivery platforms, and developing solutions that, at their core,

Towards new working methods

Wolters Kluwer's employee engagement is regularly recognized for its excellence. Kluwer Training in Belgium won the HR Excellence Award in the category for "Best Learning, Coaching & Development Company". The HR Excellence Awards addressed the theme 'The Leap to the New World of Work'. It recognizes HR partners who excel in exceptional quality service and innovative solutions that help organizations to make the transition to the "New Working Methods" organization model. Kluwer Training was nominated in this category following a survey conducted among 1,300 HR decision makers and 750 CEOs. After a public vote and the selection by a specialist jury, Kluwer Training was again voted as "Best Learning, Coaching & Development Company" recognizing our training, coaching, personal and professional development in Belgium.



make our customers more productive and effective at what they do.

We believe that workforce diversity is essential to our competitiveness. Diversity sparks the innovation and creative skills that are indispensable for staying ahead of our competitors and our success. Wolters Kluwer's global activities result in a diverse workforce of over 19,000 employees who operate in 40 different countries. We take diversity into account when we seek people with the most potential in our workforce. This means that we strive for gender balance in the workforce. Our active gender policy and gender diversity program often results in women in leadership positions, as shown by the examples of our CEO, the CEO of our Legal & Regulatory Division, our Chinese, Italian, Medical Research, Professional & Education, and CCH Tax and Accounting North America women business leaders.

Gender Diversity of Total Employees 2012

In %



In 2012 we have restructured our global Human Resources (HR) organization as part of Wolters Kluwer's evolution to a more integrated global company. Our new HR structure centrally aligns the HR support within the global operating divisions, but leaves room for strong local expertise within our HR community. This ensures we maintain local continuity and diversity. These organizational changes cultivate a more global, diverse way of thinking, further boosting innovation and growth.

Active for Life and Relay For Life Wellness

The Wolters Kluwer's Wellness Program is committed to providing information and tools to help employees maintain a healthy lifestyle. In the Active for Life program, fifty-eight teams across the U.S. entered into the first Wolters Kluwer Active for Life Physical Activity Challenge. Teams representing 541 employees took a pledge to lead a more active lifestyle. The challenge included a focus on other aspects of personal well-being, such as managing weight through healthy food, addressing preventative care needs, identifying and managing stress, and getting more sleep. In total, the teams logged 726,962 minutes of purposeful activity in five weeks. Wolters Kluwer is committed to the fight against cancer through our support of the American Cancer Society's Relay for Life National Team Program. With a goal to create 50 teams across the U.S., We currently have 30 teams registered with 347 participants. To date, teams have raised more than \$43,000 to help the battle against cancer.



Performance and Impact

Wolters Kluwer's Workforce in 2012 in Ultimo FTE per Division	2012	2011
Legal & Regulatory	7,639	7,704
Tax & Accounting	5,785	5,675
Health	2,528	2,425
Financial & Compliance Services	2,358	2,077
Corporate	102	98
Total	18,412	17,979

Onsite clinics and vouchers for flu vaccination

Wolters Kluwer's Wellness Program hosted a national flu shot program for all of its employees. Partnering with [CVS/Caremark](#), Wolters Kluwer offers benefits-eligible employees flu shots at no cost. CVS/Caremark supported our on-site clinics and voucher program in all states.



Safe driving

Wolters Kluwer in the U.S. has partnered with [Travellers Insurance](#) to present the webinar, Driving Safely, for its employees. The objective of the webinar is to educate and help prevent accidents that occur from inattention and distractions as well as learn defensive driving strategies.



Employees that Have Taken Part in Skill Assessments and Capability Development

In %



■ 2012

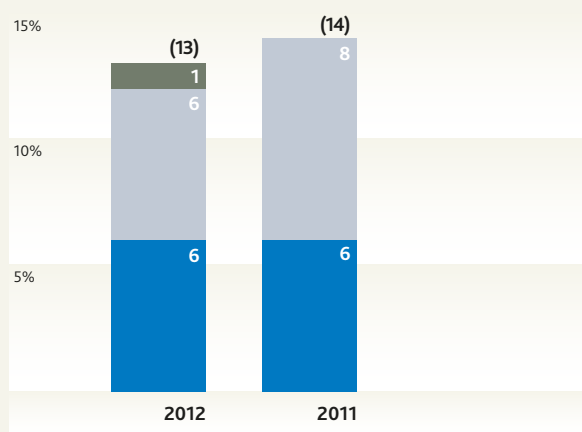
Talent development

Today's fast-paced, global business environment requires a new strategy for how we develop employees. We are committed to building a talent-focused culture that will drive our continued success. Several strategic talent programs and initiatives are underway to ensure Wolters Kluwer is building a global pool of talented people. One example is the recent divisional reviews with each Division CEO. These annual discussions are focused on ensuring a strong pipeline of talented people. Additionally, we completed our first annual Enterprise Talent Review, where our most senior level leaders came together to increase awareness of talent across the company. Our new nomination-based 2012 Leadership Forum invited some of our high potential people from across the company for a two-day learning experience. Wolters Kluwer is focused on approaches to help nurture the growth of peoples' potential, because we believe our employees are the key to our success.



Employee Turnover as a Percentage of Total Employees

In %



■ Natural
■ Voluntary
■ Involuntary

% Based on number of employees that left the company and the total FTEs ultimo 2012.

HR for a global operating company

As part of our evolution to a more integrated global operating company, changes have been made to the global Human Resources organization. These changes represent an important priority for the business and help to promote a global culture that ambitiously focuses on innovation and growth, making Wolters Kluwer the place to work. The HR structure focuses on Wolters Kluwer doing two things exceptionally well:

- Enhancing our ability to compete for top people through unsurpassed recruitment, retention, and professional development programs; and
- Effectively delivering Human Resources services that are both highly valued and aligned with business strategies.

The new HR structure emphasizes a centralized alignment of HR support within the global operating divisions, while building upon the strong local expertise within our HR community, ensuring we maintain local continuity. The organizational changes are an important milestone in boosting a culture that cultivates a global way of thinking.



Employees drive innovation



Wolters Kluwer awards the Global Innovation Award on annual basis to acknowledge employees and teams who make significant contributions to innovation. In 2012, The Innovation Board met to select the winners of this year's Global Innovation Award from among the finalists of the previous two rounds, comprising approximately 700 entries. Employees from 14 finalist teams travelled to New York to present their projects. They came from the U.S., Canada, the U.K., the Netherlands, Germany, and Sweden. Each team provided innovative ideas about topics such as tackling workflow inefficiencies, creating intelligent content delivery platforms, and developing solutions that, at their core, make our customers more productive and effective professionals. They combined expert knowledge, software, and services to deliver superior value in our primary markets. Wolters Kluwer views the Global Innovation Award as a unique opportunity to showcase innovations that will drive accelerated growth.

Company Profile

Revenues

Total revenues 2012

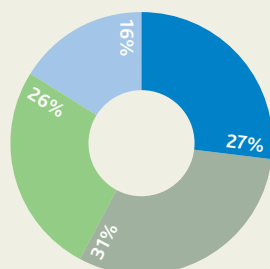
€3,603 mln

grew

7%

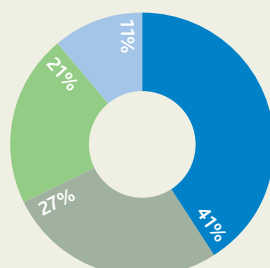
compared to prior year

Strong revenue
diversification 2012, in %



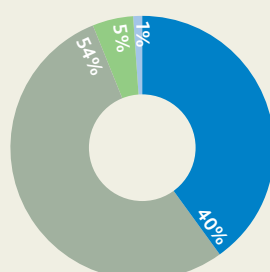
Online
Software
Print
Services

Revenues by division
2012, in %



Legal & Regulatory
Tax & Accounting
Health
Financial & Compliance Services

Revenues by geography
2012, in %



Europe
North America
Asia Pacific
Rest of the world

WHO WE ARE & WHAT WE DO

Our customers
make critical decisions every day;
we help them move forward
with confidence.

Tagline

***Wolters Kluwer, when
you have to be right
expresses the value
customers find in
working with us to
drive for better results***

Customers

**We serve professionals
in the legal, tax,
finance, and
healthcare markets
in over
150 countries**

Markets

**Legal, business,
tax, accounting,
finance, audit,
risk, compliance,
healthcare**

Company Values

**Customer focus,
Innovation,
Accountability,
Integrity,
Value creation,
Teamwork**

Employees

**19,112 employees
across Europe,
North America,
Asia Pacific,
and Latin America**

Products

**Over 74% of revenues
come from online,
software and services,
including 350 mobile
apps and 100 e-journals**

Our strategy

Realizing Our Growth Potential

1. FOCUS ON HIGH GROWTH AREAS:

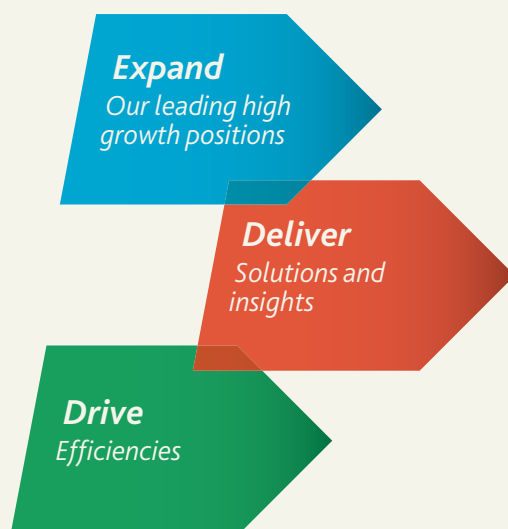
- Invest to expand high growth segments, scale positions
- Drive growth in digital solutions and services

2. INCREASE CUSTOMERS' PRODUCTIVITY:

- Invest in mobile applications, cloud-based services, and integrated solutions
- Invest 8-10% annually in product innovation

3. DRIVE EFFICIENCIES TO FUND GROWTH:

- Drive efficiencies in areas such as sourcing, technology, real estate, organizational processes, and distribution channels



Wolters Kluwer supports

90%
of U.S. banks
and the top
40 global banks

Wolters Kluwer supports over

210,000 tax & accounting firms worldwide

that's over 40 million tax returns



Wolters Kluwer supports over

13 million healthcare professionals

in more than 150 countries

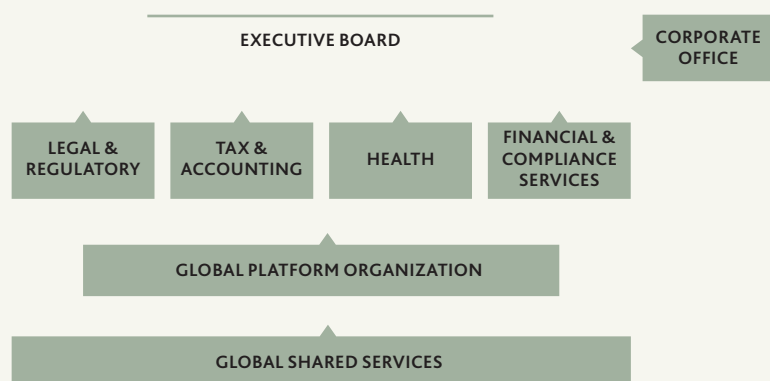
Wolters Kluwer supports over

250,000 legal professionals

worldwide



COMPANY STRUCTURE



HEADQUARTERED

Headquartered in Alphen aan den Rijn, the Netherlands. Stock listed on Euronext Amsterdam: WLSNC.AS, stock code 39590, ISIN code NL0000395903; included in the AEX and Euronext 100 indices



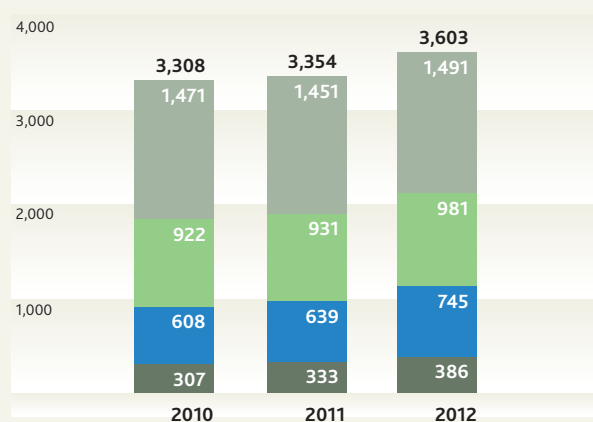
MORE INFORMATION

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www.facebook.com/wolterskluwer
www.twitter.com/wolters_kluwer

FINANCIAL OVERVIEW

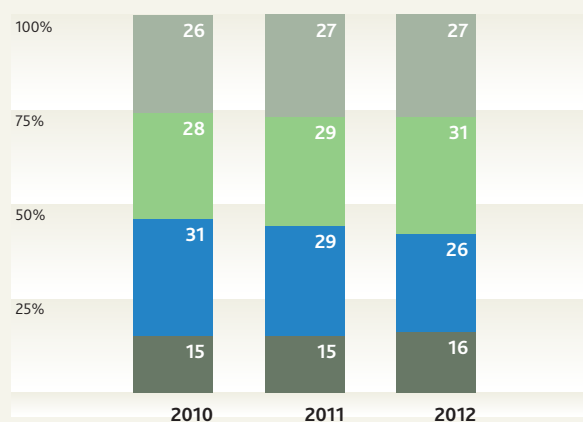
REVENUES

Revenues by division
in millions of euros



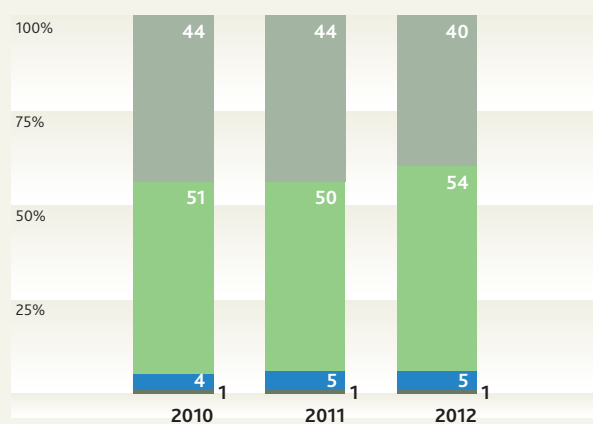
- Legal & Regulatory
- Tax & Accounting
- Health
- Financial & Compliance Services

Revenues by media
in %



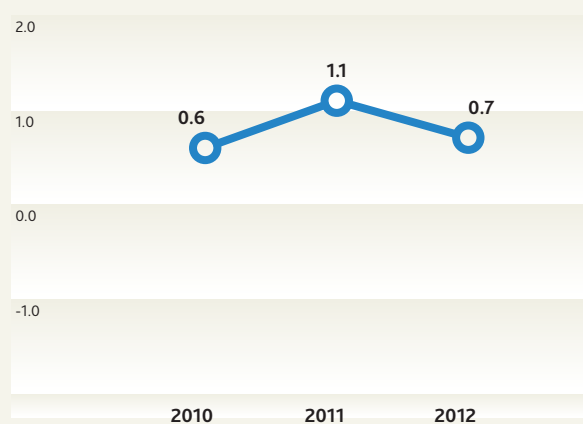
- Online
- Software
- Print
- Services

Revenues by geography
in %



- Europe
- North America
- Asia Pacific
- Rest of the world

Organic revenue growth
in %

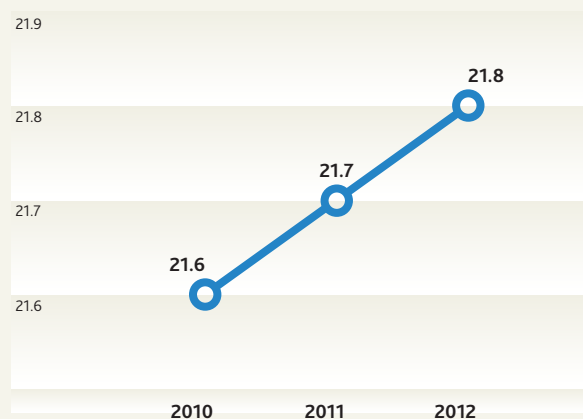


ORDINARY EBITA

Ordinary EBITA by division
in millions of euros

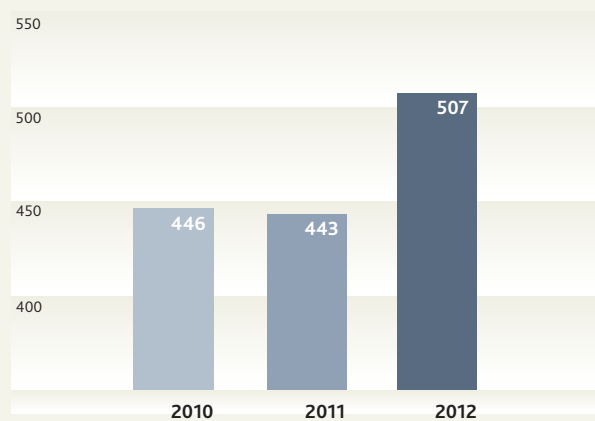


Ordinary EBITA margin
in %



OTHER KPIS

Ordinary free cash flow
in millions of euros (in actual currencies)



Diluted ordinary earnings per share
in euros (in actual currencies)



Key Performance Indicators	2012	Target 2012	2011
Ordinary EBITA margin	21.8%	21.5%-22.5%	21.7%
Ordinary free cash flow ¹	€473 million	≥ €425 million	€438 million
Return on invested capital	8.8%	≥ 8%	8.9%
Diluted ordinary EPS ¹	€1.47	low single digit growth	€1.46

¹ At constant currencies (EUR/USD = 1.39)

Awards & Honors

The list below is an overview of Wolters Kluwer's recent awards and honors:

Sustainability

- [Wolters Kluwer included in Dow Jones Sustainability Index](#) issued by PricewaterhouseCoopers and the Sustainable Asset Management (SAM) Group.
- [Wolters Kluwer recognized as one of the 'Global 100 Most Sustainable Corporations in the World'](#) as announced by Corporate Knights during the World Economic Forum in Davos.

Legal & Regulatory

- [Wolters Kluwer's Kluwer Arbitration Blog Earns Prestigious CPR Award](#)
The popular Wolters Kluwer Law & Business arbitration blog receives top recognition for Outstanding Electronic Media focused on alternative dispute resolution.

Tax & Accounting

- [CCH Receives 2012 Governor's Sustainability Award for Achievement in Environmental Protection](#)
CCH also demonstrated green advancements in its printing processes in 2011, with 98 percent of its books and 100 percent of its journals produced under the Forest Stewardship Council or the Sustainable Forestry Initiative.
- [CCH Executives Mackintosh and Mortenson Honored as Most Powerful Women in Accounting](#)
The "Most Powerful Women in Accounting" recognizes 25 women who are making the greatest impact on the tax and accounting profession.
- [CCH's ProSystem fx Knowledge Coach Wins Best Audit Technology in K2 Enterprises Awards](#)
ProSystem fx Knowledge Coach is an industry award-winning and peer reviewed audit, review and compilation guidance solution.
- [CCH ProSystem fx Practice Intelligence Named 2012 Top New Business Intelligence Product by Accounting Today](#)
CCH's ProSystem fx® Practice Intelligence has been honored by Accounting Today in being named the magazine's "2012 Top New Product" in the Business Intelligence category.

Health

- [Wolters Kluwer Health Ranked Second Overall in "2012 Best in KLAS" Awards](#)
Quality of Clinical Decision Support Solutions Powers Company to the No. 2 Position in the Annual Performance and Customer Satisfaction Report.
- [ProVation® Medical Software Named Best in Clinical Procedure Documentation in "2012 Best in KLAS Awards"](#)
This is the sixth consecutive year that ProVation MD has received the top honor in this category from KLAS.
- [Lippincott Williams & Wilkins Journals Recognized for Excellence in Editorial and Design at the 2012 FOLIO: Eddie & Ozzie Awards](#)
Four LWW Journals take home Silver and Bronze Awards in 3 Categories.
- [Wolters Kluwer Health's Ovid and LWW Technical Services Team Receives Northface ScoreBoard AwardSM for Excellence in Customer Service](#)
LWW Technical Services was awarded both a Top 100 Center of Excellence designation and a Center of Excellence certification from Benchmark Portal.
- [UpToDate® Honored for Delivering 'World-Class' Customer Service](#)
UpToDate® received Omega's Prestigious NorthFace ScoreBoard AwardSM for Exceeding Customer Expectations.
- [Lexicomp, a Part of Wolters Kluwer Health, Named "Great Workplace" for Fourth Consecutive Year by NorthCoast99](#)
Lexicomp is a leading provider of drug reference and data solutions for the healthcare industry.
- [Wolters Kluwer Health's Senti7® Patient Surveillance Software Receives High Marks in Two Recent KLAS Reports](#)
Senti7® is a web-based platform that aggregates, monitors and delivers patient data in real-time from disparate hospital information systems to assist providers in delivering optimum patient care, reducing drug costs, and improving outcomes.
- [Lippincott Williams & Wilkins Receives 21 Awards from the American Society of Healthcare Publication Editors \(ASHPE\) for Editorial and Design Excellence](#)
Twelve LWW Journals Earn 7 Gold, 7 Silver, and 7 Bronze Awards – a Record Number of Wins for LWW.
- [Four Lippincott Williams & Wilkins Nursing Books Win AJN Book of the Year](#)
AJN is the nation's oldest and largest circulating nursing journal and one of the most highly respected.

Financial & Compliance

- [Wolters Kluwer Financial Services Wins Banking Technology's Readers' Choice Award for Best Governance Risk & Compliance Product/Service](#)
The award highlights Wolters Kluwer Financial Services' GRC solutions, which allow organizations to manage a single area of risk or work within a holistic GRC framework, including compliance, operational and financial risk management, audit and the governance function.
- [Wolters Kluwer Financial Services Receives Compliance Register Platinum Award for Regulatory News Service](#)
The award acknowledges the third successive year that Wolters Kluwer Financial Services has been recognized by Compliance Register after winning "Best Editorial Team" in 2010, and "Most Comprehensive News Service" in 2011.
- [Wolters Kluwer Financial Services Named Top 10 Firm on Chartis Research RiskTech100 Report](#)
This is the third year in a row that Wolters Kluwer Financial Services has earned a spot in the top 10, maintaining its sixth place position from last year, and the second year in a row it has won the Regulatory Reporting category.
- [Wolters Kluwer Financial Services Named the Leading Provider in IFRS Technology Solutions by Chartis Research](#)
IFRS Solution Ranked as Highest in 'Market Potential' and 'Completeness of Offering' in the IFRS RiskTech Quadrant.
- [Wolters Kluwer Financial Services Wins Two Insurance Risk Awards](#)
Regulatory Reporting and Operational Risk Management solutions honored at the 2012 Insurance Risk Awards.

Membership in (Trade) Organizations

Agoria, Voka, Federgon (Belgium)	Flanders Interuniversity Institute for Biotechnology (VIB, Belgium)
American Bankers Association	Groupe Français de l'Industrie de l'Information (France)
American Bar Association	Healthcare Marketers Council (United States)
American Chamber of Commerce in the Netherlands	Human Resources Community (Italy)
American Marketing Association	Indian Pharmacological Society (IPS)
American Medical Publishers Association	Institute of Chartered Accountants (Australia)
American Institute of Certified Public Accountants	Institute of Management Accountants (United States)
America's SAP Users Group	International Academy of Cardiovascular Sciences (IACS, Canada)
Amsterdam Partners (Netherlands)	International Association of Scientific, Technical & Medical Publishers (STM, Netherlands)
Arbeitsgemeinschaft der rechts- und staatswissenschaftlichen Verlage eV (Germany)	India Publishing & Education Services Forum formed by Tower Watson
ARMA International (United States)	International Society for Medical Publication Professionals (United States)
ASSINFORM – Associazione Italiana per l'Information Technology (Italy)	International Society Pharmacoeconomics & Outcomes Research (ISPOR, United States)
Association of American Publishers (United States)	Italian Publishers Association (AIE)
Association Chartered Accountants (ACA, United Kingdom)	La Confederación Española de Organizaciones Empresariales (Spain)
Association Chartered Certified Accountants (ACCA, United Kingdom)	Law Society of New South Wales (Australia)
Association of Customer Services (United Kingdom)	Law Society of Upper Canada
Association of Learned and Professional Society Publishers (United Kingdom)	L'Association des Editeurs Belges (Belgium)
Association of Information and Dissemination Centers (United States)	L'Union Wallonne des Entreprises (Belgium)
Associazione Italiana Editori (Italy)	Marknadsföreningen (Sweden)
Assosoftware (Italy)	MASZRE (Hungary)
Auckland Chamber of Commerce (New Zealand)	MATESZ (Hungary)
Australasian Society of Clinical & Experimental Pharmacologists and Toxicologists (ASCEPT, Australia)	MATISZ (Hungary)
Australian Human Resources Institute	Medical Library Association (United States)
Australian Institute of Management	Medie och Informationsarbetsgivarna (Sweden)
Australian Society of CPAs	Michigan Association of Certified Public Accountants (MACPA, United States)
AWVN (Netherlands)	Mortgage Bankers Association (United States)
Better Business Bureau (United States)	Mortgage Industry Standards Maintenance Organization (United States)
Biotech Industry Association (BIO, United States)	National Association of Credit Union Service Organizations (NACUSO, United States)
Börsenverein des Deutschen Buchhandels (Germany)	National Council of Prescription Drug Programs (United States)
British Educational Suppliers Association	New Zealand Law Society
Canadian Tax Foundation	New Zealand Institute of Chartered Accountants
Certified General Accountants (Canada)	New Zealand Microbiological Society
Chartered Accountants (Canada)	New Zealand Software Architects Council
Chartered Institute Management Accountants (CIMA, United Kingdom)	NUV, via NUV from VNO NCW, AWWN, CIO Platform (Netherlands)
Coopérative de la presse périodique (France)	OJD (France)
CrossRef (United States)	Ontario Bar Association (Canada)
Deutsche Gesellschaft für Personalführung eV (Germany)	Pharmaceutical Management Science Association (United States)
Editors Association of Canada	
Employers and Manufacturers' Association (New Zealand)	
Federación de Gremios de Editores de España (Spain)	
Fédération Nationale de la Presse d'information Spécialisée (France)	
Federation of Belgian graphic industry (FEBELGRA)	

Pharmaceutical Marketing Research Group (United States)
Pharmaceutical Society of New Zealand
Polish Book Association (Poland)
Professional & Scholarly Publishers (United States)
RUIT (Belgium)
Skattebetalerforeningen (Norway)
Society for Corporate Secretaries & Governance Professionals
(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 Professionnelle (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 Publishers Association (United Kingdom):
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)

About This Report

This Sustainability Report provides insight into our current strategies and policies concerning sustainability. Furthermore we share our performance on sustainability indicators, and where possible, translate them into the environmental and social impact for 2012. The Sustainability Report is published on annual basis. A separate section of our [website](#) is dedicated to sustainability. Our investment in measuring these impacts makes it possible to report on an increasing number of sustainability indicators. However, the highest impact we have is in the use of our sustainable solutions. These product-related impacts are described in a qualitative matter, and we are working throughout the supply chain to collectively measure these impacts.

In 2012 we conducted a major overhaul of our data collection system. We involved the experts of each business unit including procurement and sourcing, facility management and Human Resources. We followed a specific scope for the collection of data:

- As a basic rule we collected data from countries that represent 1% or more of the consolidated 2012 revenue or consolidated number of FTEs ultimo 2012
- Corporate Governance data were collected globally
- For Resource Management we collected:
 - Paper: per country
 - Business Air Travel: per country
 - High Risk Countries: for direct deliveries from high-risk countries and suppliers with a purchasing amount > €500,000
 - Facility: per country and for offices > 1,000m². For the U.S. we only collected data for offices that we own
- HR: per country

At Corporate headquarters, the data are collected in a consolidation tool and then analyzed for completeness and reliability. We will continue to further improve and expand the data collection and adjust next year's report as deemed appropriate.

All calculations which are expressed as 'per FTE' (paper consumption; energy use; aspects related to CO₂; water; business air travel; amount spent on learning) are based on average FTE numbers from continued operations. 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. For GRI we declare level B.

The preparation of this report in conformity with the GRI guidelines requires management to make judgments, estimates, and assumptions that affect the application of policies and reported data. Actual results may differ from those estimates, and may result in material adjustments within the next financial year(s).

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	Introduction: 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	Annual 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	Introduction: Governance & Remuneration

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	Introduction: Innovation Driven Sustainability Stakeholder Engagement
4.7	Expertise highest governance body	Annual Report
4.8	Internally developed statements	Introduction: Governance & Remuneration
4.9	Procedures of the highest governance body	Introduction: Governance & Remuneration

4.10	Performance highest governance body	Annual Report
4.11	Precautionary approach	Annual Report
4.12	Externally developed principles	Introduction:
		Stakeholder Engagement
4.13	Memberships in associations	Membership in (Trade) Organizations
4.14	List of stakeholder groups	Introduction:
		Stakeholder Engagement
4.15	Identification and selection of stakeholders	Introduction:
		Stakeholder Engagement
4.16	Approaches to stakeholder engagement	Introduction:
		Stakeholder Engagement
4.17	Key topics through stakeholder engagement	Introduction:
		Stakeholder Engagement

Economic performance indicators

Management approach to Economic performance:		Customers & Solutions
		Community Involvement
EC 1	Direct economic value	Community Involvement:
		Performance and Impact
EC 2	Financial implications due to climate change	Introduction:
		Stakeholder Engagement
EC 3	Coverage benefit plan obligations	Annual Report
EC 4	Financial assistance received from government	Not applicable
EC 6	Locally-based suppliers	Resource Management:
		Performance and Impact
EC 8	Infrastructure investments	Community Involvement:
		Performance and Impact

Environmental performance indicators

Management approach to Environmental performance:		Resource Management:
		Ambitions and performance strategy
		Policy and Targets
		Performance and Impact
EN 1	Weight of materials used	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations
EN 2	Recycled input materials	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations
		Suppliers
EN 3	Direct energy consumption	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations
EN 4	Indirect energy consumption	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations

EN 6	Initiatives to provide energy-efficient or renewable energy-based products and services	Customers & Solutions:
		Policy and Targets
		Performance and Impact
		Resource Management:
		Ambitions and strategy
		Customers
		Wolters Kluwer's operations
		Suppliers
		Performance and Impact
EN 8	Total water use	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations
EN 11	Location land in protected areas	Not applicable
EN 12	Significant impacts on biodiversity	Resource Management:
		Performance and Impact
		Suppliers
EN 16	Total direct and indirect green-house gas emissions by weight	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations
EN 17	Other relevant indirect green-house gas emissions by weight	Resource Management:
		Performance and Impact
		Wolters Kluwer's operations
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:
		Performance and Impact
		Wolters Kluwer's operations (partly included)
EN 26	Initiatives to mitigate environmental impacts	Resource Management:
		Ambitions and strategy
		Customers
		Performance and Impact
		General
		Wolters Kluwer's operations
		Suppliers

Social Indicators

Labor Rights and Decent Work

	Management approach to Labor Rights and Decent Work:	Stakeholder Engagement
		Governance & Remuneration
		Employee Engagement
LA 1	Breakdown of total workforce	Employee Engagement:
		Performance and Impact
LA 2	Employee turnover	Employee Engagement:
		Performance and Impact
LA 10	Training per employee category	Employee Engagement:
		Performance and Impact
LA 11	Programs for skill management	Employee Engagement:
		Ambitions and Strategy
		Policy and Targets
		Performance and Impact

LA 13	Gender breakdown of governance bodies	Employee Engagement: Performance and Impact
Human Rights		
	Management approach to Human Rights:	Introduction: Innovation Driven Sustainability Stakeholder Engagement Governance & Remuneration
		Resource Management: Ambitions and strategy
		Community Involvement
HR 1	Significant investment agreements that include human rights clauses	Resource Management: Policy and Targets Suppliers
HR 2	Screening of suppliers on human rights	Stakeholder Engagement: Suppliers
HR 4	Incidents of discrimination	Governance & Remuneration
HR 6	Child labor	Stakeholder Engagement Governance & Remuneration
		Resource Management: Policy and Targets Suppliers
HR 7	Forced or compulsory labor	Stakeholder Engagement Governance & Remuneration
		Resource Management: Policy and Targets 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	Governance & Remuneration
SO 4	Actions taken in response to incidents of corruption	Governance & Remuneration
		Stakeholder Engagement: Suppliers
Product Responsibility		
	Management approach to Product Responsibility:	Stakeholder Engagement: Governance & Remuneration
		Resource Management: Ambitions and strategy Suppliers
PR 3	Product information and labeling	Resource Management: Wolters Kluwer's operations Suppliers
PR 5	Customer satisfaction	Customers & Solutions Performance and Impact
PR 6	Marketing communications	Customers & Solutions Employee Engagement

Global Compact

Human rights

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

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

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

Labor

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

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

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

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Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

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

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

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

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

Employee Engagement:

Performance and Impact

Environment

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

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Customers & Solutions:

Ambitions and Strategy

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Customers & Solutions:

Ambitions and Strategy

Policy and Targets

Performance and Impact

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

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

Customers & Solutions:

Ambitions and Strategy

Policy and Targets

Performance and Impact

Resource Management:

Ambitions and strategy

Policy and Targets

Performance and Impact

Anti-corruption

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

Introduction:

Innovation Driven Sustainability

Strategy

Stakeholder Engagement

Governance & Remuneration

Resource Management:

Ambitions and strategy

Policy and Targets

Employee Engagement

Performance and Impact

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Report

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