

A photograph of a wet, paved road stretching into the distance through a rural landscape. The road is flanked by green fields and dry stone walls. In the background, dark, rounded hills are partially obscured by a layer of low-hanging clouds or mist. The overall atmosphere is quiet and contemplative.

SOCIAL / IMPACT 2020

About this summary

This summary and linked datasheet contain key statistics and updates on our social impact initiatives in 2020.

To learn more, visit thomsonreuters.com or contact us at impactinstitute@tr.com. We look forward to hearing from you.

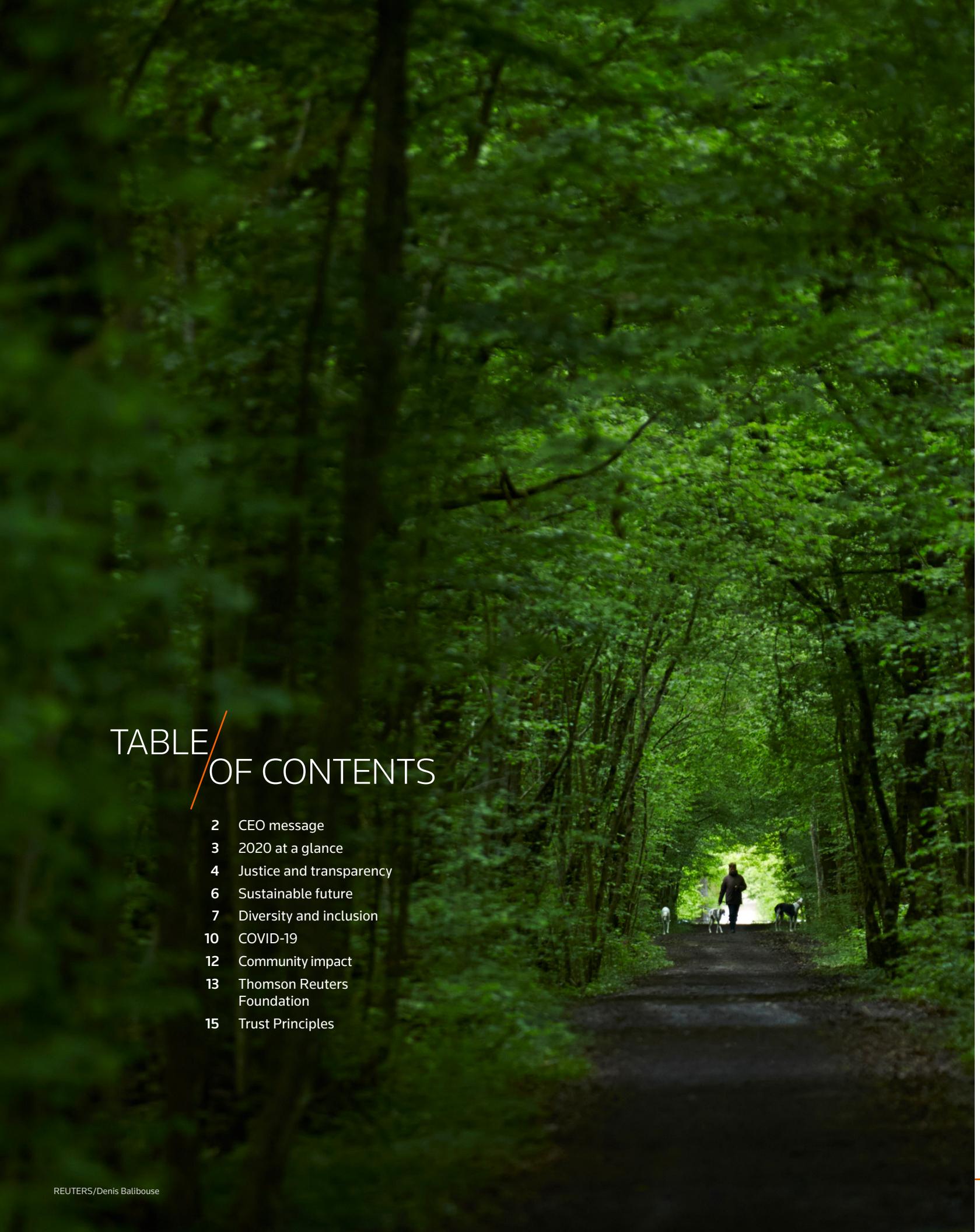


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Steve Hasker
President, CEO
Thomson Reuters

Achieving together

2020 was a year that we will not soon forget. COVID-19 impacted the way we live and work, events in the U.S. sparked a global awakening about racism and inequality, extreme weather events highlighted the threat climate change poses, and misinformation continued to stoke divisions and erode trust in our institutions.

Our company has a vital role to play in tackling these challenges. Our products power the world's most informed professionals. We help to uphold the rule of law, turn the wheels of commerce, catch bad actors, report the facts, and inform and educate people, companies, and communities globally. From partnering with the world's largest media and technology companies to combat misinformation, to providing the software used to stop human trafficking during the Super Bowl, our products help to strengthen society.

While the world continues to grapple with the pandemic, the specter of global climate change looms on the horizon, and extreme weather events portend a bleak future unless we act urgently. In 2020, we committed to ambitious science-based targets in line with the Paris climate agreement. We are now using 100% renewable energy for all our global operations and are working to further lower emissions within our supply chain.

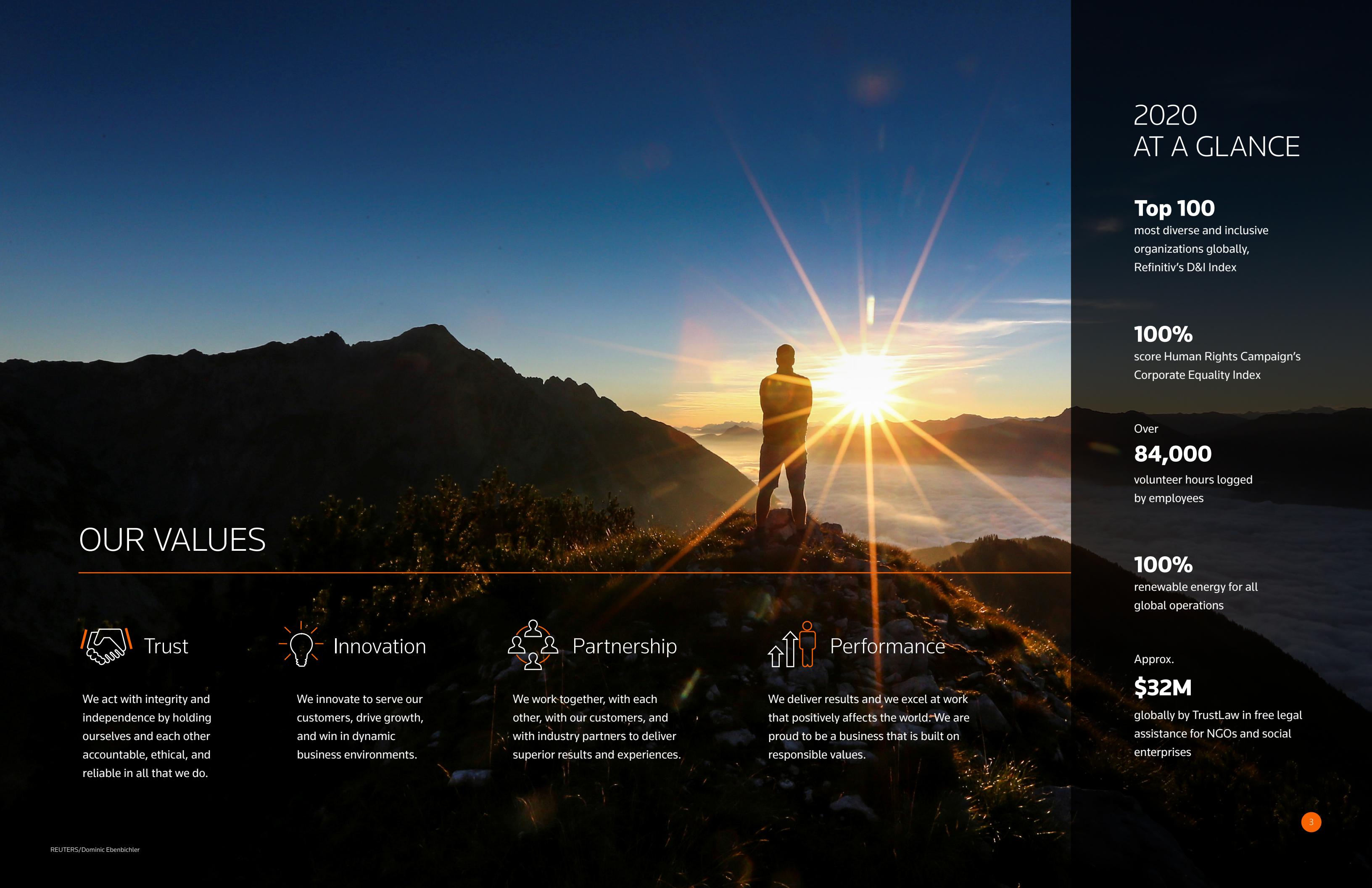
Last year, the Thomson Reuters Foundation hosted the Trust Conference welcoming delegates to convene on inclusive economies, media freedom, and human rights. Since its launch in 2010, the Foundation's TrustLaw network has enabled 120,000 lawyers from more than 950 firms and companies to provide the equivalent of \$172 million worth of pro bono services in over 175 countries.

While working from home and balancing work with family responsibilities, our employees volunteered over 84,000 hours and donated over \$1.3 million to charitable organizations. In Minneapolis, following the tragic death of George Floyd and ensuing unrest, our company invested \$1 million in the community and doubled the number of paid volunteer hours per employee from 16 to 32.

This tragic incident highlighted the systemic racism continuing to plague society and the need to shift from conversations about diversity to concrete actions. At Thomson Reuters, we have made fostering an inclusive culture of world-class talent one of our top three global priorities. We are therefore joining "Measure Up," an initiative to encourage companies to self-report their racial and ethnic diversity data. While we have made some progress, we know that we still have much more to do.

As I reflect on the year, I have nothing but respect for our people and gratitude to our partners. Amid all the challenges, something remarkable happened — people came together. In doing so, we learned that by coming together, there is much we can accomplish.

Steve Hasker
President and Chief Executive Officer



2020 AT A GLANCE

OUR VALUES



We act with integrity and independence by holding ourselves and each other accountable, ethical, and reliable in all that we do.



We innovate to serve our customers, drive growth, and win in dynamic business environments.



Partnership

We work together, with each other, with our customers, and with industry partners to deliver superior results and experiences.



Performance

We deliver results and we excel at work that positively affects the world. We are proud to be a business that is built on responsible values.

Top 100

most diverse and inclusive organizations globally,
Refinitiv's D&I Index

100%

score Human Rights Campaign's Corporate Equality Index

Over

84,000

volunteer hours logged by employees

100%

renewable energy for all global operations

Approx.

\$32M

globally by TrustLaw in free legal assistance for NGOs and social enterprises



JUSTICE / TRANSPARENCY

In partnership
with our customers and
other global organizations

We take every opportunity to strengthen the foundations of justice and transparency. The partnerships we form — with our customers, employees, and other global organizations — are central to these efforts.

At the 2020 Super Bowl in Miami, we worked alongside law enforcement officials to help identify and stop human traffickers, leading to over 40 arrests and the rescue of over 20 girls and women. The uncertainty of the COVID-19 pandemic showed the value of reliable information and we partnered with the National Association for Media Literacy Education to fight the “infodemic.” This partnership was in addition to the hard work Reuters News does to separate fact from fiction each day. We partnered with the United Nations Global Compact (UNG) to host the U.S. consultation for Sustainable Development Goal 16: Peace, Justice and Strong Institutions, allowing us to serve as a convening force for other companies and enabling them to play a part in building stronger societies.

Lastly, we support the right to vote through our Pro Bono Connection program and participation in Time to Vote. Access to justice and transparency will always remain at the heart of everything we do, and we’re proud of the role we play in creating opportunities for community impact and corporate citizenship.



The fight against human trafficking at the Super Bowl

Super Bowl 54 drew an estimated 100,000 visitors to Miami. While the majority were there for the event of a lifetime, an invisible minority were forced against their will. Coerced by sex traffickers, a group of women — many of them minors — were brought to Miami to be pressed into service as sex workers.

Thomson Reuters was part of a task force of local, state, and federal law enforcement authorities charged with stopping these human traffickers. Thomson Reuters Special Services worked closely with authorities using Thomson Reuters® CLEAR data tracking software to identify red flags and find traffickers before their victims could be harmed. Ultimately, the work led to 44 arrests and the rescue of 22 women aged 15 to 38.



Supporting the right to vote

The 2020 U.S. presidential election saw a record turnout due in part to organizations such as Election Protection, a national, non-partisan coalition of more than 100 local, state, and national partners working to defend the right to vote. The organization set up hotlines across the country staffed by lawyers to assist with voting rights and state regulations questions. Employees in our Pro Bono Connection program volunteered over 300 hours and were part of more than 42,000 legal volunteers recruited and trained for the hotline. Questions ranged from obtaining absentee ballots, locating correct polling places, early voting, and voter suppression issues. With support from our volunteers, voters' rights were supported and protected last year.

Thomson Reuters is also a member of the Time to Vote coalition, created to ensure employees have a work schedule allowing them to vote.



Peace, Justice and Strong Institutions

The convergence of global crises reached a boiling point that is hard to quantify. Historic wildfires, a groundswell of racial and political unrest and widespread financial instability — set against a backdrop of a pandemic that has claimed over 2 million lives — have put a spotlight on the environmental, social, and economic challenges confronting us all.

At Thomson Reuters, we believe that the world's business leaders need to play a critical role in tackling these challenges. That's why we have been working with the United Nations Global Compact to support their sustainable development initiatives. In October, we hosted the U.S. country consultation on Peace, Justice and Strong Institutions, which brought together a group of the world's biggest businesses to develop a plan for building stronger societies.

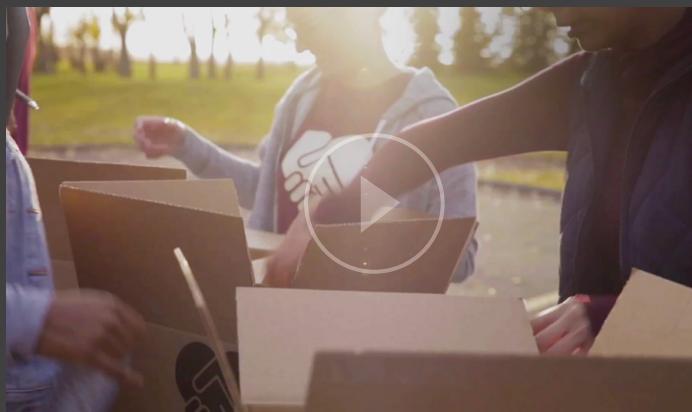
As part of that effort, we also signed a [statement](#) affirming our commitment to global collaboration as part of the global business community.



Using facts to fight misinformation

Misinformation, unsubstantiated conspiracy theories, and manipulated media create confusion and uncertainty in a world where social media has become a primary news channel. People need the right tools to help them distinguish between fact and fiction, to detect and weigh biases, and assess the reliability of a wide range of sources.

As the world's largest multimedia news provider, Reuters has been committed to fact-based reporting for 169 years. In 2020, Reuters launched a fact-checking initiative, in partnership with Facebook's Third-Party Fact-Checking Program, to verify content posted on Facebook and Instagram and identify content that is false or misleading, publishing those findings publicly on its [fact-checking blog](#). Reuters also extended its partnership with the National Association for Media Literacy Education (NAMLE) to create and publish [resources](#) to help fight the COVID-19 infodemic, and provide guidance on how to seek out sources of facts and help flatten the curve of misinformation.



Accelerating social impact through volunteerism

In 2020, we had the opportunity to leverage our employees' skills and expertise in service of our nonprofit partner. Watch to hear about the work of the Great North Innocence Project and learn how Thomson Reuters helped the team rebrand their organization and reach a new audience.

Thomson Reuters is continually striving to improve our environmental impact around the world.

In 2020, we adopted the most ambitious aim of the Science Based Targets initiative — a global collaboration to meet the goals of the [Paris Agreement](#) by limiting global temperature rise in line with climate science. Our new targets align with worldwide efforts to limit global temperature rise to 1.5°C above preindustrial levels, building upon our previous work of managing and measuring our carbon footprint, identifying reduction opportunities, becoming carbon neutral, and engaging our employees on important climate issues.

Additionally, for the first time, we are now using 100% renewable energy for all our global operations and aim to do so in future years. We are working closely with our suppliers to drive lower emissions within our supply chain, helping fulfill the ambitions from our approved Science Based Targets.

Thomson Reuters used
100%
renewable energy for all
our global operations
for the first time in 2020.

Big Legal Hackathon — The Chancery Lane Project

There's more to achieving ambitious climate goals than reducing our own company's carbon footprint. To get the world on board with fighting climate change, we need entirely new legal frameworks that encourage businesses and communities to have a positive impact on the environment.

Thomson Reuters is uniquely able to help on that front. As the world's leading source of professional legal content, expertise, and technology, our Legal business employs hundreds of lawyers and legal scholars focused on finding practical legal solutions to the world's biggest challenges. In 2020, we put that collective expertise to use by sponsoring the Chancery Lane Project's climate change [hackathon](#), a 24-hour global sprint to develop new legal standards for fighting climate change. Joining more than 200 lawyers from around the world, our team helped create 100 new drafting ideas that will inform important climate-focused legal briefs.



DIVERSITY / INCLUSION

REUTERS/David W Cerny



Fostering an inclusive culture of world-class talent

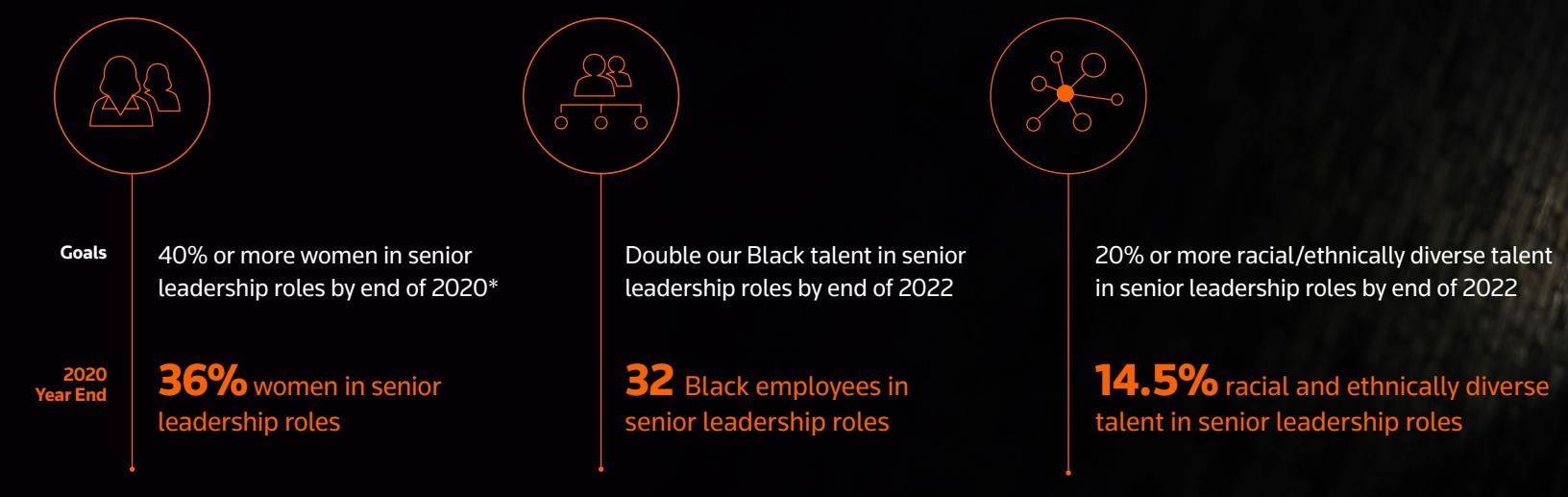
There is an overwhelming need for organizations to shift from conversations about diversity to intentional leadership accountability and action. For Thomson Reuters, this means fostering an inclusive culture of world-class talent and setting new representation goals for diversity at the senior leadership level. As we strive for continued progress, we are proud to be recognized for our achievements to date. In 2020, we scored 100% on the Human Rights Campaign's Corporate Equality Index, were recognized as a Best Place to Work for LGBTQ Equity, ranked in the top 50 on Refinitiv's D&I Index, and were listed as one of America's Best Employers for Diversity by Forbes, among other [awards and recognitions](#).

We know we have more to do — and we will achieve our diversity goals by putting our strategy into action.

Driving diversity and inclusion

In 2020, Thomson Reuters set a new goal to increase overall racial and ethnic diversity in our senior leadership levels (director and above) to 18% by the end of 2021 and 20% or more by the end of 2022. We also have a goal within our racial and ethnically diverse leadership to double the number of Black employees in senior leadership levels to 60 or more by the end of 2022. Another component of our diversity and inclusion approach is identification, development, and advancement of women globally for leadership positions. We also have a goal to increase the overall representation of women in senior leadership positions by 40% by the end of 2021 and 45% by the end of 2022.

To bring all of these goals to life, we are focusing hard on metrics and accountability to meet the current and forward-looking needs of our organization and customers. At the conclusion of 2020 across our senior leadership roles, we had 36% representation of women, 14.5% racial and ethnic representation, and 32 Black talent. The key to achieving these goals is our focus on driving further inclusivity, growing a strong pipeline of diverse talent, providing equitable access to opportunity, and being intentional in removing bias in our workplace.



Additional information and data can be found in the [extended data sheet](#).



Our path to a more inclusive Thomson Reuters

The tragic death of George Floyd brought global focus to injustices that the Black community experiences every day. Watch to learn more about our path to a more inclusive Thomson Reuters and how we are helping to bring positive change for our communities and our business.

* Goal will be adjusted in 2021 to include 45% women's representation in senior leadership by the end of 2022.



Powering remote collaboration to help top law firms tackle racism

The clear links between issues of systemic racism, justice, and the U.S. legal system put a spotlight on issues of racial equity in the law, ranging from the unfair treatment of people of color in the legal system to discriminatory housing policies to outdated statutes that trace their roots to post-Reconstruction Jim Crow laws.

Seizing this moment as an opportunity to affect change, the largest U.S. law firms responded quickly this past July to form the Law Firm Antiracism Alliance (LFAA), a non-profit consortium of more than 280 law firms, legal service organizations, and corporate legal departments committed to amplifying the voices of communities and individuals oppressed by racism, using the law as a vehicle for change.

Thomson Reuters is a proud partner and primary facilitator of the LFAA, helping the group organize and collaborate — despite the many logistical hurdles posed by the pandemic — by providing complimentary access to our HighQ workflow solution. Designed to connect disparate teams and synchronize the efforts of many contributors on a single platform, HighQ has allowed LFAA members to share ideas, track projects, manage new requests, and promote their work externally. We're proud to be a part of this groundbreaking initiative and look forward to facilitating the kinds of key touch points that will make real change possible.

Reuters Newsroom Diversity Report

Our work and workplaces are not just a reflection of the world, but also shape it.

A more diverse newsroom enhances our journalism, providing greater perspectives, reporting avenues, and deeper understanding of the world around us. We believe compiling better diversity data and sharing a detailed snapshot of who we are will help us to build a newsroom and organization that will better reflect the world we cover. This is why, for the first time, we have published the [Reuters Newsroom Diversity Report](#).

We still have work to do to gain a complete picture of who we are, but as the world's leading news organization, we want to be at the forefront of driving lasting change for the benefit of our employees, our customers, and society.

Count Me In

To continue to build the diverse and inclusive workplace that will allow us to reach our full potential, we need to start with the data and publish the makeup of our global talent. We have now done that through our [Count Me In](#) campaign, which encouraged colleagues from across the business to voluntarily self-identify diversity data, such as disability, gender identity, race and ethnicity, sexual orientation, and military/veteran status.

To make this possible, we have significantly expanded the countries in which self-identification is available to employees. Enhanced data and analytics are helping to create a strong foundation to inform our focus in embedding diversity and inclusion in talent management and business processes. By evaluating these insights, we can learn more about the areas where we need to pay attention, including where we need to drive further accountability for strengthening diversity and inclusion across our organization.



A black and white photograph of a snowy urban scene. A person wearing a long coat and holding a bright yellow umbrella walks away from the camera down a snow-covered sidewalk. Snow-laden trees and streetlights stand along the sidewalk. In the background, a large, dark, rectangular sign or board is partially visible. The overall atmosphere is cold and quiet.

COVID
19

Fully operational in
2020
through investing in systems
and technology

The COVID-19 pandemic changed the way that we lived and worked. Our incident management team and senior leadership monitored the evolving situation and were vigilant in focusing on the health and well-being of employees. Employees were provided resources from the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and local governments and authorities. A work-from-home policy was implemented to help keep employees safe and help stop the spread of the virus. Investment in systems and technology enabled our business to remain fully operational, allowing us to serve our customers at a time when they needed us the most.

As the world dealt with unprecedented challenges, our employees thought of creative ways to help their colleagues, businesses, clients, and communities. Through virtual volunteering, providing trusted COVID-19 information, and supporting business with resources, we helped people across the globe.



Using technology to support small business in India

The sense of collective panic was intense following Indian Prime Minister Narendra Modi's announcement of a nationwide lockdown in March 2020. Within minutes, lines formed at grocery stores and shelves were emptied. Despite public appeals to avoid hoarding and assurances that essentials would be made available to everyone, many worried they would be forced to go without.

To help bridge the growing communication and supply chain impasse, a group of Thomson Reuters employees in Ahmedabad, India, used their skills to help design an app called Lok Mitra, which connected consumers directly to local businesses, allowing small businesses to pivot to a local delivery model, and alerting customers to local vendors where they could find necessary supplies. The application was built and launched in just two days.

Getting the COVID-19 facts straight

Trusted information quickly became a precious commodity in the global fight against the COVID-19 pandemic. The rapid spread of the virus coupled with a bitterly divisive political environment left all of us searching for answers about the impact of the virus on our communities.

Recognizing the critical role that trusted news sources would play in this uncharted world, Thomson Reuters quickly deployed its resources to help. Reuters News made its embeddable COVID-19 tracker graphics available free of charge to government agencies and health officials around the world. These fact-checked, embeddable graphics tracking key COVID-19 data continue to deliver timely, easy-to-understand information. The Thomson Reuters Foundation also helped by launching its COVID-19 Crisis Reporting Hub, a virtual training, knowledge-sharing, and network-building platform for journalists in emerging and developing countries covering the global pandemic.

Supporting small and midsized businesses

Small businesses have been disproportionately impacted by COVID-19. Some estimates suggest that in the U.S. alone, upwards of 100,000 small businesses have closed permanently since the pandemic began.

Recognizing the unique challenges of these smaller and midsized operations — many of which were not only trying to run their day-to-day operations, but also manage rising uncertainty and employee concerns — Thomson Reuters quickly developed a Small Business COVID-19 Resource Center to support our legal, tax, compliance, and government professionals as they navigate this difficult period. Packed with authoritative guidance on everything from best practices on proper treatment of stimulus payments in tax filings to important legal resources, the Resource Center has been a critical information hub for those who need it most.

COMMUNITY / IMPACT

Due to the pandemic, many communities relied on support from non-profit organizations and volunteers. From small acts of kindness to volunteering time and money, employees showed their kindness and resolve to help those in need. To support their acts of service, we doubled paid time off to volunteer from 16 to 32 hours per employee. We created new virtual volunteering programs, allowing employees to use their knowledge and skills to benefit others through remote volunteering. Despite obstacles, employees logged over 84,000 volunteer hours finding creative ways to give back, including sewing masks for essential workers and designing an app to provide necessary supplies to people during the pandemic. Through the Matching Gifts and Volunteer Grants programs, we donated over \$1.3 million to charitable organizations globally. In addition, teams utilized our Hour Power and Community Champion Grant programs, which allowed groups of employees to earn grants to support their charitable initiatives.

Donated over
\$1.3 million
to charitable
organizations globally

Helping to rebuild Minneapolis

Home to the West Publishing Company when it was founded in 1872 and now the site of our largest corporate campus, the Minneapolis-St. Paul, Minnesota, metro area holds a special place in the hearts and minds of all Thomson Reuters employees. In 2020, the region experienced intense media attention when, on May 25, George Floyd, a 46-year-old Black man, was killed by police in Minneapolis while being arrested.

The event became a catalyst for global scrutiny of systemic inequality and racism in America, sparking protests nationwide amid an outcry for justice. In the wake of this civil unrest, a five-mile stretch of the city in Minneapolis was left severely damaged by a string of fires that burned for days.

Thomson Reuters immediately started mobilizing resources to help. We made a \$1 million investment in the effort to rebuild Minneapolis. We also doubled the paid volunteer hours provided to all employees globally in 2020, giving them an additional two days to help support community efforts.

Combating human trafficking – Voice of the Free

Gestures of kindness, offering helping hands to those who need it most, and selfless acts of courage have been beacons of hope.

Since 2017, our Global Volunteer Network in Manila has committed countless hours and deep professional expertise to an organization called Voice of the Free, a non-profit organization in the Philippines that rescues survivors of human trafficking. Their partnership has generated great awareness and strong advocacy among employees to address the prevalence of slavery, human trafficking, and sexual exploitation of children in the Philippines. In addition to bringing much-needed attention to the organization, the network helped teach survivors — many of whom are young girls — important financial literacy, foreign language and goal-setting skills, helping them feel empowered and inspired. Many of these girls are set to successfully finish school and are looking forward to rejoining their families or continuing to college.

Recognizing their dedication and hard work, the team was awarded with the Carla Jones Social Impact Award, an honor recognizing employees who embody the spirit of volunteerism exemplified by our former colleague and philanthropic leader, the late Carla Jones.



THOMSON REUTERS/ FOUNDATION

Driving change

in media freedom,
human rights, and inclusive
economies

The Thomson Reuters Foundation works to advance media freedom, foster more inclusive economies, and raise awareness of human rights issues.

The Foundation combines its unique media and legal services to drive change through their journalists who report from the ground in more than 70 countries. It also offers media development and support to independent journalism, free legal assistance to NGOs and social enterprises around the world, and provides initiatives including the annual Trust Conference. Its mission is to inspire collective leadership, empowering people to shape free, fair, and informed societies. Additional information on the Foundation can be found at www.trust.org.

Media freedom – research into the state of journalism

The pandemic has had deep and far-reaching consequences for the journalism profession and practice. Understanding these issues is critical to strengthening an independent and thriving media and safeguarding its future in a post-COVID era. The Foundation commissioned and published a report on [The Impact of COVID-19 on Journalism in Emerging Economies and the Global South](#), focused on journalists and the industry in geographies and economies largely overlooked by other research, and combining both fact-based data and firsthand experience.

The study dives deep into the critical challenges faced by the profession, reflecting input from 55 members of the Foundation's unique network of alumni, working in 26 different countries, who shared the reality of delivering journalism outside North America and Western Europe. Since publication, the report has been shared by organizations including the Nieman Lab, the Columbia Journalism Review, the International Press Institute, the Committee to Protect Journalists, the Pulitzer Crisis Reporting Center, and the Foreign Press Association. It will inform future work and complements the comprehensive global [Reuters Institute Digital News Report 2020](#), which also tackled the impact of coronavirus on news consumption.

Inclusive economies – building new narratives

In 2020, the Thomson Reuters Foundation received funding from Omidyar Network to produce five photo essays, capturing the stories of individuals whose lives had been hit hard by the severity of the pandemic. Photographers and writers travelled around the United States and worked with the Thomson Reuters Foundation's editorial team to cover stories in Florida, Louisiana, North Carolina, California, and Washington, D.C. These were published between August and October 2020, in the "[COVID 19: The Bigger Picture](#)" series.

Omidyar Network also funded a photo competition, run by the Foundation, which invited photo submissions from around the world, capturing powerful images of the pandemic's impact on everyday people. Over 500 submissions were received, and three winners were chosen to work on further photo essays with the Thomson Reuters Foundation's editorial team, each partnering with a journalist. These were published in March 2021 under the "Livelihoods in Limbo" series, and covered stories in Bolivia, India, and Bangladesh – where each of the winners were based.

Human rights – holding power to account

Protecting and advancing human rights has always been central to the Foundation's work in empowering individuals and helping to strengthen free, fair, and informed societies.

Our news team [investigated](#) widespread allegations of abuse of women by Ebola aid workers in the Democratic Republic of Congo. This work, conducted for over a year in collaboration with The New Humanitarian, found more than 50 women accuse aid workers from the World Health Organization and other leading NGOs of sexual exploitation and abuse during the 2018 to 2020 Ebola crisis.

As a result, five of the seven U.N. agencies and NGOs named in the expose have now launched inquiries. The Foundation and The New Humanitarian subsequently gave evidence to UK lawmakers seeking to stamp out abuse in the aid sector. The UK has since banned sexual relations between government staff giving aid and people receiving it, and Britain's Foreign, Commonwealth and Development Office has also banned staff exchanging money or jobs for sex, sexual relationships based on "inherently unequal power dynamics," and those between its staff and aid project partners.

TRUST /PRINCIPLES

Thomson Reuters is dedicated to upholding the Trust Principles and to preserving its integrity, independence, and freedom from bias.

Thomson Reuters itself is obliged and committed to apply the Trust Principles to its operations. The charter documents of Thomson Reuters Corporation include provisions to safeguard the Trust Principles as they apply to the Thomson Reuters business.

The Trust Principles are:



That Reuters shall at no time pass into the hands of any one interest, group, or faction



That the integrity, independence, and freedom from bias of Thomson Reuters shall at all times be fully preserved



That Reuters shall supply unbiased and reliable news services to newspapers, news agencies, broadcasters, and other media subscribers and to businesses, governments, institutions, individuals, and others with whom Reuters has or may have contracts



That Thomson Reuters shall pay due regard to the many interests which it serves in addition to those of the media



That no effort shall be spared to expand, develop, and adapt the news and other services and products of Thomson Reuters so as to maintain its leading position in the international news and information business