RELX Group



Corporate
Responsibility Report
2014

RELX Group is a world-leading provider of information solutions for professional customers across industries.

We help scientists make new discoveries, lawyers win cases, doctors save lives and executives forge commercial relationships with their clients. We help insurance groups offer customers lower prices by assessing risk better, and save taxpayers and consumers money by helping governments and financial groups detect fraud.

RELX Group is owned by two parent companies:

Reed Elsevier PLC is the London Stock Exchange listed vehicle for holding shares in RELX Group. Shareholders in Reed Elsevier PLC own a 52.9% economic interest in the Group.

Reed Elsevier NV is the Amsterdam Stock Exchange listed vehicle for holding shares in RELX Group. External shareholders in Reed Elsevier NV own a 47.1% economic interest in the Group.

CONTACT DETAILS

Your views are important to us. Please send your comments to corporate.responsibility@reedelsevier.com Or write to Dr Márcia Balisciano, Director, Corporate Responsibility, RELX Group, 1–3 Strand, London WC2N 5JR, United Kingdom. www.relxgroup.com

FOR MORE INFORMATION VISIT
 WWW.RELXGROUP.COM/CORPORATERESPONSIBILITY

61

Appendix 2 - EY assurance

statement 2014

70

Credits

Statement from Chief Executive Officer



Erik EngstromChief Executive Officer

"In engaging with customers and employees throughout the year, it was clear to me that our corporate responsibility performance is important to their assessment of RELX Group. They want to do business with and work for a company that understands its impact on society and which prioritises ethical practice."

I am proud of our unique contributions as a business: universal sustainable access to information, advancing science and health, protecting society and promoting the rule of law and access to justice. As indicated in this report on our 2014 activities, we have positive examples of our work in each of these areas. Elsevier helped progress medical, science and technology research in the developing world; Risk & Business Information provided solutions that averted fraud; LexisNexis Legal & Professional supported constitutional law reform and legal education in a newly democratising country; and Reed Exhibitions organised shows that furthered knowledge of and market opportunities for renewable energy.

In addition, we worked to address the material issues that affect us. We enhanced our Code of Ethics and Business Conduct with clearer language and new learning aids; engaged our heads of talent in developing inclusive leadership as a management competency; developed Quality First Principles to reinforce excellence in content and data for customers; increased the number of our people who volunteer through our RE Cares programme; incorporated our Supplier Code of Conduct into purchase orders to further embed our socially responsible supplier programme; and had more than 80 locations around the world achieve five or more of our environmental standards.

These are successes but we have more to do. In the year ahead we will, for example, strengthen our trade sanctions and export controls compliance activities. We will spotlight wellness for staff. We will develop a baseline tool to help us build in accessibility at the website design stage and will consider how to better assess the impact of our community engagement. We will enhance supplier remediation of non-compliance with the Supplier Code of Conduct. We will ask stakeholders to help us set our next environmental targets.

Meaningful initiatives such as the United Nations Global Compact help us benchmark our corporate responsibility activities and advance good practice. I was pleased to sign the Women's Empowerment Principles – a Global Compact initiative – to put our commitment to fairness and opportunity for all our people on record, and to gain new insights into supporting women at all levels of the Group.

We will continue to pursue stretching corporate responsibility targets throughout 2015 and beyond.

Erik Engstrom

Chief Executive Officer

Our business

The Group operates across a number of market segments

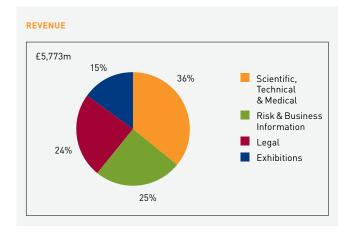
MARKET SEGMENTS	SEGMENT POSITION
In Scientific, Technical & Medical markets, we provide information and tools to help customers improve scientific and healthcare outcomes.	Global #1
In Risk & Business Information , we provide data, analytics and insight that enable customers to evaluate and manage risks, and develop market intelligence, supporting more confident decisions, improved economic outcomes, and enhanced operational efficiency.	Keyverticals#1
In Legal markets, we are a world-leading provider of legal, regulatory and news and business information and analysis to legal, corporate, government and academic customers.	US #2 Outside US #1 or 2
In Exhibitions , we are the world's leading events business, with 500 events in over 30 countries.	Global #1

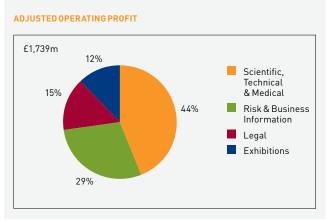
Financial summary by market segment

	2014 £m	2013 £m	Change	Change at constant currencies	Change underlying
Revenue					
Scientific, Technical & Medical	2,048	2,126	-4%	+1%	+2%
Risk & Business Information	1,439	1,480	-3%	+2%	+6%
Legal	1,396	1,567	-11%	-6%	+1%
Exhibitions	890	862	+3%	+11%	+7%*
	5,773	6,035	-4%	+1%	+3%*
Adjusted operating profit	······	······································	······································	······································	
Scientific, Technical & Medical	762	787	-3%	+1%	+3%
Risk & Business Information	506	507	0%	+5%	+6%
Legal	260	250	+4%	+10%	+6%
Exhibitions	217	210	+3%	+12%	+9%
Unallocated items	(6)	(5)			
•	1,739	1,749	-1%	+5%	+5%

^{*} Excluding exhibition cycling effects. Had cycling effects been included the Group's underlying growth would have been 4% and Exhibitions' would have been 9%.

Adjusted and underlying figures are additional performance measures used by management. Adjusted figures are reconciled to the reported figures in note 10 to the combined financial statements and note 9 to the respective parent company financial statements. 2013 comparative financial information has been restated following the adoption of a new method for the $allocation of corporate and shared costs from 1 January 2014. \ Underlying growth rates are calculated at constant currencies, and exclude the results of all acquisitions and disposals$ made in both the year and prior year and assets held for sale. Underlying revenue growth rates also exclude the effects of exhibition cycling. Constant currency growth rates are based and the effects of exhibition cycling. The prior of the effects of exhibition cycling are the effects of exhibition cycling. The effects of exhibition cycling are the effects of exhibition cycling. The effects of exhibition cycling are the effects of exhibition cycling. The effects of exhibition cycling are the effects of exhibition cycling are the effects of exhibition cycling. The effects of exhibition cycling are the effects of exhibition cycling are the effects of exhibition cycling. The effects of exhibition cycling are the exhibition cycling are the effects of exhibition cycling are the exhibition cycling are the effects of exhibition cycling are the effects of exhibion 2013 full year average and hedge exchange rates. The underlying growth in revenue and in adjusted operating profit are the key performance indicators used by the Group in the contraction of the contassessing performance.





p.29

p.39

p.50

p.63



Dr Márcia Balisciano Director, Corporate Responsibility

"Doing business ethically ensures the vitality of RELX Group for all our stakeholders."

Our vision

RELX Group is a world-leading provider of information solutions that improve outcomes for our professional customers and benefit society.

Our contribution

We pursue our unique contributions to society where we make a positive impact through our knowledge, resources

- Universal, sustainable access to information
- Advance of science and health
- Protection of society
- Promotion of the rule of law and access to justice

Determining what's material

To understand which issues we should focus on, we consider our business priorities and engage regularly with stakeholders. We recognise that some issues have a greater potential impact on our business performance, and set objectives accordingly.

Greatest potential impact

Health, safety and wellbeing

Supporting our communities

Managing environmental impacts

Transparent, comprehensive reporting

•	Our contribution to society	p.14
•	Governance and ethical practice	p.20
•	Having the right people	p.24
•	Editorial standards	p.34
•	Responding to customer needs	p.34
•	Access to information	p.35
•	Sustainable supply chain	p.45
P	otential impact	
•	Tax, pensions and investments	p.22
•	Promoting diversity	p.26

Our approach to corporate responsibility

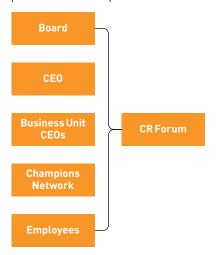
Our vision is to be a world-leading provider of information solutions that improve outcomes for our professional customers and benefit society. To achieve this, we must exercise the full extent of our corporate responsibility (CR), performing to the highest ethical standards and channelling our knowledge and strengths, as a global leader in our industry, to make a difference.

At RELX Group, CR is not a programme or prescriptive set of activities, it is how we do what we do on a daily basis – working to maximise our positive impact, while minimising any negative consequences of conducting our business. This focus adds to our competitive advantage by building good relations with current and future employees, customers and investors, as well as governments, non-governmental organisations (NGOs) and the communities in which we live and work.

CR underpins our business strategy to deliver improved outcomes for our customers by combining content and data with analytics and technology across global platforms. It helps us build leading positions in our markets by leveraging our skills and assets.

Our principal risks as outlined in our Annual Report encompass CR priorities such as meeting customer needs, the importance of our people, ethical supply chain practice and the environment.

The board, senior management and the CR Forum (chaired by a senior leader and involving individuals representing all key business functions and businesses) oversee CR objectives and monitor performance against them. The CEO has responsibility to the board for CR. The CR Director engages with the senior management team and also provides formal updates to the board. Senior leaders have CR-related Key Performance Objectives, see p.77 in the Annual Report.



This report reflects the priority we place on relevant, comprehensive reporting [see Appendix 3 for how we align with the indicators of the Global Reporting Initiative). We also include CR as an integral part of our Strategic Report in the $\ensuremath{\mathbb{Z}}$ RELX Group Annual Report, and the Chairman, CEO and CFO make reference to relevant CR issues in their statements within the Annual Report.

We focus on our unique contributions as a business where we make a positive impact through our knowledge, resources and skills, including universal sustainable access to information, advance of science and health, protection of society and promotion of the rule of law and justice. Elsevier contributes to advancing human welfare and economic progress through its science and health information. Risk & Business Information provides essential insight to protect people, industry and society. LexisNexis Legal & Professional promotes justice through its legal information. Reed Exhibitions brings communities together, enhancing productivity and efficiency.

We also concentrate on good management of the material issues that affect all companies, focusing on the areas within governance, people, customers, community, supply chain and environment important to our business. Our thinking is informed by extensive internal and external engagement.

Internal engagement

We involve networks of colleagues throughout the Group in our CR activities including: the Accessibility Working Group; CR as a Sales Tool Working Group; Diversity and Inclusion Advisory Group and Working Group; Editorial Policy Working Group; Environmental Champions Network; Health and Safety Champions; the HR Management Council; Quality First Principles Working Group; RE Cares Champions; the Socially Responsible Supplier Group; and the communications, global real estate, legal, procurement and accounting services functions, among others. Our Corporate Audit Services provide regular review of our CR governance, reporting and supply chain activities, highlighting areas where we are performing well, along with suggestions for improvement.

During 2014, we conducted pulse surveys to understand and respond to employee views. We offered CR-related activities to all staff including the annual re:fit2win wellness competition. Local-level Green Teams organised environmental events throughout the year, in addition to special activities for World Environment Day, which was highlighted in a communication sent to all employees by the CFO. We promoted CR as a Sales Tool, a resource on our global intranet on the benefits of engaging with clients on CR issues, and held an annual Global Book Drive during RE Cares Month in September.

External engagement

We engage with external stakeholders who inform our thinking on CR objectives, risks and opportunities and best practice.

In 2014, our CR Forum Stakeholder Session focused on accessibility challenges and opportunities. Participants included a corporate peer responsible for accessibility; a member of the Elsevier Accessibility Collaboration Group, who herself is a blind user; the founder of a disability NGO; and the leader of our Accessibility Working Group. The session was webcast to a live audience and then made available on the corporate intranet for all employees. See Customers section for more on accessibility.

We provide CR-related products and services such as Elsevier's journal Current Opinion in Environmental Sustainability; Risk & Business Information's Community Care; LexisNexis Legal & Professional's Rule of Law Resource Center; and Reed Exhibitions' World Future Energy Summit.

See a sampling of CR products across the business. We communicated about CR through our intranet, and corporate and business unit websites.

We provide an annual CR case study to The Times 100, a free educational resource for students.

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Stakeholder group	Keyissues	Engagement
Employees	Our people are essential to our success; we must attract, retain and develop the best employees; hearing directly from them is an important driver for improvement	Undertook employee surveys; involved colleagues throughout the business in CR-related groups (as referenced above); held town halls with senior leaders; one-to-one meetings for all employees with their managers through the Performance Development Process; blog and online feedback opportunities
Investors	Regular engagement helps investors understand the CR issues that affect our business and how we address them	Direct meetings on CR with institutional investors; completed numerous CR-related surveys and information requests, including CDP, Dow Jones Sustainability Index, EIRIS, oekom and VBDO
Customers	The growth and future of our company relies on our ability to deliver sustainable, essential information and services to customers and their willingness to accept the value placed on them	Surveyed over 450,000 customers through Net Promoter Score (measuring customer loyalty) and business dashboard programmes; involved customers in user-centred design; provided customers with details on our CR activities in response to requests for information; involved customer-facing staff through CR as a Sales Tool activities
Government	Governments set the external environment in which we operate, not least through laws, regulation and advice; engagement allows us to follow important developments and share our company perspective	One-to-one communication with governments as well as through networks such as the European Network for Sustainable Business; the UK Aldersgate Group; the UK All Party Parliamentary Corporate Responsibility Group; the responsible business section of the International Chamber of Commerce; and the Business Tax Forum, a UK HM Revenue and Customs committee
Suppliers	We must ensure our suppliers meet the same ethical standards we set for our corporate behaviour	We engaged with approximately 500 key suppliers through our Socially Responsible Supplier programme encompassing Supplier Code of Conduct awareness activities, training, audits, remediation and surveys; implemented new US Supplier Diversity programme, identifying and inviting tenders from diverse suppliers
Non-governmental organisations (NGOs)	NGOs have expert knowledge in a range of areas and can inform best practice performance	Collaborated on key issues and projects with NGOs such as the Alliance for Water Stewardship, International Rescue Committee and Oxfam; provided support for NGOs through RE Cares central donations programme
CR networks	CR networks allow us to gain insight from sector and other corporate peers	Actively contributed to networks such as the Media CSR Forum, Business in the Community, Publishers' Database for Responsible Environmental Paper Sourcing, Publishing Industry Public Safety Forum and the Uptime Institute; attended and spoke at CR meetings including the Innovation Forum and CDP UK Report conference
Communities	Our 'licence to operate' depends on good relations with communities around the world	Through our global community programme, RE Cares, 32% of staff volunteered; we donated £3.4m in cash (including through matching gifts) and the equivalent of £2.6m in products, services and staff time, and reached nearly 34,000 disadvantaged young people through our efforts

Commitment to the United Nations Global Compact



The United Nations Global Compact (UNGC) links businesses around the world with UN agencies, labour and civil society in support of 10 principles encompassing human rights, labour, the environment and anti-corruption. Since becoming a signatory, we continually work to further UNGC principles within RELX Group and beyond. We demonstrated leadership in 2014 by serving on the UNGC Advisory Group for the UK and the UNGC Supply Chain and Caring for Climate Advisory Groups. CEO Erik Engstrom signed the UNGC's Women's Empowerment Principles and we played a leadership role in progressing Business for the Rule of Law, a new initiative. LexisNexis Legal & Professional General Counsel, lan McDougal, served on a legal committee contributing to the

development of the UN Sustainable Development Goals to be released in 2015. On behalf of the UNGC CEO Water Mandate, we serve on the board of the Alliance for Water Stewardship, assisting with the development of an international standard for water stewardship. UK peers judged our 2013 Communication on Progress, a report required of signatories each year, to have attained Advanced level. For how we put the 10 principles in practice over the last year, see our 2014 Communication on Progress.

2014 recognition



Business in the Community CR Index

included

Dow Jones
Sustainability Indices
In Collaboration with RoberoSAM ell

Dow Jones Sustainability Indices

- included



CDP Indexes:

- Global Climate Performance Leadership Index: Grade A
- Disclosure Leadership Index



Green Power Leader, US EPA



FTSE4Good Index

included



Natural Capital Leaders Index

included



Carbon Clear FTSE 100 rankings

– Top 20



ECPI Indices

– included



UK National Business Awards

- Sustainability Award finalist



STOXX Global ESG Leaders Indices

- included



Four Euronext Vigeo indices

– UK 20 – Eurozone 120

- Benelux 20 - Europe 120



oekom

- First in media sector

Awards for excellence

Our authors and editors, publications, products and shows regularly receive awards for excellence. In 2014, for example:

Scientific, Technical & Medical

- 28 Elsevier professional and scholarly products were winners at the British Medical Association Medical Book Awards
- Elsevier won 10 American Publishers Awards for Professional and Scholarly Excellence (PROSE) including top honour, the RR Hawkins Award, for Alan Turing: His Work and Impact edited by DrS Barry Cooper and Dr Jan van Leeuwen
- Jan Reichelt, co-founder and president of Mendeley, was shortlisted in the publishing and writing category at the 2014 hClub 100
 Awards celebrating the most innovative and inspirational people working across the UK creative industries

Risk & Business Solutions

- Named among InformationWeek Elite 100s most innovative companies
- Jane M Newman, a national Director of Sales, named 2014 Professional Woman of the Year by the US National Association of Professional Women
- Sally Donovan with Community Care, was named Columnist of the Year at the 2014 UK Professional Publishers Association Awards; Emily Wright with Estates Gazette, won Writer of the Year, both in the Business Media category
- ICIS won best mobile campaign at the 2014 European Search awards

Legal

- Kermit Lowery, Vice President and Assistant General Counsel at LexisNexis Legal & Professional, received the American Bar Association's 2014 Pro Bono Publico Award for providing legal services to disadvantaged people
- LexisDraft was a winner at the 2014 SIIA CODiE Awards for Best Solution for Integrating Content into the Workflow
- Lexis Advance was named Best Online Legal Research Provider by readers in the Legal Intelligencer

Reed Exhibitions

- Reed Exhibitions was joint first place winner with the most events in Trade Show Executive's Gold 100 Awards
- World Travel Market was UKinbound's Travel Trade Event of the Year at the association's annual gala for the fourth year

RELX Group

 RELX Group was ranked third of top 20 media companies in InCompany's corporate reputation poll based on brand awareness among Dutch employees, business partners and investors

2014 key CR data

Data summary [†]	2014	2013	2012	2011	2010
Intensity ratio ¹					
Revenue (£m)	5,773	6,035	6,116	6,002	6,055
People					
Number of full time equivalent employees (year end)	28,500	28,200	30,400	30,500	30,200
Percentage of female employees (%)	53	53	53	54	54
Percentage of female managers (%)	44	44	44	45	45
Percentage of female senior operational managers (%) ²	29	30			
Community					
Total cash and in-kind donations (products, services and time) (£m)	6.0	5.6	5.3	7.9	6.6
Market value of cash and in-kind donations (£m)	13.5	13.2	11.8	13.7	9.6
Percentage of staff volunteering (%)3	32	31	30	34	32
Total number of days volunteered in company time	9,610	10,165	9,024	9,959	9,867
Health and safety (lost time)					
Incident rate (cases per 1,000 employees)^	0.91	1.10	1.34	1.71	1.31
Frequency rate (cases per 200,000 hours worked)^	0.10	0.12	0.15	0.19	0.15
Severity rate (lost days per 200,000 hours worked)^	4.90	1.81	1.20	3.37	2.75
Number of lost time incidents (>1 day)^	23	31	35	51	40
Socially Responsible Suppliers (SRS)					
Number of key suppliers on SRS database	499	613	477	457	606
Number of independent external audits	56	56	56*	41	43
Percentage signing Supplier Code of Conduct (%)	84	79	75	64	60
Environment					
Total energy (MWh)^	222,658	239,187	252,004	265,128	275,627
Office energy (MWh)^	109,387	120,381	124,151	136,801	154,069
Data centre average Power Usage Effectiveness (PUE)^	1.65	1.68	1.70	1.72	1.75
Percentage of electricity from renewable sources (%)4^	46	38	33	23	13
Water (m³)^	343,661	401,788	439,847	445,128	469,791
Climate change (tCO ₂ e)					
Scope 1 (direct emissions)^	8,932	11,602	10,899	11,607	13,114
Scope 2 (gross electricity and heat)^	109,129	113,691	123,587	132,130	146,644
Scope 3 (business travel) ⁵ ^	50,191	56,492	59,806	34,395	34,489
Gross emissions [^]	168,253	181,784	194,291	178,132	194,247
Renewable energy ⁴ ^	52,469	45,664	42,098	29,724	15,576
Net emissions [^]	115,784	136,120	152,193	148,409	178,671
Waste					
Total waste (t)^	9,860	10,262	10,383	11,452	12,063
Percentage of waste recycled (%)^	64	66	64	66	64
Percentage of waste diverted from landfill (%)^	70	69	66	68	65
Paper					
Production paper (t)^	52,163	49,410	52,601	58,279	65,777
Sustainable content (%)6^	100	100	100	100	100

¹ Absolute results divided by revenue. Intensity ratios, within this report, allow environmental performance data to relate to year-on-year changes in our business

² Senior operational managers are defined as those managers up to and including three reporting lines from the CEO; we began capturing this information on a global basis in 2013

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⁴ We purchase renewable electricity on green tariffs at key locations in the UK, Austria, Germany, France and the Netherlands. In the US we also purchase and retire Renewable Energy Certificates (RECs)

⁵ Scope 3 (business travel) covers air travel for business purposes. 2012–2014 use the new Department for Environment, Food and Rural Affairs (Defra) radiative forcing (RF) emission factors for air travel; 2009–2011 use Defra's non-RF emissions factors; for Scope 3 Other, please see Climate Change in the Environment section

⁶ All paper we graded in 2014 – 95% of total production stock – was graded PREPS grade 3 or 5 (known and responsible sources) with the exception of 0.013% of the total, which achieved a grading of one star. See Paper in the Environment section for full details

Environmental data for the period 2010–2013 has been restated to take account of updated calculation methodology. See our environmental reporting guidelines and methodology for further details

[^] Data assured by EY. See Appendix 2 for EY assurance statement 2014

^{*} Includes four carried over from 2011

Governance

2014-2015 CR objectives

We set meaningful targets and measure progress against them.

Materialissues	2014 objectives	Achievement	2015 objectives
Unique contributions See page 13 for more information	Partner with United Nations Global Compact to refine and launch stakeholder consultation on the Global Rule of Law Business Principles Develop media and/or academic partnership to further awareness and engagement with the Environmental Challenge Collaboration with Oxfam to advance Raising Her Voice women's leadership programme in Nepal	 Steering group formed; global consultation on framework underway Shared case studies highlighting our support for the rule of law as a foundation for an 'example hub' Media partnership with a UK national newspaper New links with university hydrologic science network Supporting community discussion groups with health, water, sanitation, education and forestry use content Pro bono support for other projects including Action4Justice platform 	 Support the development and release of Business for the Rule of Law framework Power of Research: 5th year Environmental Challenge collaboration project Big Data for Good: explore project focused on missing children in Europe
Governance See page 19 for more information	Implement updated corporate governance policies Conduct a review and refresh of Code of Ethics and Business Conduct Evaluate Export and Trade Controls Policy and compliance efforts	 Operating and Governance Principles reviewed by cross-functional team Compliance Committee review completed, with board review pending Enhancements include streamlined language; reference to social media; and more learning aids and interactivity Designees appointed for each business; strengthening controls as appropriate Global policy updated for issuance 	 Establish common approach to development and management of corporate policies New communication campaigns to supplement formal compliance training Continue to enhance trade sanctions and export controls compliance procedures and tools
People See page 23 for more information	Sign up to UN Women's Empowerment Principles; review practice relative to Principles Develop inclusive leadership as a core management competency 10% increase in re:fit2win participants	in early 2015 Signed Tool created to measure business alignment; reviews underway Heads of talent engaged Review of Business Leadership Programme syllabus to identify inclusive leadership themes 22% increase in employees participating	Map internal practice against the UN Women's Empowerment Principles Embed inclusive leadership as a core management competency Targeted wellness campaign focused on avoiding/managing diabetes

Materialissues	2014 objectives	Achievement	2015 objectives
Customers See page 32 for more information	Roll out translations of Group Editorial Policy; launch related Data Quality Standards Create CR 'blueprint' to help sales staff enhance their	 Editorial Policy translated into 12 languages; Editorial Policy for Suppliers created and rolled out Launched Quality First Principles with global email from Henry Udow, Chief Legal Officer and Company Secretary CR fast facts document created and promoted across the Group 	 Conduct 10 Quality First Principles risk assessments Customer engagement: sharing our CR expertise webinar series Develop baseline tool to determine accessibility requirements for new and
	customer conversations; put CR on the agenda at five key sales conferences Embed Accessibility Policy and conduct accessibility review of at least 10 key product sites	 CR as a Sales Tool sessions delivered to more than five sales teams across the Group Accessibility Policy launched in January by Kumsal Bayazit, Chief Strategy Officer 33 product sites reviewed 	existing sites
Community See page 38 for more information	Increase use of Two Days volunteering by 10% Expand RE Cares Champions	 6% increase achieved 21 new Champions recruited 	 60% of locations taking part in RE Cares Month Develop RE Cares impact
	network and create new induction programme	 Induction programme developed with new tools including an introductory webinar and handbook 	measurement tool
Supply chain See page 44 for more information	Supplier Code of Conduct incorporated into terms and conditions of purchase orders	 Incorporated into nearly 28,000 purchase orders, valued at over \$500m 	 Increase core suppliers as signatories to the Supplier Code Enhance WCA audits
	Expand use of Workplace Conditions Assessment (WCA) tool to enhance high-risk supplier audits	■ 56 WCA audits completed	with external review of corrective actions Advance US Supplier
	Implement new US Supplier Diversity programme	 Programme launched encompassing internal training for procurement staff Number of opportunities and business awarded tracked 	Diversity programme
Environment See page 49 for more information	45% of electricity from renewable energy or Renewable Energy Certificates	 Goal achieved; Renewable Energy Certificates purchased through US auction 	Consultation on new environmental targets with key stakeholders
	70% of key locations to achieve five or more Group Environmental Standards	 72% achieved (81 locations designated green vs 77 in 2013) 	■ 50% of electricity from renewable energy or Renewable Energy Certificates
	Expand Green Heroes programme recognising employee action	 New Green Heroes award programme with individual and Green Team winners 	 75% of key locations to achieve five or more Group Environmental Standards

Corporate Citizenship assured our community data methodology; see Appendix 1. We worked with EY on assurance of our 2014 environmental and health and safety data. EY's conclusions are in Appendix 2, with observations from its assurance activities in the Health, safety and wellbeing and Environment sections of this report.

Our unique contributions

In this section

- 14 Why it matters
- 14 Sharing our unique contributions
- 14 Scientific, Technical & Medical
- 15 Risk Solutions & Business Information
- 16 Legal
- 16 Exhibitions
- 17 Across RELX Group
- 18 2014 objectives
- 18 2015 objectives

14

Our unique contributions



Vijay RaghavanExecutive Vice President and Chief Technology Officer,
Risk & Business Information

"We are passionate about leveraging information to benefit society. For example, big data analysis can help consumers get mortgages and ensure public funds reach their intended recipients like retirees, veterans and the disabled."

Why it matters

We believe we have the most significant impact when we apply our expertise to areas such as universal, sustainable access to information, advance of science and health, protection of society and promotion of the rule of law and access to justice. In focusing on our unique contributions, we benefit others and add value to RELX Group by creating new opportunities and building trust with internal and external stakeholders.

Sharing our unique contributions

Scientific, Technical & Medical

Elsevier, the world's leading provider of scientific, technical and medical information, plays an important role in advancing human welfare and economic progress through its science and health information, which spurs knowledge and enables critical decision making. To ensure access to this information, Elsevier supports key programmes in places where resources are often scarce. Among them is Research 4Life which, in partnership with UN agencies and approximately 200 publishers, provides researchers in more than 100 developing countries with free or low cost access to core and cutting-edge scientific information.



As a founding partner, we contribute over a quarter of the nearly 50,000 peer-reviewed resources in Research4Life, encompassing Scopus and ScienceDirect, including over 3,000 Elsevier journals and nearly 13,000 books. In the year, there were over 3.9m Research4Life article downloads from Elsevier's ScienceDirect. We also provide technical and communications expertise to advance Research4Life, and have committed to the programme through 2020.

In addition to support for ongoing projects, the Plsevier Foundation committed \$700,000 to support libraries in developing countries, women scientists and nursing facilities in 2014. The Elsevier Foundation's New Scholars Program supports projects to help early-career women scientists balance family responsibilities with academic careers and addresses the attrition rate of women scientists in both the developed and developing world.



Winners of the 2014 Elsevier Foundation Awards for Early Career Women Scientists in Developing Countries: (left to right) Dr Eqbal Mohammed Abdu Dauqan (Biochemistry – Yemen); Dr Simone Ann Marie Badal McCreath (Biochemistry – Jamaica); Dr Taiwo Olayemi Elufioye (Pharmacology – Nigeria); Dr Leni Ritmaleni (Medicinal Chemistry – Indonesia) and Dr Nilufar Mamadalieva (Biochemistry – Uzbekistan). Photo by Alison Bert

Publishers Without Borders: Elsevier volunteers work to advance Tanzanian research



Shirley Decker-Lucke, Publishing Director, Elsevier, Publishing Without Borders participant

In 2014, the Elsevier Foundation launched Publishers Without Borders to enable Elsevier employees to share their knowledge first-hand with Tanzanian scientists, librarians and publishers. The first volunteers spent four weeks in Tanzania providing training in their areas of expertise, ranging from peer review to quality control, copyright, contracts, acquisitioning, commissioning, marketing, sales, design and production.

The programme brings together a number of partners including Voluntary Service Overseas, INASP and the Tanzanian Commission for Science and Technology.

Once in Tanzania, volunteers receive in-depth orientation and training, with re-entry coaching from programme partners for their return.

According to Liesbeth Kanis, with Brill, one of the programme founders, "Most publishers focus on the more lucrative educational market, which makes it challenging for Tanzanian academics to find a suitable outlet for their academic publications. If they do conduct research and wish to publish, often they lack the knowledge on how to write a good publication proposal that will ultimately enable them to get published."

In the year, Elsevier collaborated with the World Bank to examine research trends across Africa to help countries understand how to invest in science, technology, engineering and mathematics research to improve co-operation, competitiveness and independence. The findings show that while international collaboration is high, more engagement among African countries would benefit the continent overall.

Risk & Business Information

Risk & Business Information tools and resources help protect society, including by detecting and preventing fraud across a range of business sectors and at the US federal, state and local government level. During the year, it enhanced its eCrash solution, which aids law enforcement professionals by automating vehicle crash reporting from initial data capture to report distribution. Through the 2014 acquisition of Coplogic, eCrash now has a citizen incident reporting capability, eliminating the need to dispatch officers to minor incidents. This will allow forces to allocate resources to more serious issues and may save lives – more US law enforcement officers died in traffic-related accidents than from gun crime (FBI, 2010). The business unit's analytic technology also assists governments in fighting fraud. In the year, the New Jersey Department of Labor and Workforce Development announced it prevented \$4.4m in unemployment insurance fraud in just under a year and a half using Risk & Business Information products. More than 600 false claims were averted because its technology is now integrated into the state's unemployment insurance claims system, allowing an applicant's identity to be confirmed before processing benefit applications.

ADAM: Bringing home missing children



The terrible reality of child abduction led a team of Risk & Business Information employees to develop the Automated Delivery of Alerts on Missing Children (ADAM) programme, which assists in the safe recovery of missing children. The programme's name remembers a six-year old boy, Adam Walsh, who was kidnapped and murdered in 1981. ADAM examines a database of all possible recipients of a missing child poster within a specific geographical search area and circulates them within minutes – over 1.9m in 2014 – to police, news media, schools, businesses, medical centres and other recipients. Since launching in 2000, 142 children have been located, including three in 2014. ADAM is designated for use by the National Center for Missing & Exploited Children (NCMEC) in the US. The colleagues behind ADAM exemplify our values of innovation, boundarylessness and valuing people.

Among the children located in 2014 was a 16-year-old girl who disappeared from her Alabama home in June 2013. After an ADAM alert poster was received by a local court in Dover, Delaware, NCMEC received a lead that allowed law enforcement to identify the child's location in the state. She was safely returned home to Alabama in January.

ADAM alert posters are distributed as soon as a report of a missing child is relayed to NCMEC; posters continue to be circulated in the months following if the child is not found. A 17-year-old boy was reported missing from Rosenberg, Texas, in May 2013 and ADAM alert posters were immediately released but it was a poster distributed on 31 March 2014 that led a concerned citizen the same day to contact law enforcement when she believed she had seen the boy at a nearby property. He was subsequently recovered.

Risk & Business Information also uses the power of its brands to aid communities.
Read about Farmer's Weekly support for young farmers.

Legal

LexisNexis Legal & Professional promotes the rule of law through its products and services that enable customers to excel in the practice and business of law, and which help justice systems, governments and other businesses to function more effectively and efficiently. It supports transparent legal systems as a fundamental element of a healthy society and growing economy, and clear laws that are easily accessible to all. LexisNexis Legal & Professional promotes the rule of law through outreach and advocacy, educational forums and free dissemination of, and training on, its legal solutions.

Dressed to Kill? Human trafficking in the cotton industry



LexisNexis Legal & Professional works to combat human trafficking. In conjunction with STOP THE TRAFFIK, in 2014 it released Dressed to Kill, a report examining the cotton industry and human trafficking. It measured media coverage of both fashion and human trafficking media to help the industry – as well as the broader public – understand what is currently happening, and offers guidance on eliminating and reducing risk.

Tom Ogburn, LexisNexis Managing Director for Business Insight Solutions noted, "Human trafficking is a global crime; millions of men, women and children are recruited by deception or coercion and moved within countries and across borders for exploitation."

Dressed to Kill identified 2,618 English-language articles in the LexisNexis Human Trafficking Awareness Index directly related to human trafficking and the global garment supply chain over a 15-month period ending in March 2014, which provide insight into related media coverage.

Ruth Dearnley, CEO of STOP THE TRAFFIK, said, "We have a powerful voice; we can use it to urge companies to change their behaviour so that they can tell us that the clothes we are buying are free from trafficked labour."

The report is designed to aid campaigners, consumers and businesses, particularly their supply chain and procurement directors.

As a founder of the UK's International Law Book Facility, LexisNexis UK has provided over 6,000 legal texts since 2005 to assist professional bodies, advice centres, pro bono groups, law schools and other institutions involved in access to justice in 38 countries across Africa, Asia, Europe, South America and the Caribbean. Recipient partners in 2014 included the Ghana School of Law, the Law Development Centre in Kampala and the Malawi Ministry of Justice and Constitutional Affairs. LexisNexis UK volunteers play an important role in the administration of the charity, as well as sorting, selecting and packing books for shipment.



2014 Lexis Nexis Legal & Professional rule of law workshop

At the request of Aung San Suu Kyi, LexisNexis Legal & Professional has been engaging with members of Myanmar's government, legislature and legal profession, to lend support to the country's democratisation. In 2014, we supported efforts to form a National Bar Association and facilitated workshops in co-ordination with the International Bar Association. Law schools had been closed in Myanmar for a number of years but in 2014 two universities – Yangon and Mandalay – were granted licences to offer Bachelor of Law degrees. LexisNexis Legal & Professional is working with partners to provide them with relevant legal resources.

Exhibitions

Reed Exhibitions' events provide platforms for supporting our CR focus areas. At the 2014 London World Travel Market, the global forum for the travel industry, it hosted the Responsible Tourism Programme over the show's four days with events available to all 51,500 attendees on topics such as poverty reduction and wildlife protection. On World Responsible Tourism Day, the largest of its kind, the show featured the 2014 World Responsible Tourism Awards with winners including South African Animal Sanctuary Alliance (which received a joint first prize with Brazil's Campo and Parque dos Sonhos) for liberating formerly captive wildlife and demonstrating, in the words of judging panel Chair Harold Goodwin, that it is possible to "address the rights agenda, swim against the tide, and also achieve a successful business."



Colin Bell, Africa's Finest; Charlie Mayhew MBE, CEO and co-founder, Tusk; and Stephen Sackur, journalist and presenter, BBC, at the opening of World Responsible Tourism Day 2014

World Future Energy Summit: driving actionable solutions to the world's energy challenges



The 2014 World Future Energy Summit (WFES), held in Abu Dhabi, United Arab Emirates (UAE), attracted over 28,000 attendees; it is the centrepiece of Abu Dhabi Sustainability Week, hosted by Masdar, a UAE company focused on sustainable development. Featuring more than 150 speakers, WFES aims to increase awareness and market opportunities for renewable energy. Some 650 exhibiting companies from 40 countries showcased the latest solutions in energy efficiency, solar energy, electric transport and more, marked by more than 100 new product launches.

Now in its seventh year, WFES included a Green Career Fair to help young people develop their professional networks; a Project & Finance Village which brought developers, investors and technology providers together; and TechTalk, which allowed companies to demonstrate their latest innovations.

Co-located with WFES are EcoWaste, an exhibition dedicated to waste management and sustainable development, and the International Water Summit, an exhibition and conference to accelerate development of new water technologies for arid regions.

In 2014, the first Global Leaders' Summit was added to the Abu Dhabi Sustainability Week calendar. Showcasing insights from government officials and sector experts, it was attended by over 600 delegates including business leaders, technology providers, government officials and academics.

In 2014, New York Comic Con, which attracted 151,000 attendees, became corporate sponsor of the Comic Book Legal Defense Fund, a non-profit organisation protecting the rights of comics artists, publishers, retailers, librarians and fans.

During the year, to support the development of the event management industry in China, Reed Exhibitions once again ran the Reed Exhibitions China scholarship programme benefiting 50 university students, with a total of 38 students announced as scholarship winners by year end. In addition, Thebe Reed Exhibitions in South Africa won a 2014 Corporate Social Responsibility Award from Media 24 for support of historically disadvantaged communities.

Across RELX Group

We draw on expertise across the Group to advance initiatives aligned with our unique contributions. In 2014, we awarded prizes in our fourth Private Environmental Challenge to projects that increase sustainable access to improved water and sanitation where it is presently at risk. The Environmental Challenge contributes to the UN Water for Life Decade, running between 2005 and 2015, in support of the Millennium Development Goal to reduce by half the number of people without access to safe drinking water and basic sanitation. We received 143 applications from 43 countries in 2014, and offered free access to relevant environmental products to all registrants. In the year, we established a media partnership with the Guardian and developed links with a university-based water consortium to help us extend the reach of the Challenge.



The Challenge rewards replicable, scalable, sustainable and innovative projects, which emphasise solutions with practical applicability; address non-discrimination/equality of access from a scientific, legal or other basis; involve and impact a range of stakeholders; and have local/community-level engagement. The \$50,000 2014 first prize winner was Sustainable Sanitation Design, an NGO aiming to bring 10,000 households in Uganda its low-cost, unisex urinal featuring a safe organic fertiliser recovery system. The \$25,000 2014 second prize winner was Ecofiltro, a social enterprise company working to provide thousands of families in Guatemala with new ceramic disk filters that remove bacteria and other harmful agents from potable water. The \$15,000 WASH Alliance prize winner was the Stanford Program on Water, Health & Development, which will install automated chlorine dosing systems at shared water points in Bangladesh used by 2,000 families. The WASH Alliance is a consortium of six Dutch NGOs promoting hygienic use of sustainable water and sanitation.

Business for the Rule of Law

In 2014, we helped advance Business for the Rule of Law (B4ROL), a global initiative led by the UN Global Compact with the support of other organisations including the Atlantic Council, the World Justice Project and the International Chamber of Commerce. Key developments in the year include the creation of a Steering Group and the start of international consultation on a formal framework, to be launched in 2015, focused on actions, practical examples and interactive technology to promote corporate support for the rule of law around the world.

B4ROL was initially introduced in September 2013 by United Nations Secretary-General Ban Ki-moon at Rule of Law Now, an event co-sponsored by LexisNexis and the Atlantic Council, a non-partisan institution devoted to promoting transatlantic co-operation and international security.



Mike Walsh, CEO of Lexis Nexis Legal & Professional. Photo by Philip Livingston

"While we know that there is no one-size-fits-all solution for a challenge as manifold as worldwide adherence to the rule of law, we believe B4ROL to be a vital step forward," said Mike Walsh, CEO of LexisNexis Legal & Professional. "In our age of increasing globalisation, it is both an opportunity and a responsibility for businesses to band together to advance the rule of law. Individual companies can make a significant impact by supporting this initiative."

Gaythri Raman, LexisNexis Legal & Professional Head of Rule of Law & Emerging Markets Asia Pacific, held a consultation on B4ROL in Myanmar in October 2014 attended by representatives from business, law firms and NGOs from Myanmar and across Southeast Asia. They discussed challenges faced in advancing the rule of law in Myanmar and ways in which businesses can play a more active role.

During the year we began working with Oxfam on Raising Her Voice to promote women's rights in Nepal. Through our partnership, we have supported 90 community discussion groups across districts in the country's midwest region. The discussion groups aim to empower women, helping them develop action plans to address personal, family and community challenges, while training for men aims to create better awareness of gender equality. The project is also providing access to content in health, water, sanitation, education and forestry use. Our partnership has also broadened to include assistance with Oxfam's Action4Justice project, an online legal information platform to facilitate cases that promote positive social change, in collaboration with Greenpeace, Transparency International and Avocats Sans Frontières.

Read more about Raising Her Voice.

2014 OBJECTIVES Progress

Partner with United Nations Global Compact to refine and launch stakeholder consultation on the Global Rule of Law Business Principles

- Steering group formed; global consultation on framework underway
- Shared case studies
 highlighting our support for
 the rule of law as a foundation
 for an 'example hub'

Develop media and/or academic partnership to further awareness and engagement with the Environmental Challenge

Collaboration with Oxfam to advance Raising Her Voice women's leadership programme in Nepal

- Media partnership with a UK national newspaper
- New links with university hydrologic science network
- Supporting community discussion groups with health, water, sanitation, education and forestry use content
- Pro bono support for other projects including Action4Justice platform

2015 OBJECTIVES

- Support the development and release of Business for the Rule of Law framework
- Power of Research: 5th year Environmental Challenge collaboration project
- Big Data for Good: explore project focused on missing children in Europe

LINK	Page
Elsevier Foundation	14
Support for young farmers	15
Environmental Challenge	17
Oxfam's Raising Her Voice	18



Governance

In this section

- 20 Why it matters
- 21 Key issues
- 21 Ensuring the highest ethical standards
- 22 Tax, pensions and investments
- 22 2014 objectives
- 22 2015 objectives

Introduction

Governance



Alan McCulloch Head of Secretariat, RELX Group

"Good governance is essential to the long-term success of RELX Group. We regularly review our governance arrangements to ensure they provide an effective framework for conducting our business in a sustainable way."

Why it matters

Good governance matters because it provides the structure for all we do.

We support the principles and provisions of corporate governance contained in the UK Corporate Governance Code issued by the Financial Reporting Council in September 2012 (the UK Code) and the Dutch Corporate Governance Code issued in December 2008 (the Dutch Code).

Governance and reporting

Reed Elsevier PLC, which has its primary listing on the London Stock Exchange, and Reed Elsevier NV, which has its primary listing on the Euronext Amsterdam, have complied throughout 2014 with the UK Code. In addition, Reed Elsevier NV, subject to limited exceptions as explained in the Reed Elsevier NV Corporate Governance Statement, applied the best practice provisions of the Dutch Code. Reed Elsevier PLC and Reed Elsevier NV have implemented standards of corporate governance and disclosure applicable to companies listed on the stock exchanges of the UK, the Netherlands and the US. The effect is that a standard applying to one will, where not in conflict, also be observed by the other. Information and documents detailing our governance procedures are available to stakeholders online at www.relxgroup.com

The Reed Elsevier combined financial statements and the financial statements of the two parent companies, Reed Elsevier PLC and Reed Elsevier NV, are prepared in accordance with International Financial Reporting Standards. Read more about the Group's corporate structure.

We include a Strategic Report as an integral part of our Annual Report, incorporating information on CR and forward looking statements on the outlook for the Group and key business risks.

Our values



Five values underpin our activities: Customer focus, Valuing our people, Passion for winning, Innovation and Boundarylessness.

Learn more about the values.

We monitor the progress of each business in embedding the values, and all employees are evaluated on how well they live them as part of the annual Performance Development Process. The Values section of the corporate intranet enables employees to discover the five values from the perspective of people across the organisation.

Our leaders work to reinforce the values. In 2014, Reed Exhibitions' Chairman Mike Rusbridge awarded nine employees, from Brazil, France, Japan, North America, Russia, Singapore and the UK, Chairman's Awards for best exemplifying our values and their contributions to the business. Winners will attend a 2015 presentation dinner with the Reed Exhibitions Worldwide Board.

We produce products and services on corporate governance for our customers. These include: Butterworths Company Law Handbook; Compliance 360; Compliance Solutions; Due Diligence and Corporate Governance; International Financial Reporting Standards; and State Net.

Key issues

Ensuring the highest ethical standards

The Code of Ethics and Business Conduct (the Code), disseminated to every employee and publicly available at www.relxgroup.com, sets the standard for our corporate and individual behaviour. It incorporates the 10 principles of the UN Global Compact and makes clear our commitment to human rights. The Code begins with an introduction from the CEO and establishes our standards on key ethics and compliance matters, including: policies related to protecting company interests and assets; relationships with business partners, customers, suppliers and competitors; dealings with governments; respecting colleagues and communities; and data protection. The Code also explains the responsibility of employees to report wrongdoing. The Code is available in 12 languages - Chinese, Dutch, English, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian and Spanish - to ensure that all employees understand the Code. In accordance with the UN's Guiding Principles on Business and Human Rights, we have considered where and how we operate and have concluded that there is low human rights risk in our direct employment activities. See the Supply chain section for addressing human rights in the supply chain. In 2014, New York Stock Exchange Governance Services ranked our Code among the top 10% of more than 2,500 codes the organisation evaluated. To maintain currency, the Code has been updated for release during the first half of 2015. The revised Code describes our social media policy and includes learning aids, increased interactivity and streamlined wording.



The Code is reinforced by other policies to further assist employees in complying with laws in key areas, such as anti-bribery, competition, trade sanctions and workplace harassment. The Code (and a related supplemental policy) also addresses political contributions, which are strictly prohibited except in the US, where such contributions and activities are permitted in certain states within allowable limits if they comply with stringent reporting and disclosure regulations. Employees must obtain senior management approval for any proposed corporate political contributions; all corporate contributions are reported as required by law. Our companies in the US contributed \$87,000 to political parties and candidates in 2014. There were no donations made in the European Union for political purposes.

To aid employee understanding of our policies, we offer interactive online training to explain topics and the importance of compliance, with examples of how policies apply in practice. Courses also highlight resources available to help those with questions or concerns. All employees receive initial and periodic training on the Code, data privacy and security, and preventing bribery; other courses are rolled out on an ongoing basis to those for whom the topic is most relevant, such as competition law and preventing workplace harassment for managers. We achieve 100% completion rates for all courses within four months of issuance.

In 2014, we continued to roll out all courses to new employees as applicable. We implemented a competition law computer-based refresher training course for 6,000 employees due for training, as well as detailed in-person training for those for whom it is relevant. We also issued updated privacy and data protection training to 17,000 English-speaking employees, with translations and course roll out to non-English-speaking populations planned for 2015.

We supplement computer-based training with comprehensive in-person or webinar sessions as applicable, including tailored privacy training for employees with access to personal or regulated data, and preventing bribery and competition law training for employees in higher risk positions and geographies.

Employee feedback on 2014 compliance courses

- "Appropriate amount of material for a refresher course; good follow-up on incorrect answers"
- "Brief but to the point"
 - "Clear and concise. Easy to understand"
- "It was clear and taught me things about certain business responsibilities that I did not know"
- "As a 12+ year employee, I've completed quite a number of compliance and privacy trainings. I greatly appreciated that this course allowed me to head straight into the Knowledge Check in areas where I was confident"

In 2014, we remained diligent in our ongoing efforts to ensure compliance with applicable bribery laws. In the year, we released an updated Editorial Policy and new Privacy Principles setting out our approach to data protection and privacy. We also analysed and streamlined processes to ensure sanctions law compliance.

We maintain compliance committees for all parts of the business. Employees are encouraged to report suspected violations of the Code or law to their manager, an HR representative, a company lawyer or the appropriate compliance committee. We also offer employees a confidential reporting line, managed by an independent third party, which is accessible by telephone or online 24 hours a day, 365 days a year. As allowed under applicable law, employees may submit reports to the Confidential Line anonymously. The Code stipulates protection against retaliation if a suspected violation of the Code or law is reported. Substantiated Code breaches are subject to swift disciplinary action, up to and including termination of employment.

Tax, pensions and investments

In 2014, the Group's combined businesses paid £347m in corporate taxes. Corporate income taxes paid in the UK and the Netherlands typically amount to 20–25% of trading profits, broadly in line with statutory rates. In addition, we paid or collected an even greater amount of employment-related, sales, VAT and other taxes. We believe taxes are an important way in which large companies contribute to the communities in which they do business, and as such we are a responsible corporate taxpayer.

We conduct our tax affairs to ensure compliance with all laws and relevant regulations in the countries in which we operate. We maintain an open and positive working relationship with fiscal authorities and tax policymakers, and actively engage with policymakers, tax administrators, industry bodies and international institutions. In the UK, the Head of Group Taxation is also a member of the Business Tax Forum, a joint business/HM Revenue and Customs committee, focused on the operational aspects of the tax system. We also participate in consultations with the Organisation for Economic Co-operation and Development (OECD), including on country-by-country tax reporting, and support the OECD Business & Industry Advisory Committee Statement of Tax Principles for International Business which sets out widely agreed principles on tax planning and transparency.

The Statement of Investment Principles for the Reed Elsevier Pension Scheme indicates that the extent to which social, environmental or ethical issues may have a financial impact on the portfolio, or may have a detrimental effect on the strength of the employer covenant, are taken into account when making investment decisions.

CR issues are relevant to other investment decisions we make; for example, we review an investee's social and economic stability. Among our sustainable investments is Healthline, which helps more than 1m consumers every day to find, understand and manage healthcare information, with access to over 1bn web pages.

2014 OBJECTIVES	Progress
Implement updated corporate governance policies	 Operating and Governance Principles reviewed by cross-functional team
Conduct a review and refresh of Code of Ethics and Business Conduct	 Compliance Committee review completed, with board review pending
	 Enhancements include streamlined language; reference to social media; and more learning aids and interactivity
Evaluate Export and Trade Controls Policy and compliance efforts	 Designees appointed for each business; strengthening controls as appropriate
	 Global policy updated for issuance in early 2015

2015 OBJECTIVES

- Establish common approach to development and management of corporate policies
- New communication campaigns to supplement formal compliance training
- Continue to enhance trade sanctions and export controls compliance procedures and tools



LINK	Page
RELX Group's corporate structure	20
Strategic Report	20
Ourvalues	20
Code of Ethics and Business Conduct	21

People

In this section

- 24 Why it matters
- 25 Key issues
- 25 Listening
- 26 Promoting diversity
- 28 Boundarylessness
- 28 Training
- 29 Support and recognition
- 29 Health, safety and wellbeing
- 30 Performance
- 30 Absence
- 30 Wellbeing
- 31 2014 objectives
- 31 2015 objectives

People



Renée van der LaanDirector, Human Resources, Risk & Business Information Netherlands

"Like our staff, I want to work for a company that makes people central to the business."

Why it matters

As we state in the Our people section of www.relxgroup.com, "Our success is due to the talented employees who make RELX Group the trusted organisation it is today: people like researchers, developers, editors, event managers, designers, publishers, lawyers and many more besides. We depend on them and they, quite rightly, depend on us to create a fair, challenging, rewarding and supportive work environment where they can achieve their potential."



Valuing our 28,500 people means being an employer of choice, known for best practice in retaining and recruiting the best staff. Only by attracting and keeping good people – and being acknowledged as a company where they can do their best work – will we be able to achieve our objectives and meet the expectations of our customers and other shareholders.

We ensure our labour and employment policies and practices are compliant with the principles of the $\ensuremath{\overline{\mathcal{O}}}$ UN Global Compact regarding fair and non-discriminatory labour activities. We work closely with our staff/works councils in Europe, the US and elsewhere to engender positive employer/labour relations. We are an equal opportunity employer and are committed to freedom of association and treating all employees and applicants with respect and dignity. In the year, we made presentations on CR to our European Works Council, among others.

Our workforce

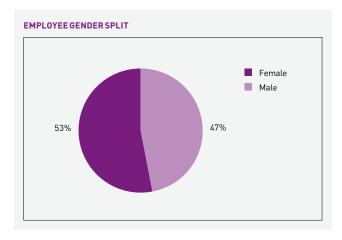
The Group's workforce is highly skilled, and a large proportion hold advanced degrees.

		Female		Male
Board of directors	3	30%	7	70%
Senior operational managers*	121	29%	300	71%
All employees**	15,100	53%	13,400	47%

Senior operational managers are defined as those managers up to and including three reporting lines from the CEO $\,$

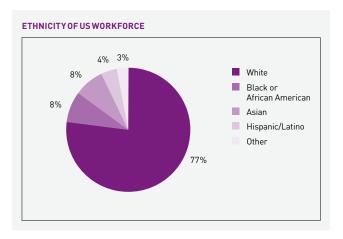
^{**} Full time equivalent

In 2014, our workforce was 53% female, based on a sampling of greater than 85% of our employees; 44% of managers were women as were 29% of all senior operational managers. The joint Nominations Committee of Reed Elsevier PLC and Reed Elsevier NV considers the knowledge, experience and background of individual board directors. At year end 2014, women made up 30% of the members of the Reed Elsevier NV Board and 22% of the members of the Reed Elsevier PLC Board: Linda Sanford and Lisa Hook are non-executive directors of Reed Elsevier PLC and Reed Elsevier NV; and Marike van Lier Lels is a non-executive director of Reed Elsevier NV.





We recognise employees of different ages contribute unique perspectives to our endeavours. In 2014, 22% of our employees were 30 years of age or younger, 58% were between 31 and 50 years of age and 20% were 51 and older. Our oldest employee is aged 88 and our youngest is aged 18. The average length of service is eight years. We also know people of different backgrounds contribute to a rich exchange of ideas. The majority of our workforce is based in the US, and we provide a breakdown of employees by ethnicity each year to the US Department of Labor. Our global HR information system, PeopleHUB, helps us to manage data collection.



To help our customers facing challenging conditions, we must continuously adapt our cost structure. We aim to minimise the effect of any restructuring activities, necessary for all businesses as processes or markets change, but which may be more prevalent in times of economic disruption. We do not take decisions regarding employee redundancies lightly, but where it is necessary, those decisions are always based on a factual assessment of the needs of our customers and we explore all possible alternatives, including internal transfers, to avoid having to take such actions. To help affected employees, we provide career advice and, where possible, retraining assistance.

We produce products and services that advance understanding of people and health and safety issues for our customers. In 2014, we published Elsevier Performance Manager; Facilities Management; Health and Safety at Work Magazine; Health and Safety Bulletin; Occupational Health; Occupational Health and Industrial Medicine; Pay and Benefits; Personnel Today; Safety and Health at Work; XpertHR; and exhibitions such as Expoprotection.

Key issues

Listening

Hearing directly from our people is an important driver for improvement. Throughout 2014 we conducted pulse surveys at the business unit level to hear what our people think we are doing well and where we must improve. Mike Walsh, CEO of LexisNexis Legal & Professional, launched the year's annual pulse survey stating, "Your participation is critical to help us better understand what our employees are thinking—your responses are strictly confidential. My leadership team, our managers across the organisation and I take the feedback we receive from this survey very seriously. We pay careful attention to the verbatims and scores you provide and use that information to help set the agenda for the next year." Our next comprehensive global Employee Opinion Survey will be performed in 2015.

We offer the Leaders' Toolkit, a customised site in partnership with Harvard Business Publishing, to all employees. Among the resources are worksheets, video clips and articles to foster good listening skills and tips for giving and receiving feedback. We encourage managers to understand what their employees really think through 360 degree appraisals and provide relevant materials; when appropriate, we suggest they share results with their teams.

Best in class employer? Outside opinion

We strive to be an employer of choice and appreciate outside review of how we are doing.



Top award for Reed Business Media in Amsterdam

In 2014, Top Employers Institute named Reed Business Media Top Employer Nederland for nurturing and developing talent at all levels, providing a wide range of benefits including flexible working, and networking opportunities.

Reed Exhibitions Greater China selected as one of Beijing's best employers

Reed Exhibitions Greater China was chosen as a Beijing Top 30 Employer as part of the China Best Employer Award 2014, a joint research effort from the Corporate Social Responsibility and Employer Brand Communication Research Center of Peking University and Zhaopin.com, which specialises in recruitment and employer branding. In the year, more than 3,000 companies were assessed; the top 30 listings by city were chosen in a national public survey.

Reed Exhibitions Greater China invests in talent management; learning and development programmes including the Reed Management Associate Programme, Reed Exhibitions China Scholarship, Reed Exhibitions China University and the High Potential Talent Development Programme. In 2014, Reed Exhibitions Greater China was nominated as a top three finalist in the 2014 global UFI Education Awards for Best In-House Education Initiative. UFI is the international association of the exhibition industry; its awards are a barometer for exhibition industry excellence.

Reed Technology & Information Services – a leading place to work in IT

For a third consecutive year, ComputerWorld ranked Reed Technology & Information Services one of the Top 100 Best Places to Work in IT, improving its position from 66th place in 2012 (37th place in 2013) to 15th place in 2014, with a top 10 ranking for training.

Promoting diversity

As stated in our Code of Ethics and Business Conduct, "We prohibit discrimination. We recruit, hire, develop, promote, discipline, and provide other conditions of employment without regard to race, colour, religion, national origin, gender, sexual orientation, marital status, age, disability, or any other category protected by law. This includes accommodating employees' disabilities or religious beliefs or practices." Consistent with this policy, we prohibit discrimination or harassment of any kind.

We are committed to building a workforce that reflects the diversity of our customers and communities. The foroup's Diversity and Inclusion (D&I) Statement articulates our commitment to a diverse workforce and an environment that respects all individuals and their contributions. The Statement is supported by our D&I Strategy which indicates, "Diversity and inclusion are not just aspirational social concepts. Rather, they are a cornerstone of a successful global business." Among its commitments is maintaining a D&I Advisory Group comprised of a senior business and HR leader from each business unit, supported by a broader D&I Working Group. Commitments include understanding the state of D&I across the Group, with plans to address areas for improvement.

In 2014, we continued to offer D&I training for managers. Course content includes making the business case for D&I on ethical, economic, regulatory and reputational grounds, as well as a focus on inclusive leadership. We also offer an online D&I course that all employees can take at their leisure. In the year, we focused on inclusive leadership as a management competency, engaging our heads of talent to ensure it is incorporated in manager training, and reviewed our Business Leadership Programme course syllabus for up-and-coming leaders to confirm it contains relevant themes. In the year, we joined Business in the Community's Opportunity Now in order to tap into additional D&I expertise.





www.weprinciples.org

In 2014, CEO Erik Engstrom signed the Women's Empowerment Principles, a joint initiative of the UN Global Compact and UN Women, which aim to help companies empower women and promote gender equality. We have created a template for reviewing our existing practices relative to the Principles, which support corporate action on gender equality and women's empowerment.

We promote Employee Resource Groups, which allow diversity to be expressed in meaningful ways. They are independent, voluntary networks of employees who share common interests. The groups help drive diversity initiatives, community involvement and promote career development through mentoring, workshops, leadership speakers and external networking. The Elsevier Women's Network, which began at the close of 2008 with five women, had over 700 members and 12 active chapters at the close of 2014. LexisNexis Legal & Professional has Women Connected chapters in the US and UK.
Read about some of their activities in 2014.



Why John Danaher, President of Elsevier Education, believes D&I matters to his business

From a business point of view there are three reasons why it's so important. The first is that for us in education, our customers reflect the spectrum of diversity. We need a business make-up that reflects our customer base.

The second reason is that large organisations have a tendency towards 'group think.' Having a diverse workforce with a broad range of experiences and viewpoints helps us avoid that tendency.

The third factor has to do with the incoming workforce – unless a company can demonstrate its inclusiveness, it risks missing out on the best talent.

However, believing diversity is a necessity and delivering it are two different things. We need to lead the way, embracing diversity rather than just championing it. No one wants to join an organisation where they don't think they have a chance of fitting in and being successful. It's up to managers to make a commitment to diversity in their teams. A hiring manager needs to challenge their assumptions about what it takes to be successful in a role. Just because you took a certain path, doesn't mean the next candidate needs to have walked the same one. It's about being rigorous with ourselves, and not relying on traditional thinking – we need to consider alternative backgrounds that might get the job done as well or even better. We also need to make sure recruiters understand this mandate.

When I was a US White House Fellow in George Bush Sr's presidential administration, the Secretary of the Department of Health and Human Services for whom I worked was Dr Louis W Sullivan, an African American educator and founder of the Morehouse School of Medicine. Many of Dr Sullivan's staff were African American executives and educators who had worked with him throughout his career. His staff was truly diverse and I found I was in the minority because I didn't have many of the same experiences and references as my colleagues. However, the situation afforded me a fresh perspective.

The advice I'd give to someone in a similar situation is to find a way to relish and learn from the experience. We generally put ourselves in comfortable situations. After I appreciated that my colleagues' experiences were not carbon copies of my own, I could enjoy discovering new ideas and vantage points. I gained an understanding of diversity that guides me to this day.

We provide one-to-one coaching and sponsorship; for example, we are working with several senior women in the Group to support their interest in serving as non-executive directors outside the company.

Other D&I highlights in the year include Elsevier's signing of the Declaration of Amsterdam for an inclusive lesbian, gay, bisexual and transgender (LGBT) workplace. The Declaration was created by Workplace Pride, an international foundation that aims to make LGBT people fully visible, accepted and valued at work and in society. Michiel Kolman, Senior Vice President of Global Academic Relations at Elsevier, and founding member of Elsevier Pride, said, "By signing the Declaration, we take a major next step in a process already well underway within our company. It adds true commitment to good intentions, and provides a concrete set of action points to achieve objectives that are worth fighting for, both in the workplace and beyond." Elsevier also created a global diversity hub where employees can get D&I information including details of employee resource groups, news on global developments and employee activities.

Risk & Business Information's XpertHR benchmarking tool provides an interactive resource of D&I and other HR information for its users, including data on setting targets and action plans, along with guidance on adjustments for disabled workers. It was enhanced in 2014, with more than 30 XpertHR benchmarking survey data sets, covering areas such as absence rates and costs, labour turnover, maternity pay, recruitment trends and benefits. LexisNexis Legal & Professional UK's Lexis PSL Practice Management module provides law firms with guidance on D&I policies and monitoring.

Boundarylessness

We promote the value Boundarylessness, working across geographical and functional boundaries, with the support of our HR Management Council, led by the Group Director of HR. The Council undertakes an annual Organisation Talent Review to identify staff advancement opportunities across the Group.

From Sutton, England to Buford, Georgia: Risk & Business Information's Andrew Doyle, a Boundarylessness winner



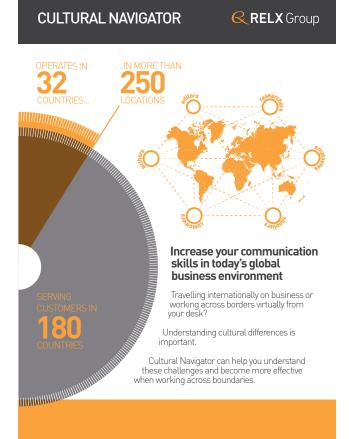
Andrew Doyle began his 2014 working year in the UK but closed it in the US. As Head of Content for Risk & Business Information's Flightglobal, he was chosen to integrate the acquisition in March of Innovata into Flightglobal, adding global airline schedules to its existing aircraft maintenance, fleet, organisations and values database. Flightglobal attracts more than a million visitors a month and is the number one digital news, multimedia and information provider for aviation and aerospace industry professionals and enthusiasts.

For his success in taking his new team on a positive cultural journey during his 12-month assignment, he received a Risk & Business Information 2014 Achievement Award. He took on new responsibility, refreshed the working environment and restructured the Innovata business to boost efficiency. He was cited for quickly winning trust from his new colleagues. He set up a local working group to provide ideas and feedback on changes, established and chaired the Buford Employee Council, organised social events, an Employee Appreciation Day and actively encouraged participation in RE Cares activities.

Our Job Board, available from the corporate intranet, allows staff to view and apply for any available opening around the world. Candidates can complete an online employment profile to specify their preferred work criteria so they can be alerted to future openings that match their interests.

Training

Every employee in the Group takes part in the annual Performance Development Process (PDP), which reviews skills and performance and identifies opportunities for recognition and advancement. The PDP is also the primary tool for assessing and planning employee training. In 2014, we invested nearly \$20m in training (including courses, seminars, one-to-one instruction and tuition reimbursement) to develop the capabilities and future potential of our people.



Our Learning Centre, available on the global intranet, provides access to tools to further employee professional development. Resources include Harvard ManageMentor, covering a wide range of management topics, such as business basics and strategy execution by business leaders and subject experts. We also provide a comprehensive range of e-learning courses to employees through Skillsoft, covering hundreds of subjects in 15 different languages. Another online offering is Cultural Navigator, which highlights how cultural preferences can affect the way we work.

By the close of 2014, approximately 200 of the Group's top executives had either completed the Management Development Process (MDP) or had their existing development plan revisited. Each MDP leads to precise actions for attaining present and future career objectives; provides an insightful view of the individual; and encourages openness, as sensitive issues are addressed in a spirit of confidentiality and respect. The MDP involves in-depth interviews to assess strengths and development areas; agreeing an action plan with the individual and their manager on present role, skills/knowledge; and future career aspirations. Plans may include gaining international experience, focused coaching and engagement outside the Group, including charity placements with Pilotlight to share expertise in new areas. Progress against development plans is regularly checked and updated.

Supply chain

Support and recognition

We believe flexible working can increase staff motivation, promote work-life balance, reduce employee stress and improve performance and productivity. We offer a variety of flexible work options, including part-time and flex-time working, job sharing, home working, time off to care for children or other family members and career breaks.

We offer employee assistance programmes, including in the UK a free confidential helpline and counselling agency with a number of services, including personal, legal, financial, tax and relationship advice. The service operates 24 hours a day throughout the year and is available to all employees and their immediate families. In the US, the Work-Life Assistance Program helps employees and their family members with issues such as stress, alcohol and substance abuse, and child and elder care needs. We recognise the contributions of our people through numerous internal award programmes.

Health, safety and wellbeing

The importance of employee health and safety is emphasised in the Code of Ethics and Business Conduct and also in the Health and Safety Policy. These documents commit us to providing a healthy and safe workplace for all employees, as well as safe products and services for clients. The CEO is responsible for health and safety on behalf of the board. Good practice is reinforced through a network of Health and Safety Champions reporting to business unit CEOs. They receive support from health and safety managers and other colleagues in the business, encompassing bi-monthly calls, a Health Resources intranet site and an annual Health and Safety Champions meeting. We consult with employees globally on health and safety through staff and works councils. Adopting a risk-based approach, we have dedicated safety committees at key locations that meet monthly lor as needed) to review safety concerns and any incidents.

A health and safety risk review in 2014 identified four key focus and control areas:

Warehouses	We operate a small number of	
	warehouses; we have controls in	
	place to manage key risks related to	
	warehouse vehicles and manual	
	handling injuries	
Mobile employees	Some of our people are in roles that	
	require them to spend time away from	
	the workplace; we have controls in	
	place to address travel risks	
Events management	Events we host often take place at	
	locations not controlled by our	
	business; we have controls in place to protect our employees and	
	participants in the set-up, running	
	and dismantling of events	
Building and	We maintain and periodically	
maintenance works	refurbish our facilities; we have	
	controls in place to minimise risks to	
	those who might be affected and also	
	manage contractors on site by	
	requiring permits to work, among	
	other measures	

In the year, we conducted a detailed assessment of health and safety management control areas to ensure procedures for reducing work-related risks. In 2015, an updated Global Health and Safety Policy will be implemented to ensure the ongoing control of workplace hazards.

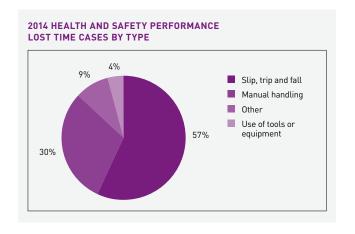
We provide tailored health and safety training to employees at higher risk of injury in the workplace, including warehouse, facilities and sales staff who regularly lift or carry products. In the US, we engage a third-party specialist to inspect locations that had high incident rates in the prior year. We also concentrate on safety at our exhibitions, where risks include working at height – particularly during the build and breakdown phases of a show – heavy lifting and forklifts. Reed Exhibitions UK runs accredited health and safety management training for operational staff, as well as two exercises a year to ensure operational teams can appropriately and confidently respond to any incident.

During 2014, the Health and Safety Manager, accredited by the Institute of Occupational Safety and Health, delivered Managing Safely courses to event organisers and facilities managers at six major UK locations.

In addition to the Global Health and Safety Policy, Risk & Business Information in the UK has a Health and Safety Management System certified to the OHSAS 18001 standard which evaluates workplace risk reduction efforts.

Working across many different countries where health and safety standards vary is a challenge for the events industry. Together with peers, Reed Exhibitions supports g-Guide outlining standards to safeguard the health and safety of persons working at or visiting an event or exhibition. In order to overcome language barriers, it contains cartoons to reinforce key points. In 2014, the g-Guide was endorsed by the Event Supplier and Services Association.

In 2014, Reed Exhibition's FIBO, the international tradeshow for health and fitness, launched in China in recognition of growing interest in wellness and fitness. The show brought 55 exhibitors and over 100 brands from 15 countries to Shanghai to showcase fitness equipment, advice and training, and relevant products for 4,238 visitors attending from 40 countries over three days.



Performance

All parts of the business are covered by the Global Health and Safety Policy. In 2014, 89% of the business reported accident data, which is assured by EY. Health and safety performance data covers all reported work-related accidents that result in more than one day of lost time from work (we use an average of 220, eight-hour work days a year to calculate total hours worked). Locations outside the US must follow local regulatory frameworks, and we continue to harmonise local reporting with our global group health and safety reporting guidelines. Read the EY assurance statement.

Comment from EY

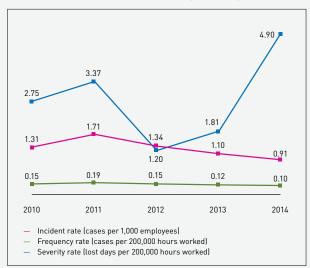
RELX Group has reported an 8% reduction in the coverage of its health and safety performance metrics during 2014.

Performance data is only aggregated on an annual basis at present; when combined with the reduced reporting coverage, it is difficult for the business to identify incident trends that could be used to drive improvement programmes.

RELX Group should initially seek to ensure that all aspects of the business are reporting to Group on a regular basis to allow active monitoring of trends and management of performance.

As a primarily office-based organisation, the majority of incidents are related to slips, trips and falls or manual handling. The number of lost time reportable accidents decreased in the year (23 in 2014 vs 31 in 2013). There was a further reduction in incidence and frequency rates in 2014; the severity rate (number of lost days compared to hours worked) increased to 4.90 in 2014 from 1.81 in 2013, primarily due to an increase in time lost due to slip, trip and fall incidents. There were no fatalities reported in the year.





Rates based on accident reports covering 89% of the business by employee number.

We provide employee support following any incident. For example, in the US, we work with a third-party resource to assign a nurse case manager to each complex or severe claim. The nurse case manager works with the employer, employee and treating physician to get an employee back to health and work in the shortest possible time.

Absence

Our PeopleHUB global HR information system covers more than 85% of our workforce, helping us better understand absence. In the UK and the Netherlands, there was an absence rate of 1.94% (number of unscheduled absent days out of total days worked) for reasons such as sick, compassionate and unpaid leave. In the US, there were 1,117 cases under the US Family Medical Leave Act, which provides up to 12 weeks of unpaid job protection in a 12-month period, for such purposes as the birth or adoption of a child, to care for a family member with a serious medical condition, as well as for an employee's own serious health condition.

Wellbeing

re:fit2win





Our annual global wellbeing competition, re:fit2win, encourages employees to establish fitness teams to compete for cash prizes for the charity of their choice. Teams compete in four categories: walking, running, cycling and swimming. Live leader boards spur competition, and discussion boards spark exchanges between participants on fitness topics. In 2014, 79 teams ran, walked, cycled and swam a total of 89,195 miles/143,545km, with a 22% increase in the number of people overall who participated over 2013. A combined team, Land Cruiser, from Elsevier and LexisNexis Legal & Professional won the walking prize for the third year in a row and donated \$1,000 to Friends of Scouting and K12 Gallery for Young People; Debbie and the Gents from LexisNexis Legal & Professional won the running prize and donated \$1,000 to Girls on the Run of Dayton; H50 from Elsevier won the cycling prize and donated \$1,000 to WaterAid; and Aqualitics, a combined team from Elsevier and Risk & Business Information, won the swimming prize and donated \$1,000 to the Leukemia & Lymphoma Society.



Our REACH wellbeing programme for US employees now extends to 34 locations, with designated REACH Co-ordinators to help plan local wellbeing events, including stress awareness and health fairs. Nurse teams provide robust clinical management services and we offer financial incentives to encourage employees to undertake health risk assessments, as these can often identify issues that allow them to seek early treatment and make healthy lifestyle adjustments. Employees were given the option to donate a \$150 participation incentive to our global fundraising partner, the International Rescue Committee, which resulted in \$7,000 for the charity.

To support its wellbeing activities and campaigns, in 2014 the REACH programme continued the CareConnect health concierge service. CareConnect provides 10,681 US employees and their families with access to a health coach or nurse at any time in order to answer medical or wellbeing questions, and to set objectives that can help individuals meet their health goals. In 2014, there were 3,071 calls to CareConnect and 1,530 employees enrolled in a personal wellness coaching programme for assistance with issues such as diet, exercise and smoking cessation. Offices, like LexisNexis Legal & Professional Los Angeles and Risk & Business Information Sutton held REACH events encompassing health assessments, fitness seminars, healthy lunch days, massage treatments and demonstrations by local fitness club partners.

Health and wellbeing programmes are now available to over 24,000 employees around the world, equating to 85% of our employees. In the UK, we have an ongoing programme of occupational health workstation assessments, engaging with employees to redesign workspaces to meet their needs and increase comfort and productivity.

LexisNexis Legal & Professional launched a programme in 2014 aimed at preventing workplace stress and promoting wellbeing, called the Happiness Lab. Working with Mindapples, an NGO which promotes mental wellbeing, the business unit organised a number of workshops on positive psychology, nutrition, exercise and having fun.

2014 OBJECTIVES	Progress
Sign up to UN Women's Empowerment Principles; review practice relative to Principles	 Signed Tool created to measure business alignment; reviews underway
Develop inclusive leadership as a core management competency	 Heads of talent engaged Review of Business Leadership Programme syllabus to identify inclusive leadership themes
10% increase in re:fit2win participants	 22% increase in employees participating

2015 OBJECTIVES

- Map internal practice against the UN Women's Empowerment Principles
- Embed inclusive leadership as a core management competency
- Targeted wellness campaign focused on avoiding/ managing diabetes



LINK	Page	
UN Global Compact	24	
Diversity and Inclusion statement	26	
Women's Empowerment Principles	26	
Women's Networks across the business	26	
Health and Safety Policy	29	

Customers

In this section

- Why it matters
- 34 Key issues
- Editorial standards
- Responding to customer needs
- Access to informationAccessibility2014 objectives

- 2015 objectives

33

Customers



Nancy Walsh
President, North America, Reed Exhibitions

"At Reed Exhibitions, we are focused on delivering value for our customers. That starts with understanding customer requirements and expectations, followed by active engagement with them to create customised programmes that address their needs."

Why it matters

We recognise that the growth and future of our company relies on our ability to deliver sustainable, essential information and services to customers and their willingness to accept the value placed on them.

We produce products and services that advance understanding of customer issues including Cost-Justifying Usability; Lexis InterAction; Technovation; User-Centered Design Stories; and exhibitions such as eCommerce Conference & Expo.

Improving professional and business outcomes

We aim to improve professional and business outcomes for our customers, increasingly by providing online solutions that add value to their daily work. In 2014, online accounted for 66% of revenue, up from 37% in 2006. By providing online content and tools, we improve our customers' productivity and achieve closer partnerships and competitive advantage.

2014 innovation for customers

Elsevier launched the Clinical Documentation Improvement Reference app to help physicians improve healthcare records

The new, free Elsevier Clinical Documentation Improvement reference app enables clinicians to quickly and easily find exact clinical terms or phrases to describe a specific patient condition. This helps demonstrate medical necessity for services, justify admission and treatment and accurately reflect the severity of illness based on a patient's presentation. The app focuses on 45 conditions with the most payment and audit implications, compliance risk, changes to documentation requirements or which generate the most queries for specification such as chest pain, perinatal care, pneumonia and sepsis.







ICIS China launched first app to improve customer experience

ICIS China, a Risk & Business Information company which delivers chemical, energy, and paper industry news and market intelligence, released a first Android and IOS app in China. Aimed at customers such as sales managers at trading companies and commodity chemical producers, it enables them to gain access to prices and news on market movements across hundreds of commodities in order to make informed buy and sell decisions.

LexisNexis Legal & Professional launched Lexis Visualfiles 2014, its legal workflow and case management system

Visualfiles is the most widely used case and matter management system in the UK, with more than 25,000 registered users in both large and small firms. The 2014 release introduces a modern, intuitive Microsoft Office-style interface allowing users to compile complex documents utilising case data and user prompts, context-sensitive ribbon bars and a simplified Finder facility to make searching for items easier.

Key issues

Editorial standards

Maintaining the integrity of what we publish is vital to the confidence of customers and other stakeholders. The $\ensuremath{{\ensuremath{\textit{Z}}}}$ Editorial Policy stipulates our responsibility to make clear distinctions between fact and opinion and user-generated or other content and encourages dialogue, including through social media. In the year, we translated the Group's Editorial Policy into 12 languages. The Policy commits us to producing information of the highest quality and encompasses, among other key issues, accuracy, clarity and timeliness; avoiding bias, defamation, conflict of interest and plagiarism; and distinguishing between editorial and advertising. In 2014, we also created and rolled out an Editorial Policy for Suppliers and launched <a> Quality First Principles with a message to all employees from the Chief Legal Officer and Company Secretary. More than 100 employees and other stakeholders helped develop the Principles, and a new Quality First Working Group has been formed.



To ensure the quality of scientific papers submitted to Elsevier, primary research journals undergo peer review. This means that once received from the author, editors send papers to specialist researchers in the field. In most disciplines, this is done anonymously – thus the author will not be given the name of the peer reviewer.
Read more about peer review.

The overall growth in electronic publishing and the wider dissemination of research have made it easier for authors, editors and reviewers to identify questionable papers. Elsevier was one of the first scientific publishers to participate fully in CrossRef's pan-publisher plagiarism detection service to filter academic content. We offer CrossCheck, plagiarism detection software developed by CrossRef and the scientific publication community, to all our editors as a means for catching plagiarism before publication. In the year, we integrated CrossCheck into our online workflows, saving editors manual uploading.



For the past seven years, Elsevier has offered Committee on Publication Ethics membership to editors of all Elsevier journals, giving them a critical, independent forum to discuss issues surrounding the integrity of scientific knowledge. Elsevier's own Publishing Ethics Resource Kit provides guidance to editors on dealing with disputes.

We recognise that once an article has been officially published it becomes part of the scholarly record. We work to ensure that published materials remain extant and unaltered as far as possible. In exceptional circumstances when editorial problems come to light, we take immediate steps to understand and remedy issues. Elsevier maintains a clear policy on article withdrawal, retraction, removal and replacement.

Responding to customer needs

Our value Customer focus means that we listen to customers. In 2014, we surveyed over 450,000 customers through Net Promoter Score (NPS) (measuring customer loyalty) and business dashboard programmes. This deepens our understanding of their needs and drives a customer-centric culture across the Group. Results, reviewed by the CEO and senior managers and communicated to staff, highlight where we are doing well and where we must do better.

At Elsevier, NPS results are shared quarterly with all staff; when opportunities for improvement are identified, they are empowered to make changes. The focus on constant improvement has led to a 16-point improvement since 2007 in the NPS score from authors, based on responses from approximately 50,000 authors each year.

Elsevier utilises a comprehensive customer dashboard approach to customer satisfaction. Ongoing customer input is analysed and reported by Elsevier's Research and Academic Relations

Department to all staff on the Elsevier intranet with simple green (performing better than competition), yellow (performing the same as competition) and red (performing worse than competition) scoring by customer type and product (e.g., for journal authors, metrics include refereeing and production speed and quality). Increasingly available in real time, the dashboard helps embed customer views into daily workflows to ensure customer focus and responsiveness.

In 2014, Elsevier CEO Ron Mobed held town hall and group meetings to provide opportunities for colleagues to share information about customer-focused initiatives underway. As he explained, "Creating information solutions that reflect deep customer insight requires us to be talking and listening to customers about what they need and how they work. It also requires us to share that knowledge within Elsevier – so we can draw on the wider strengths of the people within the company, and so that others can draw from those insights to create solutions within their domains." He asked colleagues to contribute ideas for being a company that excels in knowledge-sharing.



June 2014 Library Connect event on developing academic libraries with Nazarbayev University in Astana. Kazakhstan

Elsevier's Library Connect publications, events and online channels provide library and information science (LIS) professionals worldwide with opportunities for knowledge sharing. In 2014, more than 16,000 LIS professionals from 130 countries subscribed to the Library Connect Newsletter, a complimentary publication covering LIS best practices, trends and technology. More than 4,800 LIS professionals from 100 countries participated in a Library Connect webinar, and in-person seminars and workshops were held for participants from 13 countries. The Library Connect website, containing hundreds of articles, infographics, video and other resources, had approximately 64,000 visitors from 190 nations and territories in 2014.

To aid colleagues who engage with customers, during the year we worked to incorporate CR into customer-facing staff training with outreach to key sales and marketing teams. We have updated our intranet resource, CR as a Sales Tool; created a CR Fast Facts document for distribution across the business; and developed new CR Sales Academy content.

Access to information

Our scientific, technical and medical (STM) primary publications, like those of most of our competitors, are published largely on a paid subscription basis. There is debate in the government, academic and library communities – the principal customers for our STM publications – regarding whether such publications should be funded instead through fees charged to authors or authors' funders and/or made freely available after a period following publication. If these methods of STM publishing are widely adopted or mandated, it could affect our revenue from paid subscription publications.

We engage extensively with stakeholders in the STM community to better understand their needs and deliver value to them. We are open to serving them under any payment model that can sustainably provide researchers with the critical information they require. We focus on integrity and quality of research through the editorial and peer review process; we invest in efficient editorial and distribution platforms, and in innovative tools and platforms to make content and data more accessible and actionable; and we ensure vigilance on plagiarism and long-term preservation of research findings.

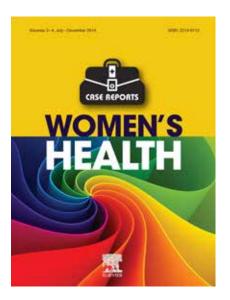
Elsevier is committed to providing universal access to high-quality scientific information in sustainable ways. It aims to provide the broadest possible access to its publications, while upholding the highest level of quality. We embrace opportunities to explore different publication models, and remain committed to maximising dissemination of research in all forms.

Elsevier has developed flexible pricing models to expand access to the diverse library market. For example, customers can opt for broad collections, which allow subscription to a core collection and, at a substantially discounted rate, access to all remaining journals. This provides academics with increased value from library collections: almost half of the usage in collection customers comes from previously unsubscribed journals.

Whether or not institutions choose a broad collection, they still have significant choice on what and how they purchase – they can subscribe to any number of individual titles in a variety of formats, and new subscribers can access any individual article via pay-per-view or groups of articles (Article Choice). Libraries have also been good at exercising their collective power, for example by forming purchasing consortia. Customer choice, competition between publishers and investment in technology have all driven down the average cost of accessing a journal article to almost a quarter of what it was over 10 years ago.

For readers who do not have access to an academic library, there are many other access options including:

- library inter-lending and document supply through academic, national, and public libraries – for example, via major international lending libraries such as the British Library
- walk-in access all research libraries that subscribe to Elsevier content are permitted to make content freely available to walk-in users
- PatientINFORM is a programme by which publishers and health organisations provide patients and their caregivers with access to up-to-date research about specific diseases



We have continued to scale our open access publishing programme, reaching the key milestone in 2014 of our 100th open access journal, Case Reports in Women's Health. To expand publication choices, we work with the different research communities to launch open access journals, provide open access options in existing titles and continue to establish programmes to help expand public access.

At the start of 2014, Elsevier worked with the Publisher's Association to launch a new two-year UK pilot, Access to Research. The service provides the UK public with free access to academic research through their local public library, with an advanced yet easy-to-use online search tool allowing them to retrieve relevant search results from 24 participating publishers. Elsevier is giving access to content in over 2,000 journals.

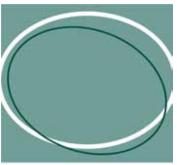
We believe in helping those who might benefit from our products, but who are unable to afford them, gain access. See details in the Our unique contributions section. For example, Elsevier continues to provide developing world access to its content through participation in the Research4Life programme. As a founding member, we help Research4Life provide over 7,900 institutions in more than 100 developing world countries with free or low-cost access to nearly 50,000 peer-reviewed resources, of which Elsevier provides over 3,000 journals and nearly 13,000 books. See the Community section for the provision of Elsevier information to help fight the Ebola crisis.



In addition to supporting media literacy – the ability to access, analyse, evaluate and communicate information – as a member of the Media CSR Forum, we promote other relevant initiatives such as the Science Media Centre, an independent UK press office which aims to raise the level of science reporting by facilitating journalist access to members of the scientific community.

At the end of 2014, we launched STM Digest, to provide layman translations/summaries of original research papers with a societal impact or policy focus. It has the potential to make research more accessible, improve engagement in science and benefit wider society. The articles, published online and next to the original article on ScienceDirect, are freely available. STM Digest begins by highlighting relevant articles in Elsevier's Environmental and Ecology, and Economics and Finance journals with plans to expand to other portfolios in 2015.

Since 2006, Elsevier has partnered with Sense About Science (SAS), an independent charitable trust, championing evidence, scientific reasoning and public discussion of scientific issues. Over the past eight years, Elsevier and SAS have worked together to promote understanding of peer review among journalists, policymakers and the public. Elsevier also supports SAS' Voice of Young Science (VoYS) Programme to develop a dynamic network of early career researchers who take an active role in public debates about science.



sense about science

In 2014, support for SAS included launching and disseminating the US version of its guide to peer review, I Don't Know What to Believe; ensured another Elsevier-sponsored guide, Peer review: the nuts and bolts was distributed to 2,000 early-career researchers in the UK, US, Romania and Turkey; collaborated on a workshop for senior staff at the European Parliament to share expertise on journal editing and publishing and the importance of peer review; sponsored Standing up for Science media workshops in London, Manchester and Glasgow; and a senior Elsevier publishing director spoke to young researchers about how he manages peer review, countering bias and misconduct. In 2014, Elsevier also supported SAS' AllTrials Campaign to promote clinical trial transparency, a discussion panel at the Euroscience Open Forum in Copenhagen and the new interactive website Ask for Evidence online.

Accessibility

We are committed to improving access to our products and services for all users, regardless of physical ability. The off Group Accessibility Policy – developed in 2013 to lead the industry in providing accessibility solutions to customers with products that are operable, understandable and robust – was disseminated to all employees by the Chief Strategy Officer at the start of 2014. It makes clear that a growing number of our customers, such as government agencies and universities, are required to purchase the most accessible solution in competitive bids. It contains eight guidelines, including conducting regular reviews of product accessibility by gathering user feedback and other testing measures, and aligning reviews with product release schedules. In the year, more than 30 key product sites were reviewed.

To support accessibility of key Elsevier products such as ScienceDirect, the business unit formed an Accessibility Collaboration Group, which includes 10 institutions from around the world, to help test the site's pages for accessibility and compatibility with assistive technology. ScienceDirect incorporates key accessibility elements such as logical structure, best practice rich internet applications, and MathML – an accessible maths format. ScienceDirect enables blind readers using Jobs Access With Speech (JAWS) to bring up specialised menus to easily understand how a web page is organised and to easily navigate the sections of a journal article, book chapter or search interface.

2014 CR Forum Stakeholder Session on Accessibility



Accessibility challenges and opportunities were the theme of the 2014 CR Forum Stakeholder session; participants included a corporate peer responsible for accessibility, a member of Elsevier's Accessibility Collaboration Group who herself is a blind user, the founder of a disability NGO and the leader of our Accessibility Working Group. The session was webcast to a live audience and made available on the corporate intranet for all employees.

Kumsal Bayazit, RELX Group's Head of Strategy and Senior Accessibility Champion opened the proceedings stating, "Almost 70% of our revenues come from digital products today. Accessibility is critical because it's commercially very important, and also it is the right thing to do. We work with our chief technology officers and chief product officers to build awareness and the culture change that's required."

Lucy Greco of UC Berkeley spoke of her experience championing accessibility as a blind user, "I want people with disabilities to have the liberation that the digital world can give them."

Elsevier's Ted Gies, who heads our Accessibility Working Group, noted, "Our customers really care about accessibility; for example, those in the academic and government sectors are required by law to only purchase accessible products and they are creating their own policies that require it. It's also a sales enabler when we get accessibility right."

In 2014, members of the Accessibility Working Group held seven best practice sessions with internal and external experts and presented at the Annual International Technology and Persons with Disabilities Conference, the largest international conference on disability and assistive technology. They also logged more than 100 accessibility projects in the year. Elsevier's Global Books Digital Archive fulfilled more than 4,500 disability requests, 60% of them through AccessText Network, a service it helped establish.

We promote wider understanding of accessibility issues through publications such as Cost-Justifying Usability; and Disability and Health Journal.

Introduction

2014 OBJECTIVES	Progress
Roll out translations of Group Editorial Policy; launch related Data Quality Standards	 Editorial Policy translated into 12 languages; Editorial Policy for Suppliers created and rolled out Launched Quality First Principles with global email from Henry Udow, Chief Legal Officer and Company Secretary
Create CR 'blueprint' to help sales staff enhance their customer conversations; put CR on the agenda at five key sales conferences	 CR fast facts document created and promoted across the Group CR as a Sales Tool sessions delivered to more than five sales teams across the Group
Embed Accessibility Policy and conduct accessibility review of at least 10 key product sites	 Accessibility Policy launched in January by Kumsal Bayazit, Chief Strategy Officer 33 product sites reviewed

USEFUL LINKS FROM THIS SECTION

LINK	Page
Editorial Policy	34
Quality First Principles	34
Peer Review	34
Elsevier's Library Connect	34
Accessibility Policy	36

2015 OBJECTIVES

- Conduct 10 Quality First Principles risk assessments
- Customer engagement: sharing our CR expertise webinar series
- Develop baseline tool to determine accessibility requirements for new and existing sites

RELX GROUP CORPORATE RESPONSIBILITY 2014 COMMUNITY

38

Community

In this section

- Why it matters
- Key issues

- What we giveRE Cares MonthCommunity impact
- 2014 objectives
- 2015 objectives

Introduction

Community



Neliswa HlombeCorporate Communications and PR Manager, LexisNexis South Africa

"The South African idea of Ubuntu means human kindness or humanity toward others. This is the driving force behind support we give to our surrounding communities – we recognise the value they bring to our business. This attitude has a positive impact on our beneficiaries and also our staff who want to be part of something bigger."

Why it matters

Contributing to our local and global communities is both an opportunity and a responsibility. It helps us inspire employees, assist beneficiaries, improve our reputation and meet our obligations.

Our global community programme, RE Cares, supports employee and corporate engagement that makes a positive impact on society through volunteering and giving. It is made effective by a global network of RE Cares Champions – which expanded in 2014 to more than 190 colleagues – representing all our businesses. In our last global Employee Opinion Survey, 88% of staff said that we are a company that supports community engagement.

We prioritise education for disadvantaged young people that furthers one or more of our unique contributions as a business, including universal, sustainable access to information. RE Cares activities range from reading support programmes and charity fundraising initiatives, to donations of time and services. A key component of RE Cares is Two Days, which gives all employees two days' paid leave a year for volunteer work of their own choosing.

We produce numerous products on community issues, including: Cause Related Marketing; Community Care; Handbook of the Economics of Giving, Altruism and Reciprocity; and Marketing Research for Non-profit, Community and Creative Organizations.

Key issues

What we give

We align our central donations programme with our unique contributions, inviting staff across the Group to nominate relevant charities for funding from a central budget. RE Cares Champions awarded nearly \$400,000 to more than 35 charities in 2014.

Advancing the RE Cares mission through giving

Projects chosen by RE Cares Champions for central support in 2014 aligned with the RE Cares mission of education for disadvantaged young people that advances our unique contributions as a business. They included:

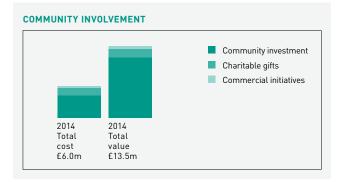


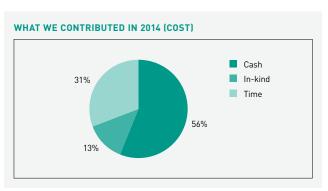
IMC Weekend School event 2014

- \$10,000+ to Cradles to Crayons to advance access to information by providing essential school supplies to children from low-income families in Philadelphia, Pennsylvania
- \$10,000+ to the Karuna Trust to promote access to information through school provision and parental training on the importance of formal learning in Maharashtra, India
- \$10,000+ to IMC Weekend School to advance access to information by providing supplementary educational support to children from underprivileged neighbourhoods in the Netherlands
- \$10,000+ to Pearl S Buck International to advance access to information by supporting training in English, mathematics and science for disadvantaged young children in the Philippines
- ☑ Read summaries of more projects we supported centrally.

In managing community involvement, we apply the same rigour and standards as in other parts of our business. We conduct an annual RE Group Community Survey in conjunction with RE Accounting Services and RE Cares Champions. The methodology has been developed by LBG to which we belong. It divides our aggregate giving into short-term charitable gifts, ongoing community investment and commercial initiatives of direct business benefit.

In 2014, all global data methodology was assured by Corporate Citizenship, which administers LBG. Read the assurance statement in Appendix 1. In 2014, we donated £3.4m in cash (including through matching gifts) and £2.6m in products, services and staff time, with a market value of approximately £13.5m. 32% of employees were engaged in volunteering through RE Cares. In the year, we increased employee volunteering by 6%. According to LBG data, the average volunteering rate is approximately 19% for the media sector, and 18% for all sectors.





By the close of 2014, we had raised over \$50,000 for our global fundraising partnership with the International Rescue Committee. Employees chose the partnership in 2013 – with a fundraising goal of \$100,000 by the close of 2015 – to support education for disadvantaged children in Sierra Leone, including through book provision. In the year, 250 Elsevier Chennai employees held a potluck lunch raising 50,000 rupees; LexisNexis Legal & Professional staff traversed the distance from Auckland New Zealand and Dayton, Ohio, by walking, swimming, cycling and running; and Risk & Business Information UK held a Dress Down day – a number of senior staff participated by wearing pyjamas.



Students helped by the IRC in Sierra Leone. Photo by A Wade

Information to address a crisis



Ebola Resource Centre

Free access to all Ebola resources from The Lancet family of journals plus a selection of Ebola articles from Cell Press.

www.thelancet-ebola.com

THE LANCET

We aim to respond quickly in times of crisis. In the wake of the Ebola outbreak in West Africa, Elsevier created the Lancet Ebola Resource Centre providing access to continually updated content on the disease including: research articles, editorials, reviews, multimedia, blogs and more. The site is free and of use to medical professionals, health researchers and members of the public interested in Ebola – with access to the depth and breadth of Elsevier's resources, including articles from Cell Press on the Ebola virus.

Healthcare professionals in African countries were given free access to Elsevier medical content through its ClinicalKey product. As stated by Jay Katzen, President of Elsevier Clinical Solutions, "As a provider of health, medical and patient care information, Elsevier [has opened] the largest single reference site for clinical information... to frontline aid and medical workers to support their efforts during this challenging time." ClinicalKey provides evidence-based clinical answers drawn from the single largest body of clinical content available, including Medline, 600+journals, 1,100+ books, drug information, guidelines and patient education.

In addition, Elsevier is one of a number of publishers contributing to the Emergency Access Initiative (EAI), a programme of the National Institutes of Health in partnership with the US National Library of Medicine, the National Network of Libraries of Medicine and the Professional/Scholarly Publishing Division of the Association of American Publishers. The EAI provides free access to full-text articles from over 650 biomedical serial titles and more than 4,000 reference books and online databases to healthcare professionals and libraries affected by disasters. The EAI serves as a temporary collection replacement and/or supplement for libraries that must continue to serve medical staff and affiliated users in disaster areas.

After the tragic events of the 11th of September 2001, in which two of our employees lost their lives, we established a fund in their names – the Jeffrey P Mladenik and Andrew Curry-Green Memorial Scholarship.





Akshay Balwally

Michael Wu

In 2014, we awarded grants to Akshay Balwally, son of Anjali Balwally, Business Intelligence Analyst, LexisNexis Legal & Professional and Prashant Balwally, Consulting Engineer, Risk & Business Information, who will study business and computer science at the University of Virginia; and Michael Wu, son of Jennifer Zhou, Senior Software Developer for Reed Technology & Information Services, planning to major in energy business and finance at Pennsylvania State University.

CodeDay: inspiring technology savvy young people



As part of a US national programme, we held two CodeDays for high school and university students in Georgia and Florida. Risk & Business Information – which relies on an open-source high-performance computing cluster platform (HPCC systems) to solve large-scale, complex data and analytics challenges – is committed to fostering innovation as a leading technology employer.

In May, 27 students came to the Risk & Business Information headquarters in Atlanta, Georgia, and worked on developing new web, mobile applications and games over a 24-hour period in the business unit's computer labs. Judges from the company and Atlanta technology companies chose the best apps and games.

In November, Broward College in Fort Lauderdale, Florida, was the site of an all-nighter which saw students team up to develop new code creations. Risk & Business Information judges joined colleagues from area technology firms to select winning projects.

The national CodeDay programme allows young people to have fun and build their technology skills, while broadening their network of peers and professionals. Risk & Business Information partnered on the events with Student RND, a non-profit organisation dedicated to promoting technology education for middle school, high school and college students.

In 2015, Risk & Business Information will sponsor 60 CodeDays across the US.

Throughout 2014, we encouraged in-kind contributions, such as product and equipment donations, in line with the Group's Product Donation Policy. Following a thorough audit of its IT equipment, Elsevier Netherlands recycled obsolete technology through IT Donations, raising nearly 10,000 euros for the International Rescue Committee. LexisNexis South Africa supported 40 newly qualified lawyers with free product, laptops and internet service to enable them to start their own legal practices.

RE Cares Month

RE Cares Month, spotlighting global community involvement, takes place each September. Our four business unit CEOs and other senior leaders launched activities for 2014 with a $\ensuremath{\ensuremath{\varnothing}}$ video to all staff; they also sent email messages to colleagues showcasing RE Cares highlights from across the world.



LexisNexis Legal & Professional South Africa 2014 cycle challenge

The Month touched thousands of employees with creative volunteering and fundraising, and, in 2014, over 50% of our locations around the world got involved. Elsevier staff held a 'Knit-a-thon' with seven offices in the UK, US and the Netherlands participating – for KasCare in South Africa, they made squares to be stitched into blankets for AIDS orphans; LexisNexis Legal & Professional in New York helped organise a children's library for Books for Kids; while their counterparts in Hong Kong participated in Feeding Hong Kong's 'Bread Run;' and those in South Africa engaged senior leaders in cycling over 200km to raise funds for three charities in Johannesburg, Durban and Cape Town.

On 17 September, we held a Global RE Cares Day to encourage combined community action across the Group. Within Risk & Business Information, employees in the US and Ireland took part in more than 20 different projects such as refurbishing hurricane shelters for SOS Children's Villages in Florida, creating food packages for the homeless, landscaping and clean-ups at parks and gardens and making blankets for sick children.

We held our eighth RE Cares Month Global Book Drive, with employees donating nearly 11,000 books to charitable organisations; the office donating the largest relative number of books won \$1,000 for the charity of their choice. The winner, Risk & Business Information's New Scientist office in London, collected 2,488 books, more than 38 per person, which were donated to a local Oxfam shop, while their cash prize went to Médecins Sans Frontières' Ebola appeal.



Recognising Those Who Care individual winners spent a week in Cameroon with long-standing charity partner, Book Aid International

Book Aid: in it for the long term



Children's Corner at Limbe City Council Library 'before and after' the Open Doors

For more than 10 years, all parts of the Group have worked in partnership with key partner Book Aid International, finding ways to build on our mutual strengths – Book Aid's passion and expertise in increasing access to books, literacy, learning and development, and our creation of products and services which spread knowledge.

Since 2004, we have donated more than 500,000 books to partner institutions in developing countries — including 10,000 science, technical and medical books in 2014, with an estimated value of over £450,000. In addition, over the last 10 years, we have given £291,000 to support key library and reading initiatives across sub-Saharan Africa. In 2014, Book Aid was Reed Exhibition's London Book Fair Charity of the Year; through free space at the show, Book Aid generates awareness and support for its work from attendees and exhibitors for more than a decade.

Project work with Book Aid includes community library development in Cameroon. With our support in 2014, 32 community library staff received training to advance their work, and nearly 1,600 books were donated to help community libraries build their children's collections. In November, as part of our Recognising Those Who Care programme, employees from the US, Europe and Asia who have made an outstanding contribution to RE Cares joined senior leader YS Chi on a trip to Cameroon with Book Aid to see work we have supported in the country over the last four years. They rolled up their sleeves and helped renovate and stock Cameroon's first Open Doors Children's Corner at the Limbe City Council Library in the South-West Region. Over 200 children from five schools attended the opening ceremony along with their teachers and parents.



Recognising Those Who Care also rewards RE Cares teams. The winners in 2014 were: Risk & Business Information Skokie Accuity in Action; Risk & Business Information Women Connected; LexisNexis Legal & Professional New Zealand; and Reed Exhibitions Norwalk, which each won cash prizes for their chosen charities.

Community impact

RE Cares Champions make it happen

ecares

Our global network of 190 RE Cares Champions (expanded from 170 in 2013) brings the RE Cares programme to life. They may be senior managers or support staff but they all have a common passion: making a difference in their communities.

To support them, we held teleconferences and webinars throughout 2014 to share challenges and best practice, and to set the strategic direction of the programme. We also created a new induction programme to help them plan activities and engage staff.



Steve Tan, a new Champion in the year, is helping to make RE Cares a source of inspiration for his co-workers in Singapore. An editorial director for Risk & Business Information, he leads a 13-person RE Cares committee comprised of colleagues from his business unit as well as Elsevier, LexisNexis Legal & Professional and Reed Exhibitions. He notes, "I'm really excited to be part of such a dedicated and enthusiastic team. We are aiming to build a close connection with our community through RE Cares. The causes must be close to our hearts and enable strong grassroots support from RE Cares employees, as evidenced by high participation rates. We are also working to build the RE Cares brand in Singapore through effective communications."

In 2014, Steve and colleagues raised \$5,000 for the Singapore Guide Dogs Association of the Blind through a cake and book sale. A representative from the charity, accompanied by her guide dog Esme, gave an engaging talk to raise awareness about visual impairment and the Association's assistance programmes. Staff were encouraged to spin several times with their eyes shut to experience the disorientation felt by the blind. Employees were also taught how to assist the visually impaired. As Steve notes, "Getting our landlord to allow Esme to enter the building was in itself a challenge. We realised it isn't just the hardware, like wheelchair ramps or Braille buttons in elevators, that provide accessibility; we need the 'software,' like education and awareness, too. The real star of the show was Esme who had everyone queuing for a picture with her."

In accordance with the LBG model, we monitor the short and $long\text{-}term\,benefits\,of\,the\,projects\,with\,which\,we\,are\,involved.\,We$ ask beneficiaries to report on their progress and we share their letters and updates on the RE Cares section of The Wire, our corporate intranet, to increase transparency and awareness.

Our efforts (cash and gifts of products, services and time) in 2014 will benefit nearly 34,000 disadvantaged young people.

In 2014, we held our 10th RE Cares Challenge to encourage staff to work together to build skills and relationships while making a difference in local communities. Business units across the group submitted ideas for new or extended business-sponsored volunteer activities advancing the RE Cares mission and eight were funded. Employees voted Risk & Business Information's Accuity the \$10,000 winner for a project with the Salvation Army to create a computer lab in a homeless shelter offering temporary housing and support to over 1,000 individuals annually - the majority of whom are children.

2014 OBJECTIVES	Progress
Increase use of Two Days volunteering by 10%	6% increase achieved
Expand RE Cares Champions network and create new induction programme	 21 new Champions recruited Induction programme developed with new tools including an introductory webinar and handbook

2015 OBJECTIVES

- 60% of locations taking part in RE Cares Month
- Develop RE Cares impact measurement tool

USEFUL LINKS

LINK	Page
Projects we support centrally	40
International Rescue Committee	40
Lancet Ebola Resource Centre	41
RE Cares Month video	42



Supply chain

In this section

- Why it matters
- Key issues
- Upholding standards
- Supplier training and surveysCelebrating good partners
- 2014 objectives
- 2015 objectives



Kerri DwarsVice President Direct Procurement, RELX Group

"Suppliers working for RELX
Group have a significant impact
on our business, which is why we
must apply the same standards
for social responsibility.
Collaboration, compliance and
transparency are necessities for
strong partnerships and a
sustainable supply base."

Why it matters

We uphold our values in our supply chain by requiring our suppliers to meet the same high standards we set for our own behaviour.

Suppliers must adhere to all laws, embody and promote best practice in business operations, treat employees well and respect the environment, as indicated in the 10 principles of the UN Global Compact (UNGC) to which we are a signatory.

These principles are reflected in the <a> Supplier Code of Conduct (the Supplier Code), which we ask suppliers to sign and display prominently in the workplace. The Supplier Code contains standards on child labour, involuntary labour, wages, coercion and harassment, non-discrimination, freedom of association, health and safety, environment and anti-corruption. It also precludes retaliation, stating, "Suppliers must not tolerate any retaliation against any employee who makes a good faith report of abuse, intimidation, discrimination, harassment or any violation of law or of this Supplier Code, or who assists in the investigation of any such report." In 2014, we updated the Supplier Code to specifically prohibit participation in any activity related to human trafficking, based on the American Bar Association's Model Business Conduct Standards to Eradicate Labor Human Rights Impacts in Hiring and Supply Chain Practices.

The Supplier Code helps suppliers spread best practice through their own supply chain by requiring subcontractors to enter into a written commitment that they will uphold the Supplier Code. The Supplier Code makes clear that where local industry standards are higher than applicable legal requirements, we expect suppliers to meet the higher standards.

We produce numerous products on supply chain issues, including Lexis Diligence; Journal of Purchasing and Supply Management; Lexis Nexis Analytics; Lexis Nexis Smart Watch; Total Supply Chain Management; and exhibitions such as Intralogistics and SITL Europe.

Key issues

Upholding standards

Given the importance of an ethical supply chain to us, we have developed a Socially Responsible Supplier (SRS) programme encompassing all of our businesses, supported by a working group comprised of colleagues with operations, distribution and procurement expertise, and a dedicated SRS Director from the Global Procurement team. As part of the SRS programme, we maintain a database with comprehensive information including Supplier Code versioning/signing, initiative tracking, audit dates, remediation plans and compliance.

To strengthen adherence to our Supplier Code of Conduct, we embedded it into purchase order terms and conditions. In the year, we processed nearly 28,000 purchase orders valued at over \$500m, all of which included the Supplier Code.

In 2014, the SRS tracking list included 499 key suppliers, 56 of which we deemed to be high risk using a supplier risk tool developed specifically for the Group by the sustainability consultancy Carnstone. The tool incorporates indices covering human rights and labour, environment, research and development and governance quality.
Preview the SRS risk rankings.

The tracking list changes year on year based on the number of suppliers that meet the required criteria, including those with which we spend greater than \$1m, critical and strategic suppliers, those in high-risk countries with recurring spend over two years greater than \$100,000 per year and/or suppliers we track through the Publishers' Database for Responsible Environmental Paper Sourcing (PREPS). By the end of 2014, 84% of key suppliers on the SRS tracking list were signatories to the Supplier Code, compared with 79% at the end of 2013 (2% of the total are suppliers which have provided internal codes, which we believe to be as stringent as our own, in lieu). An additional 1,885 suppliers that do not meet our SRS tracking criteria are also Supplier Code signatories. We continue to embed signing the Supplier Code into our e-sourcing tool as a criteria for doing business with us.

Over the past three years, 251 core suppliers have consistently appeared on our tracking list, with 19 deemed high risk based on our SRS risk rankings. For 2014, these core suppliers represented 75% of total tracking list spend – 94% of core suppliers have signed the Supplier Code.

In addition to internal audits, the SRS programme Terms of Reference stipulate that external audits be performed on a regular basis (suppliers with repeat code violations are subject to annual external audits). We conducted 56 independent external audits of external high-risk suppliers in 2014 through specialist external auditors Intertek. In 2014, we migrated to exclusive use of Intertek's Workplace Conditions Assessment (WCA) template to benchmark high-risk supplier audit performance and assess the severity of findings. WCA requirements are stringent and encompass a supplier's management processes and business practice, not considered in as great detail during previous audits. As a result, there was a higher number of non-compliance findings in 2014. Among total audits, two were in full compliance. Audit locations included Brazil, China, Hong Kong, India, Lithuania, Malaysia, Mauritius, the Philippines, Poland, Singapore and South Korea.



During the audit, Intertek examines how well a supplier is meeting all aspects of the Supplier Code and issues a Continuous Improvement Report (CIR) as necessary, summarising audit findings and detailing corrective action plans – agreed by the auditor and the supplier to ensure compliance with the Supplier Code and local laws. Remediation target dates are agreed and the CIR is signed and dated by both parties. Follow-up audits ensure identified issues are resolved.

See the SRS audit workflow and process.

In 2014, collaborative improvements resulting from supplier remediation included a secondary staircase installed at a content operations supplier location in India to ensure a sufficient number of emergency evacuation exits. We also worked with a paper provider in China to ensure workplace representatives within the facility are freely elected without management interference.

Review sample 2014 Remediation Reports.

Our Supplier Code states, "Failure to comply with any RELX Group term, condition, requirement, policy or procedure... may result in the cancellation of all existing orders and termination of the business relationship between RELX Group and supplier." In 2014, all suppliers demonstrated interest and ability to fully remediate their non-compliance issues in accordance with the Supplier Code.

We are committed to proactive engagement with businesses that reflect the diversity of our communities in order to contribute to economic growth and positive business results. Following a successful pilot, we implemented our new US Supplier Diversity programme in 2014, encompassing small business as well as minority, women and other diverse-owned businesses. All relevant staff received associated training in order to increase tenders from diverse suppliers, who now receive feedback after competitive bidding and opportunities for development. We have enhanced tracking to improve reporting on diverse supplier utilisation.

Governance

Customers

Community

Supply chain

Supplier training and surveys

In 2014, our Socially Responsible Supplier Academy focused on training suppliers and vendors engaged in the creation and management of content on the Group's new Editorial Policy for Suppliers based on our own Editorial Policy. 59% of invited suppliers took part.

To further track compliance with SRS initiatives, we conduct an annual SRS. The data we gather is complemented by information gathered through PREPS, a shared industry resource for grading paper sustainably. PREPS fosters positive engagement with paper suppliers and we are a founding member. By the close of 2014, 95% of the Group's papers by weight were graded on PREPS, 100% of which came from known and responsible (sustainable) sources.

As a founding member of the Publishing Industry Product Safety Forum, we monitor our product safety standards encompassing ink, varnish, spiral wire, lamination, glue and packaging (defined as packaging materials or packaging components that enter landfills, waste incinerators, recycling streams and, ultimately, the environment). We go beyond minimum legislative requirements to eliminate substances of concern from our products and have mapped the second tier raw material suppliers of 93% of our first tier print suppliers by country and component category. These suppliers have confirmed that no substances of high concern are used in the manufacture of our products. In 2015, we will use a risk-based approach for remaining second tier suppliers, gathering a full breakdown of inks, varnishes and glues.

SRS SURVEY RESULTS	2014	2013	2012
General			
Number of respondents	125	136	90
	36%	34%	27%
Suppliers with a board-level representative	74%	66%	67%
responsible for CR			
Suppliers with code of conduct	78%	75%	77%
Suppliers with supplier code of conduct	45%	47%	50%
Suppliers with diversity statement	62%	49%	46%
Suppliers with community programme	67%	30%	32%
Suppliers with training and development	59%	58%	54%
programmes			
Suppliers with supplier diversity statement	30%	24%	16%
and/or stated supplier diversity policy			
Suppliers with annual CR targets	40%	35%	39%
Suppliers who report publicly on CR	33%	33%	36%
performance			
Suppliers who monitor CR	58%	51%	51%
Suppliers who gain external assurance over	26%	22%	26%
CR-related data			
Suppliers who involve stakeholders in shaping	59%	57%	60%
their views and responses on CR			
Suppliers who have joined the UNGC	12%	14%	14%
Environmental		••••••••••••	•••••••••••
Suppliers with a formal environmental	47%	46%	44%
management system			
Suppliers with environmental reduction	22%	18%	17%
targets for greenhouse gas			
Suppliers with environmental reduction	18%	18%	22%
targets for solid waste			
Suppliers with environmental reduction	20%	16%	16%
targets for water usage			
Suppliers with external environmental	42%	54%	73%
certification			
Suppliers with ISO 14001 certificate	35%	35%	72%
Suppliers with an environmental policy	59%	57%	53%
Suppliers who externally report on their	40%	42%	43%
environmental performance			
Suppliers who externally report on their full	27%	26%	28%
CO ₂ emissions			
Suppliers who incurred any fines and/or	6%	3%	6%
prosecutions	· -		
Suppliers who conduct formal environmental	48%	48%	48%
audits			
Suppliers who gain independent assurance for	34%	30%	33%
environmental management systems			

2014 SRS survey results show more suppliers have community programmes, diversity statements and board-level representatives responsible for CR. There has also been an $increase \ in \ the \ number \ of \ suppliers \ who \ gain \ independent$ assurance for their environmental management systems and set reduction targets for greenhouse gas and water usage.

Celebrating good partners



Dr Rimas Maliukevičius,

President, VTeX

VTeX, a Lithuanian-Netherlands joint venture, provides publishing solutions and data services, including chemical rendering for science publishers. Headquartered in Vilnius, Lithuania, the company was founded in 1991 by seven professional mathematicians.

We currently have 230 employees and we cultivate the sense that we are all working in a small team. Most of our staff are university graduates: more than 100 have higher education degrees in mathematics and 13 have doctoral degrees in mathematics, physics and chemistry.

We have collaborated with RELX Group for 22 years, since nearly the beginning of our company. You could say we have grown up with the Group and we have learned a lot from our collaboration.

We believe that good results can be achieved only in a positive environment, one where all employees share common goals. This approach is expressed in our company's mission: To create an environment where employees feel safe and satisfied, to encourage employees to upgrade their proficiency and improve their professional skills.



It is important to us that RELX Group's approach is similar to our own and we had no reservation in adopting its Supplier Code of Conduct. This strengthened our adherence to transparent business practices, and social responsibility for our staff and society, leading to good results for the company, our colleagues and the community.

We manage our social and economic impacts and contribute to society in a number of ways, including through sponsorship of education, sports and social activities. Environmental issues are also extremely important to us. We live in a small but beautiful country, therefore we are obliged to preserve this beauty for future generations.

We are pleased to be a RELX Group Good Partner, another example of our long-lasting and successful partnership.

2014 OBJECTIVES	Progress
Supplier Code of Conduct incorporated into terms and conditions of purchase orders	 Incorporated into nearly 28,000 purchase orders, valued at over \$500m
Expand use of Workplace Conditions Assessment (WCA) tool to enhance high-risk supplier audits	■ 56 WCA audits completed
Implement new US Supplier Diversity programme	 Programme launched encompassing internal training for procurement staff
	 Number of opportunities and business awarded tracked

2015 OBJECTIVES

- Increase core suppliers as signatories to the Supplier Code
- Enhance WCA audits with external review of corrective actions
- Advance US Supplier Diversity programme



LINK	Page
Supplier Code of Conduct	45
SRS risk rankings	46
SRS audit workflow and process	46
Sample 2014 remediation reports	46

Environment

In this section

- Key issues
- Our impact
- 52 Targets and standards
- Climate change
- Energy

- Energy– Water– Paper– Waste– Employee action2014 objectives
- 2015 objectives

Environment



El FriziFacilities Manager, Lexis Nexis Legal & Professional

"I am proud to manage an efficient building – efficiency means more than just the infrastructure, plant and equipment. It's about engaging colleagues in reaching our standards, as evidenced in our ISO 14001 environmental certification."

Why it matters

The Group and its businesses have a positive impact on the environment, principally through the information we produce which informs debate, aids decision makers and encourages research and development. We also have an impact through consumption of natural resources such as energy, water and waste generation, through our direct operations, supply chain and customer use of our products and services. We are committed to reducing any negative environmental impacts, while continually improving our environmental performance.

Risks and opportunities

We assess, prioritise and mitigate environmental risks as part of our overall of risk management process. In addition, our Global Environmental Policy applies to all areas of the business and is supported by a global of Environmental Management System (EMS), aligned with the ISO 14001 environmental standard. It outlines our obligation to "manage the environmental risks of our activities" and stipulates that "environmental risk is part of the overall risk assessment which business units are required to complete on an annual basis." It indicates that we must consider, among other risks, those that require legislative compliance; have significant cost implications for the business; and which may affect our reputation.

Our network of Environmental Champions, together with colleagues throughout the business – including those from communications, finance, legal, HR, IT, procurement and real estate – as well as external stakeholders such as NGOs and investors, help with advice, ranking and tracking of our environmental risks and opportunities. They are reviewed during Environmental Checkpoint meetings, chaired by the CFO.

Among material environmental risks we have identified are regulation on climate change, green taxes and sustainable paper. Opportunities include increased demand for the environmental information we produce and cost savings as a result of efficiencies.
See our material environmental risks and opportunities.

We support progressive environmental legislation, and, in 2014, continued our involvement with the UK Aldersgate Group, which engages with government on environmental reporting and other key issues. In the year, we served on the steering committee of the Aldersgate Working Group exploring the potential benefits of a UK electricity and carbon labelling scheme, which resulted in a July 2014 report entitled Enable the Label. In October, businesses were invited to trial the electricity label on their UK energy supply.

Our biggest environmental impact: environmental knowledge



RELX Group has an environmental footprint – our impact on the environment in producing our products and services in areas such as carbon emissions, energy and water usage.

But arguably bigger and more important is how our growing portfolio of environmental products and services spread good practice, encourage debate and aid researchers and decision makers.

For example, Research Ambassadors, primarily early-career researchers, helped produce layman translations of original research papers with a societal or policy impact for Elsevier's new STM Digest in the year. They were then awarded value-added access to Mendeley, Elsevier's network to meet and collaborate with other researchers, and full access to premium products Science Direct and Scopus; among the journals included are Energy Policy, Environmental Economics and Management, Resources Policy and Forest Economics. In 2014, Elsevier launched 14 new environmental journals including Environmental Technology & Innovation and Global Ecology & Conservation.

Marc van Loosdrecht, Editor in Chief of Elsevier's Water Research was awarded the Spinoza prize, the most prestigious scientific prize in the Netherlands.

LexisNexis Legal & Professional publishes The Environmentalist, a periodical to help environmental professionals understand the political, legal and economic implications for business.



The LexisNexis Environmental Law & Climate Change Community provides real-time expert commentary for climate change practitioners.

In the year, Risk & Business Information's New Scientist reported on climate issues as a cover story four times, featuring topics such as a world without fossil fuels, fracking, the green economy and the energy trilemma: the need for power to be cheap, clean and secure. Tschach Solutions – a division of Risk & Business Information – partnered with Hanergy to publish a free white paper on Chinese certified emissions reductions, including a number of related projects and the demand forecast for the Chinese carbon market through 2021.

Reed Exhibitions organises 30 conferences and trade fairs on the environment, such as World Future Energy Summit, Pollutec and Australia's Sustainability in Business Conference and Exhibition, encompassing water management, energy, waste and recycling. It also hosts Industrial Energy Efficiency, the only international trade event in Thailand focused on environmental management technology for the manufacturing industry and Spillex, for offshore oil spill prevention and response.

The most recent results from the independent Market Analysis System show our share of citations in environmental science represented 40% of the total market and 79% in energy and fuels.

Our impact



Nick Luff, Chief Financial Officer

"We take our environmental performance seriously. As a global multinational company it is incumbent on us to understand our usage of natural resources and to consistently do all we can to reduce our consumption."

Throughout 2014, we worked to reduce our direct environmental impact by limiting resource use and by efficiently employing sustainable materials and technologies. Our CEO is responsible to the board for environmental performance. Our business unit CEOs are responsible for complying with environmental policy and relevant government legislation and regulations and the CFO is our most senior environmental advocate. Our Environmental Champions network, led by the Global Environment and Health and Safety Manager, includes key employees in all operational areas of our business. Additionally, Green Teams, employee-led environmental groups representing more than 19,000 employees in over 70 key facilities, help us implement our EMS and achieve environmental improvements at the local level.

Although all environmental impacts are important, we prioritise climate change (we continue to produce more online products and services with associated energy usage and associated emissions) and water, given its use in our own operations and in our supply chain.

To improve our environmental performance we engage in constant dialogue with a range of stakeholders, from employees to NGOs such as Earthwatch. We participate in sector initiatives such as the Publishers' Database for Responsible Environmental Paper Sourcing (PREPS) and further our understanding through environmental benchmarking activities such as the CDP.

Our global EMS is aligned to the requirements of ISO 14001. In 2014, we developed an EMS Implementation Pack containing standard documentation, training materials and internal audit provisions to help facilities managers through the certification process. It was piloted at four locations, with all achieving ISO 14001 certification following external audit. We will be aiming for certification of more locations in 2015.

Third-party verification of our environmental data gives us confidence in its reliability and improves our reporting. See EY's full assurance statement in Appendix 2.

You can view a summary of key environmental data or create custom charts showing results by region or business unit using the environmental charting tool.

2014 ENVIRONMENTAL PERFORMANCE

				In	itensity rati	0
	Absolute performance			(Abso	lute/revenu	e £m)
	2014	variance	2013	2014	variance	2013
Scope 1 (direct emissions) tCO₂e	8,932	-23%	11,602	1.55	-20%	1.92
Scope 2 (gross electricity and heat) tCO₂e	109,129	-4%	113,691	18.90	0%	18.84
Total energy (MWh)	222,658	-7%	239,187	38.57	-3%	39.63
Office energy (MWh)	109,387	-9%	120,381	18.95	-5%	19.95
Water (m³)	343,661	-14%	401,788	59.53	-11%	66.58
Waste diverted from landfill (%)*	70%	1%pt	69%	1.19	1%	1.18
Production paper (t)	52,163	6%	49,410	9.04	10%	8.19

^{*} Intensity metric shows tons of waste diverted from landfill/£m revenue

Environmental data covers a full calendar year and all global operations for which we have operational control. For further information please see our $\ensuremath{{\ensuremath{\varnothing}}}$ Environmental reporting guidelines and methodology.

Targets and standards

Throughout 2014 we made good progress toward reaching our 2015 targets, achieving our goals for Scope 1, Scope 2, office energy use intensity and data centre energy efficiency.

In the year, we initiated a two-phased approach to setting new environmental targets for 2015–2020. The first phase, the result of an internal review, focused on material environmental issues, and was completed in the year. It confirmed prioritisation of areas such as electricity consumption and waste and recycling. The second phase, taking place in 2015, will involve consultation with internal and external stakeholders and result in updated quantitative targets.

PRESENT TARGETS

Focusarea	Key performance indicators	Target 2010-2015	Achievement to date
Climate	Scope 1 intensity (direct	-20%	-29%
change	emissions)		Achieved
	Scope 2 intensity	-10%	-22%
	(gross electricity and heat)		Achieved
Energy	Office energy use intensity	-20%	-26%
			Achieved
	Percentage of electricity from	50%	46%
	renewables		Underway
	Average data centre Power	1.69	1.65
	Usage Effectiveness (PUE)		Achieved
Water	Percentage of key locations	100%	90%
	achieving 10m³ of water per		Underway
	person per year		
Waste	Waste diverted from landfill	75%	70%
			Underway

We agree with scientific opinion that we must reduce the total quantity of absolute greenhouse gases in the atmosphere – as stated in our environmental publications, such as Elsevier's Global Environmental Change – but as our business continues to expand, intensity targets provide a better indication of our efficiency and relative performance and allow for comparisons. We will, however, continue to show results in both absolute and intensity terms.

Our targets separate climate change scopes as prescribed by the Greenhouse Gas (GHG) Protocol. We have achieved the target of a 20% reduction in Scope 1 (direct emissions) and have achieved the target of a 10% reduction in Scope 2 (electricity and heating) by 2015. We continue to report on our indirect Scope 3 emissions. See Climate change, below, for more information.

In energy, we focus on increasing the percentage of renewable electricity we purchase and, for reporting purposes, separate offices from data centres, which continue to expand as we produce more online content. Water is a location-specific issue, so, rather than a global target, we concentrate on facilities in water-stressed areas. We continue to work with suppliers to understand their use of water in producing goods and services on our behalf and are aiming to divert 75% of our waste from landfill. See Water and Waste, below.

In the longer term, we aim by 2020 to achieve 100% of our electricity from renewables or Renewable Energy Certificates, and zero waste to landfill at key locations under our control.

Going Green through our Environmental Standards

To realise efficiencies, we work with Environmental Champions and dedicated engineering, design and construction specialists to identify reduction opportunities wherever possible in our portfolio. We engage employees in our reduction efforts by creating competition between offices through our Environmental Standards programme.

In 2014, our Environmental Standards were flagged to all staff in a communication from the CFO on World Environment Day, and supported by local management and real estate teams. 81 locations (up from 77 in 2013), covering all parts of the business, achieved five Environmental Standards and achieved Green status. Those locations achieving seven or more standards are designated as Green+ and are the best performing sites within the business. In the year, 30 locations were designated as Green+. Five sites in the UK achieved all 10 relevant standards.

Environmental Performance How are we doing? We are committed to minimising the environmental impact of our business activities. Environmental performance is carefully monitored and summarised below for London, 1 Procter Street Energy Consumption (kWh / Person) Target: Less than 5000 kWh Water (m3 / Person) Target: Less than 10m³ 3000 2000 Waste (% Diverted from Landfill) Target: Less than 2800 Pages Target: More than 65% 90% 80% 70% 60% 50% 40% 30% 20% 10% 3500 3000 2500 2000 1500 1000

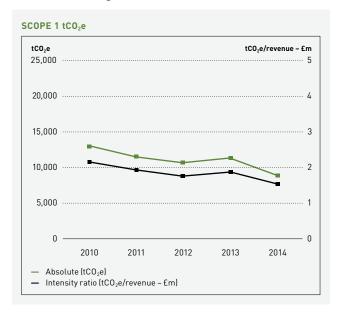
To support the Group's Environmental Standards, we redesigned building scorecards in 2014 to more clearly summarise a location's environmental performance. The scorecards, issued to all key locations, allow employees to see where they are doing well and which areas need improvement.

ENVIRONMENTAL STANDARDS			
Area	Standard	Туре	
Reporting	Accurate reporting through the Group Environmental Survey	Management	
Site Environmental Management System	Develop and implement a local Environmental Management System	Management	
Certification	BS 8555 Phase 1	Management	
Travel	Develop and implement a local travel plan	Management	
Renewable energy	Purchase green tariff or Renewable Energy Certificates (RECs)	Management	
Energy	5,000kWh per person or Environmental Protection Agency (EPA) energy rating of 69	Performance	
Climate change	1.8 tonnes of CO₂ per person or EPA energy rating of 69	Performance	
Water	10m³ per person	Performance	
Waste	65% diverted from landfill	Performance	
Office paper	2,800 pages per person	Performance	
Data centre performance	1.69 PUE	Performance	
Award recognition	Recognition	Performance	

Comment from EY

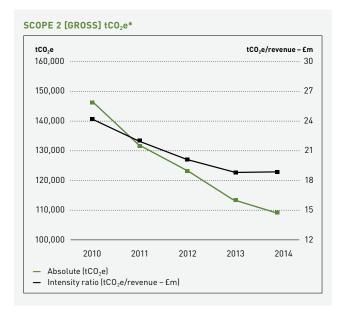
RELX Group has a target to achieve 100% of its electricity from renewables or Renewable Energy Certificates by 2020. Currently, actual data reported is based on 86% of the business, with the remainder extrapolated via an estimation methodology. In 2014, we have seen evidence that the Group has made improvements to the consistency and accuracy of this methodology, introducing an approach that reflects the variation in consumption across regions, countries and states. However, if performance continues to include estimated information, the Group should consider how they will be confident in their achievement of this target in 2020 and how to communicate any estimation uncertainty to stakeholders.

Climate change



All charts show absolute and intensity results together but on different scales; the position of values is not intended as a comparison between the data sets.

Please see Reporting quidelines and methodology for further information.



Environmental data covers 86% of floor space. Non-reporting locations include small serviced offices from which it is difficult to collect accurate data. To ensure reporting on the full extent of our environmental impact, we estimate energy consumption, water usage and waste disposal at these locations, based on our primary environmental data. In the year, we refined our estimation methodology to better reflect a building's geographical location and business function. The new methodology was applied to data for 2010–2014, and relevant figures have been restated.

Our car fleet constitutes nearly half of our Scope 1 emissions. Through the expanded coverage of green car policies at a local level, we increased the global average car efficiency (127g/km in 2014 from 130g/km in 2013). This helped to achieve a 39% reduction in car fleet emissions since 2010. Reed Messe Wien conference centre has 23 charging stations for electric vehicles, making it one of the largest recharging stations in Austria.

Total Scope 1 emissions decreased by 23% over 2013, due primarily to a significant decrease in emissions from our company car fleet and improved reporting of refrigerant gas. We continue the overall trend of reducing Scope 1 emissions (32% between 2010 and 2014).

Scope 2 (gross) emissions are responsible for the greatest share of operational GHG emissions. Efficiency projects in data centres and office locations and continued consolidation of space achieved a 26% reduction in absolute terms and 22% in emissions intensity since 2010.

Scope 3 business travel data is collected through our travel provider, BCD, and covers 90% of our operations by revenue. We use emissions factors provided by the Department for Environment, Food and Rural Affairs (Defra) for calculating business travel emissions which take account of the full environmental impact of air travel (e.g., water vapour, contrails, nitrogen oxide emissions, etc.). We continue to promote travel alternatives such as video conferencing (in 2014, we held over 14,450 meetings via video conference, including through new desktop video conferencing facilities, up from 12,200 in 2013).

Scope 3 other

In 2014, we continued to monitor indirect Scope 3 emissions. Though we are continuing to identify material areas and develop methodology, much of the data in this area relies on estimates so we separate it from total emissions.

- Supply chain (excluding business travel): 1.3m tCO₂e
 Indirect emissions from goods and services purchased by
 the Group were estimated using the Comprehensive
 Environmental Data Archive (CEDA) 4.0, an economic
 input-output database. Our supply chain emissions are
 more than seven times larger than our gross emissions
 (Scope 1, Scope 2, and Scope 3 business travel).
- Home-based employees: 800 tCO₂e

 13% of ourworkforce is home-based and we have attempted to calculate the impact they have, using reimbursement rates from the UK's HM Revenue and Customs for home working and the average 2014 price per kWh from the UK Department of Energy and Climate Change. We continue to

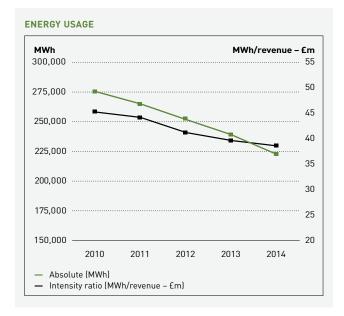
work to influence reduction in home-worker emissions.

■ Commuting: 47,000 tCO₂e

We surveyed the commuting habits of 48% of our workforce and extrapolated results to cover 100% of employees. Through the Group's Environmental Standards programme, 78% of employees were covered by a local travel plan in 2014. Actions from the travel plans include publishing information on public transport links, promoting commuter loan schemes and encouraging carpooling.

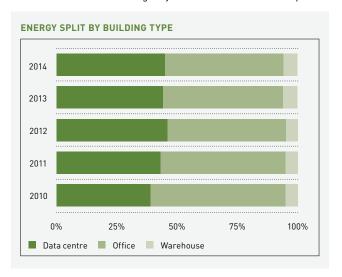
In 2014, we were part of the CDP Disclosure Leadership Index for the seventh year and were also listed in the CDP Global Performance Leadership Index.

Energy



Ongoing data centre upgrade projects contributed to a decrease of 5% in energy consumption at our data centres in 2014 despite increasing online delivery of our products and services. Total energy consumption decreased by 7% against 2013, due in part to improved energy efficiency at our offices. In the year, 65% of the electricity assigned to our data centres was classed as renewable energy.

We realise the challenge in reducing absolute energy usage while continuing to grow our business and therefore have set targets to increase renewable energy usage. In 2014, we purchased 46% of our electricity from renewable energy and renewable energy certificates compared with 38% in 2013. We aim to increase this to 50% in 2015, and 100% in 2020. As we are predominantly in leased locations with few opportunities for onsite generation, we rely on green tariffs and RECs, while investigating options for offsite generation. In 2014, the Group was listed as a Leader by the US Environmental Protection Agency's Green Power Partnership.



In 2014, 66% of our revenue came from online products and

services. This was mirrored in energy use at our data centres, now responsible for 45% of total energy usage (offices account for 49% and warehouses 6%). Data centre efficiency therefore remains of critical importance. Following a data centre energy study in 2011, we have taken measures to improve efficiency including space redesign, and upgrades to air handling and cooling systems and hardware.

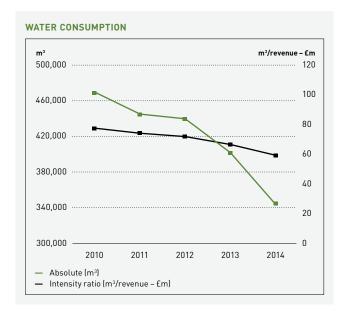
In 2014, average PUE across all of our major data centres improved from 1.68 in 2013 to 1.65. We are founding members of the Digital Sustainability Group, which offers guidance on the full life cycle of online information across the media sector.

In our offices, we utilise sub-metering to better monitor and manage energy usage and run training courses for facilities staff to help them understand the data. Work by our contractors Newmark Grubb Knight Frank in the US has helped us gain EPA Energy Star certification at 11 large US locations. As well as continuing to upgrade lighting, replacing halogen lamps with more efficient LED fixtures and fitting more daylight and motion sensors, we installed outdoor air economisers, utilising fresh air from outside the building for cooling. We continued to implement simple measures such as shutting doors to conserve heat, using blinds and reflective film to stop solar gain and running local switch off campaigns.

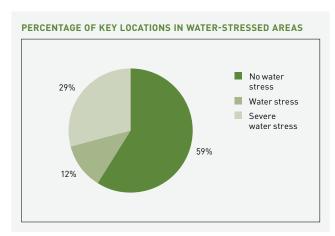
In 2014, we occupied our first building certified to the Leadership in Energy and Environmental Design (LEED) Gold standard. LEED, a rating system developed by the US Green Building Council, supports the construction and operation of efficient buildings. Following an extensive refurbishment project, the new LexisNexis Legal & Professional office in New York is the first pre-war building to achieve the standard in the city.

The offices of our businesses in London, including our head office, were awarded the silver prize at the first London Mayor's Business Energy Challenge. The competition recognises those companies which have made the greatest improvements in energy efficiency across their London portfolio.

Water



Water usage continued to move downwards with a 14% absolute reduction between 2013 and 2014. Unlike carbon, water issues are related to location and exposure to water stress. We use the World Business Council for Sustainable Development's Global Water Tool as a watershed risk management system to identify the river basins from which our sites draw water. In reviewing our 2014 property portfolio, 38% of key locations (based on 1995 World Resources Institute guidelines) are in areas at risk of water stress or severe water stress which could lead to economic development and food production issues in the future.



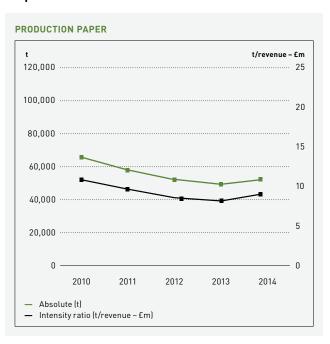
The majority of water-stressed sites use water from municipal supply and are in developed countries with a high capability for water adaptation and mitigation. We have set a 2015 target for all key locations in water-stressed areas to meet our Environmental Standard level of $10 \, \mathrm{m}^3$ per person. In 2014, 90% of key locations in water-stressed areas achieved the standard. Our challenge is in water-fed cooling systems and leased locations where we can exert influence but not direct control.

Water consumption in our supply chain is particularly important in relation to paper suppliers. We collect paper supplier water data through PREPS. Also, with online training, tools and support, we received useful data from 36% of key suppliers whom we asked to complete a water footprint survey. We calculated a relative water impact of $2,638,130\,\mathrm{m}^3$ based on the percentage of water they used for production on our behalf, 94% of which came from paper suppliers. We are acutely aware that water is one of the world's most vital resources. For this reason, we created the Environmental Challenge to identify projects that improve sustainable access to water and improved sanitation.

We engage with internal water experts who are responsible for producing water-related products, an organic growth area for us. In 2014, we published 40 high-quality journals in aquatic sciences including Water Research and the Journal of Hydrology. We are a member of the UN Global Compact CEO Water Mandate, which brings together businesses to address the challenges posed by water scarcity and quality to communities and ecosystems. We provide a water news feed to the CEO Water Mandate's Water Action Hub – an online platform facilitating collaboration on projects in water-stressed areas. As a member of the board of the Alliance for Water Stewardship, we are helping to develop an internationally recognised standard for water resource management.

In 2014, we participated in CDP's pilot scheme to benchmark water data and performance. Scores from the pilot were not publicly disclosed, but feedback will inform an eventual public benchmark.

Paper



Production paper has decreased by 34% since 2008 as we deliver more of our products online. In 2014, production paper increased by 6% over 2013, primarily in regions outside North America or Europe, due to increased customer demand for print products. As well as smaller print runs, we are also continuing to take proactive reduction measures, moving from litho to digital printing, print on demand and lighter papers where possible.

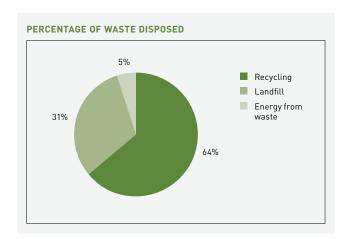
As founding members of PREPS, we have helped create the PREPS database to capture the technical specifications of the pulps and forest sources of our papers. Each paper is given stars according to sustainability criteria: one (unknown or unwanted material), three (known and responsible) or five (recycled, Forest Stewardship Council or Programme for the Endorsement of Forest Certification certified). The grading system was initially developed by PREPS member Egmont UK Ltd and sustainability consultants Carnstone, along with input from Greenpeace and WWF.

Our Paper Policy commits us to increasing the proportion of paper we buy with recycled and certified content and to only purchase PREPS grade 3 or 5 paper wherever possible. With help from our paper suppliers, by the close of 2014, 95% of the Group's papers by weight were graded on PREPS, 100% of which achieved three or five stars. PREPS is now the largest paper database in the world with nearly 700 papers from 307 mills; our paper is graded by PREPS as time allows. Our procurement teams receive regular training on the PREPS database.

We use approximately 600t of office paper a year (around 4,200 sheets per person). To reduce levels, we have set a target of 2,800 sheets per person in the Environmental Standards programme. We continue to roll out multifunction devices for printing, scanning and copying, and, by removing stand-alone printers, we decrease energy as well as paper use.

In 2014, we were sector leader in the CDP forest programme, which identifies how companies are limiting deforestation risks.

Waste



We reduced the total waste we generated by 4% (9,860t in 2014 vs 10,262t in 2013). Of this, 64% was recycled and 70% diverted from landfill through recycling, composting and the generation of energy from waste. We do not produce any material amounts of hazardous waste.

As the majority of our offices are leased and situated in shared buildings, we work closely with managing agents and landlords as well as waste contractors. Where complete measurements are not available, we use a methodology to calculate waste based on weight sampling and by counting waste containers leaving our premises. Although we know local municipalities carry out some sorting and recycling, we report all waste as going to landfill unless we have evidence to the contrary.

We are aiming to divert 75% of our waste from landfill by 2015. Building on the experience of high-performing locations, we aim to achieve zero waste to landfill at all key locations by 2020. Our Green Teams are helping in this effort. In 2014, Green Teams ran Waste Week, a co-ordinated global awareness campaign to highlight the importance of reducing waste sent to landfill. It featured posters, quizzes and email templates to help Green Teams showcase onsite waste and recycling arrangements. The global campaign resulted in improvements in waste handling processes and data quality. LexisNexis Legal & Professional in Dayton, Ohio, pioneered a waste reduction pilot at one building on the campus, which is expected to improve recycling rates by over 20% by the end of its first year.

In 2014, we identified 44% of our waste by material type compared with 27% in 2013. Defunct hardware and other electronic waste is disposed of according to regulations and is only recycled if it cannot be reused.

We track and aim to reduce packaging waste from our physical products. In the UK, we provide information on packaging waste in line with the UK government's Producer Responsibility Obligations (Packaging Waste Regulations 2007). As a member of the Biffpack compliance scheme, we report the amount of obligated packaging generated through selling, pack and fill and importation of our products.

Elsevier India initiated a site-wide waste review which led to new processes for segregating food waste at its Chennai facility. The new scheme is expected to divert some five tons of food waste to a process for manufacturing cattle feed.



In 2014, Elsevier Camden completed the move to a new office in the heart of the City of London.

ent. You are helping us support over children in the UK and around the v

When more than 300 employees were relocated, old desks, chairs, computer equipment and other materials remained.

Waste to Wonder, an organisation which we have worked with for nearly 10 years, helped us redistribute items to UK homeless charity Emmaus and the British Heart Foundation, while nearly five containers of furniture were sent to Agrolinks Academy in Kampala, Uganda, a school with over 2,000 students. Items that could not be reused were recycled.

Employee action

Employees are integral to our environmental improvement efforts and 66% of key locations have Green Teams. In 2014, we offered special events, training and competitions at locations throughout the year.



Our Green Heroes programme, which celebrates extraordinary efforts by employees to 'go green,' was relaunched in 2014 to recognise individual and Green Team efforts. The first prize winner of the individual category (celebrated for his efforts to promote cycling at his location and for developing a Summer Alternative Travel campaign) will be taking part in a scientific expedition with Earthwatch, joining scientists at the Majete Wildlife Reserve in Malawi. Over the last 10 years, we have successfully collaborated with Earthwatch on biodiversity conservation and education projects. All employees have the opportunity to join an Earthwatch field expedition at reduced rates. Green Team winners received funding to complete projects that engaged employees in green activities.

Employees passionate about the environment

In 2014, employee environmental activities included:



Colleagues across the business participated in our annual shoe drive, diverting old shoes from landfill by donating them to organisations that provide them to recipients in the developing world or sell them to raise funds; 7,846 shoes were donated by colleagues at 14 locations. The winning location was LexisNexis Sacramento which donated its \$1,000 prize to Albie Aware, a cancer charity



- The Elsevier Amsterdam Green Team launched Green Days, a programme of events to raise awareness of and interest in environmental issues. The first event focused on recycling and included a presentation from a local waste and recycling expert
- Colleagues at Elsevier Oxford produced honey from onsite beehives maintained by a team of employee volunteers; the honey was sold in the staff restaurant with proceeds donated to charity. The hives form part of a broader programme to encourage wildlife at the location



 LexisNexis Legal & Professional in Dayton showcased low carbon commuting options and launched a new scheme to reward employees travelling to work in environmental friendly ways such as carpooling, walking and cycling; a lunchtime cycling group also got underway Our operations have an impact on biodiversity, primarily through water extraction, building work, transportation and facilities management. We have few sites with surrounding land; however, where we do, we plant drought-tolerant indigenous species to reduce irrigation requirements and increase biodiversity. For instance, Elsevier Oxford maintains a wildflower garden and beehives.

2014 OBJECTIVES	Progress
45% of electricity from renewable energy or Renewable Energy Certificates	 Goal achieved; Renewable Energy Certificates purchased through US auction
70% of key locations to achieve five or more Environmental Standards	 72% achieved (81 locations designated green vs. 77 in 2013)
Expand Green Heroes programme recognising employee action	 New Green Heroes award programme with individual and Green Team winners

2015 OB JECTIVES

- Consultation on new environmental targets with key stakeholders
- 50% of electricity from renewable energy or Renewable Energy Certificates
- 75% of key locations to achieve five or more Environmental Standards

USEFUL LINKS FROM THIS SECTION

LINK	Page
Risk management process	50
Environmental Management System	50
Material environmental risks and opportunities	50
Environmental charting tool	52
Reporting guidelines and methodology	52
Climate Change Statement	54

Appendices

In this section

- Appendix 1 Community assurance statement 2014
- 61 Appendix 2 EY assurance statement
- 63 Appendix 3 Global Reporting Initiative Index
- 70 Credits

Appendix 1 – Community assurance statement 2014

Corporate Citizenship has been asked by RELX Group to review its use of the LBG model for measuring corporate community involvement activity during 2014.

RELX Group is an active member of LBG. The LBG measurement model helps businesses to improve the management, measurement and reporting of their corporate community investment programmes. It moves beyond charitable donations to include the full range of contributions (in time, in kind and in cash) made to community causes, and assesses the actual results for the community and for the business. (See www.lbg-online.net for more information.)

As managers of LBG, we have worked with RELX Group to ensure its operations understand the LBG model and have applied its principles to the measurement of community investment programmes in 2014. Having conducted an assessment, we are satisfied that the data continue to reflect LBG principles. Our work has not extended to an independent audit of the data.

In our commentary we identify some developments that have been made in the last year, as well as some improvements that can be made as RELX Group develops its application of the model in the future. We have further explained our observations in a separate management note to RELX Group.

Commentary

Data

RELX Group's data collection process remains rigorous, with a strong system of checks and balances and approval from divisional finance directors to ensure the validity of data. We are encouraged that the Group is looking to further boost its data collection process to ensure that the tracking of community investment activities is more regular and consistent throughout the year.

In-kind donations

A significant amount of RELX Group's overall community contributions come from in-kind donations. We are encouraged that the valuation of in-kind donations reflects the principles and methodologies agreed by LBG members.

Going forward

The challenge for the Group going forward will be to increase its capturing of the outputs, and in particular impacts, of its community investment programmes.

We recommend that the Group look to further document its community investment activities in two areas: 1) the calculations made around different valuations of in-kind donations, and, 2) record keeping around the end beneficiaries of its community investment activities.

Corporate Citizenship

www.corporate-citizenship.com February 2015

Appendix 2 - EY assurance statement 2014

RELX Group's Corporate Responsibility Report 2014 (the Report) has been prepared by the management of RELX Group plc, who are responsible for the collection and presentation of the information within it. Our responsibility, in accordance with RELX Group management's instructions, is to carry out a 'limited level' assurance engagement on the following 2014 reported data sets (the 'Reported Data' is also marked with 'A' in the Key CR Data on page 10 of the Report):

- Health and Safety (H&S)
- Environment
- Climate Change
- Waste
- Paper

We do not accept or assume any responsibility for any other purpose or to any other person or organisation. Any reliance any such third party may place on the Report is entirely at its own risk.

What did we do to form our conclusions?

Our assurance engagement has been planned and performed in accordance with the International Federation of Accountants' International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ISAE3000)¹.

The Reported Data have been evaluated against completeness, consistency and accuracy criteria as set out below:

Completeness

 Whether all material data sources have been included and that boundary definitions have been appropriately interpreted and applied.

Consistency

 Whether the RELX Group Global Environmental Survey and Global Health & Safety Survey guidance (the 'Guidelines') has been consistently applied to the data.

Accuracy

- Whether site-level data has been accurately collated by management at a Global level.
- Whether there is supporting information for the data reported by sites to management at a Global level.

In order to form our conclusions we undertook the steps outlined below:

- Interviewed a selection of management to understand the management of corporate responsibility issues within the organisation.
- 2. Interviewed a selection of management responsible for managing, collating, and reviewing environmental and health and safety data at Global and regional levels.
- 3. Reviewed a selection of management documentation and reporting tools including guidance documents.
- Performed a review of the Hara online data collection tool, including testing outputs and selected conversions made within the tool.
- 5. Reviewed underlying documentation for a sample of site level environmental data points. Supporting documentation was sought and reviewed for 50 data points.
- Reviewed and challenged the validation and collation processes undertaken by management in relation to the Reported Data.
- Reviewed the Report for the appropriate presentation of the Reported Data, including the discussion of limitations and assumptions relating to the data presented.

Level of assurance

Our evidence gathering procedures have been designed to obtain a sufficient level of evidence to provide a limited level of assurance in accordance with ISAE3000. The extent of evidence-gathering procedures performed is less than that of a reasonable assurance engagement and therefore a lower level of assurance is provided.

Limitations of our review

We have not sought evidence to support any other data, statements or claims presented within the Report, other than the Reported Data.

We have not sought any supporting evidence or re-performed calculations for data that has been sourced from RELX Group's Annual Report and Accounts.

Our conclusions

Based on our review:

- We are not aware of any material reporting units which have been excluded from the scope of the Reported Data.
- Nothing has come to our attention that causes us to believe that the Guidelines, as summarised in the Report, have not been applied.
- Nothing has come to our attention that causes us to believe that the Reported Data has not been properly collated from the information reported by sites.
- We are not aware of any errors that would materially affect the Reported Data.

Our observations

Our observations and areas for improvement will be raised in a report to management. Selected observations are provided below. These observations do not affect our conclusions on the Report set out above.

- RELX Group has reported an 8% reduction in the coverage of its health and safety performance metrics during 2014. Performance data is only aggregated on an annual basis at present; when combined with the reduced reporting coverage, it is difficult for the business to identify incident trends that could be used to drive improvement programmes. RELX Group should initially seek to ensure that all aspects of the business are reporting to Group on a regular basis to allow active monitoring of trends and management of performance.
- RELX Group has a target to achieve 100% of its electricity from renewables or Renewable Energy Certificates by 2020. Currently, actual data reported is based on 86% of the business, with the remainder extrapolated via an estimation methodology. In 2014, we have seen evidence that RELX Group has made improvements to the consistency and accuracy of this methodology, introducing an approach that reflects the variation in consumption across regions, countries and states. However, if performance continues to include estimated information, RELX Group should consider how they will be confident in their achievement of this target in 2020 and how to communicate any estimation uncertainty to stakeholders.

Our independence

This is the ninth year Ernst & Young LLP has provided independent assurance services in relation to RELX Group's corporate responsibility reporting. With the exception of this work we have provided no other services relating to RELX Group's environmental and health and safety data collation or reporting.

Our assurance team

Our assurance team has been drawn from our global Climate Change and Sustainability Services Practice, which undertakes similar engagements to this with a number of significant UK and international businesses.

Ernst & Young LLP

London 10 March 2015

Introduction

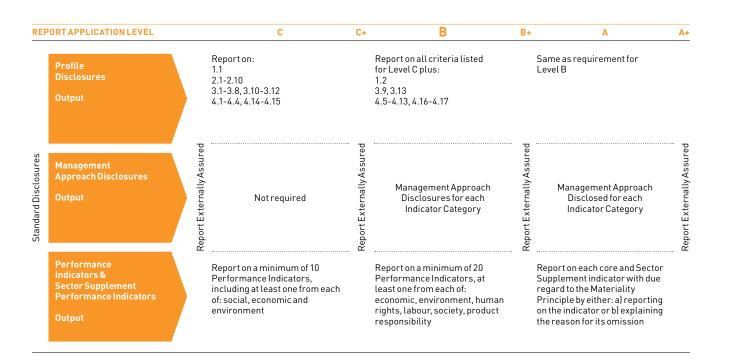
Appendix 3 – Global Reporting Initiative Index

The Global Reporting Initiative (GRI) is an international framework for voluntary reporting of the economic, environmental and social impacts of company performance.

The table below indicates the areas of our report which cover the GRI 3.1 (the third generation of guidelines) and whether we have done this fully, in part or not at all. We believe that the Group's CR Report represents a balanced and reasonable presentation of our company's performance and have self declared our reporting level against the criteria in the GRI application levels as B.

Application level criteria

Reports intended to qualify for level C, C+, B, B+, A or A+ must contain each of the criteria that are presented in the column for the relevant level



STANDARD DISCLOSURES PART I: Profile Disclosures

Profile Disclosure	e* Disclosure	Level of Reporting	Location of Disclosure
STRATEG	Y AND ANALYSIS		
1.1	Statement from the most senior decision-maker of the organisation.	Fully	4
1.2	Description of key impacts, risks and opportunities.	Fully	6,7+
ORGANIS	ATIONAL PROFILE		
2.1	Name of the organisation.	Fully	5
2.2	Primary brands, products and/or services.	Fully	5
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	Fully	5, 20+
2.4	Location of organisation's headquarters.	Fully	20+
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	AR: 8-36, 196
2.6	Nature of ownership and legal form.	Fully	5, 20+
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	5
2.8	Scale of the reporting organisation.	Fully	5; AR: 102–105
2.9	Significant changes during the reporting period regarding size, structure or ownership.	Fully	AR: 66-67
2.10	Awards received in the reporting period.	Fully	9
REPORTE	ARAMETERS		
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	10, AR: 9
3.2	Date of most recent previous report (if any).	Fully	10, AR: 9
3.3	Reporting cycle (annual, biennial, etc.)	Fully	10, AR: 9
3.4	Contact point for questions regarding the report or its contents.	Fully	2
3.5	Process for defining report content.	Fully	6–7+, 52+
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	3–12, 52+
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	3–12, 52+
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organisations.	Fully	5; AR: 7–36, 72
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	10,52+
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	10, 52+
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Fully	10, 52+
3.12	$Table\ identifying\ the\ location\ of\ the\ Standard\ Disclosures\ in\ the\ report.$	Fully	63 (Appendix)
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	40+, 52+
GOVERNA	NCE, COMMITMENTS AND ENGAGEMENT		
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Fully	7; AR: 61–88
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	AR: 62

^{*}All page numbers in the Disclosures are from the RELX Group CR Report unless otherwise indicated as AR (RELX Group Annual Report) +More information available through relevant link(s) on indicated page

Introduction

STANDARD DISCLOSURES PART I: Profile Disclosures continued

Profile Disclosure	Disclosure	Level of Reporting	Location of Disclosure
GOVERNAN	CE, COMMITMENTS, AND ENGAGEMENT CONTINUED		
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	AR: 62-63
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	25; AR: 68, 192–195
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	Fully	AR: 75–88
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	AR: 74, 150
4.7	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	AR: 62-74
4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation.	Fully	14–18, 20–22
i.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities and adherence or compliance with internationally agreed standards, codes of conduct and principles.	Fully	6-8+
.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	7, 52; AR: 77
i.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Fully	50+; AR: 58-60
1.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	Fully	7–8
i.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	7–8
4.14	List of stakeholder groups engaged by the organisation.	Fully	7–8
.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	7–8
4.16	$\label{lem:problem} Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.$	Fully	7–8
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Fully	7–8

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3.1 DMAs	Disclosure	Level of Reporting	Location of Disclosure
DMAEC	Economic performance	Fully	5
	Market presence	Fully	5
	Indirect economic impacts	Fully	5
DMAEN	Materials	Fully	56–57
	Energy	Fully	55
	Water	Fully	56
	Biodiversity	Fully	58
	Emissions, effluents and waste	Fully	54,57
	Products and services	Fully	51
	Compliance	Fully	20–22
	Transport	Fully	54
	Overall	Fully	50

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs) continued

G3.1 DMAs	Disclosure	Level of Reporting	Location of Disclosure
DMALA	Employment	Fully	24–25
	Labour/management relations	Fully	24–25
	Occupational Health and Safety	Fully	29-30
	Training and education	Fully	28
	Diversity and equal opportunity	Fully	26-27
DMAHR	Freedom of expression	Fully	34+
	Portrayal related to human rights	Fully	21+, 45+
	Intellectual Property	Fully	21+
	Protection of Privacy	Fully	21+
	Investment and procurement practices	Fully	22, 45+
	Non-discrimination	Fully	21+, 26+
	Freedom of association and collective bargaining	Fully	21+
	Child labour	Fully	21+, 45+
	Prevention of forced and compulsory labour	Fully	21+, 45+
	Security practices	Fully	21+
DMAS0	Local communities	Fully	39-43
	Corruption	Fully	20-22, 34+
	Public policy	Fully	8,50-52
	Anti-competitive behaviour	Fully	20–22
	Compliance	Fully	20–22
DMA PR	Content creation	Fully	33–37
	Content dissemination	Fully	33–37
	Audience interaction	Fully	33-37
	Customer health and safety	Partially	47
	Product and service labelling	Partially	47+
	Marketing Communications	Partially	34+
	Media literacy	Fully	35–36+
	Customer privacy	Fully	20–22
	Compliance	Fully	20–22

STANDARD DISCLOSURES PART III: Performance Indicators

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Econom	ic		
ECONOMI	CPERFORMANCE		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	Fully	5, 21, 40; AR: 9, 104
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Fully	50+, 52–54
EC3	Coverage of the organisation's defined benefit plan obligations.	Fully	AR: 104-111
EC4	Significant financial assistance received from government.	Fully	We received no significant financial assistance from government
M1	Significant funding and other support received from non-governmental sources.	Fully	We received no significant financial assistance from non-governmental sources
INDIRECT	ECONOMICIMPACTS		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.	Fully	14-18, 39-43
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	39–43

STANDARD DISCLOSURES PART III: Performance Indicators continued

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Environ	mental		
MATERIAL	S		
EN1	Materials used by weight or volume.	Fully	We report on Paper, our significant material – 56
EN2	Percentage of materials used that are recycled input materials.	Fully	We report on Paper, our significant material – 56
ENERGY			
EN3	Direct energy consumption by primary energy source.	Fully	55
EN4	Indirect energy consumption by primary source.	Fully	55
EN5	Energy saved due to conservation and efficiency improvements.	Fully	55
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	55
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	55
WATER			
EN8	Total water withdrawal by source.	Fully	56
EN9	Water sources significantly affected by withdrawal of water.	Fully	56
EN10	Percentage and total volume of water recycled and reused.	Not	
BIODIVERS	SITY		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Partially	58 – RELX Group is a predominantly office based organisation. The majority of our locations are in cities.
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	58
EN13	Habitats protected or restored.	Fully	58
EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	Fully	58
EMISSION:	S, EFFLUENTS AND WASTE		
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	54
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	54
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	54
EN19	Emissions of ozone-depleting substances by weight.	Fully	54
EN20	NOx, SOx and other significant air emissions by type and weight.	Fully	We do not have other significant air emissions
EN21	Total water discharge by quality and destination.	Fully	Our water discharge is through municipal systems
EN22	Total weight of waste by type and disposal method.	Fully	57
PRODUCTS	S AND SERVICES		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	50+
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Partially	56–57
COMPLIAN			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	We had no significant fines in the reporting period
TRANSPO			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Fully	54
OVERALL			
EN30	Total environmental protection expenditures and investments by type.	Not	

STANDARD DISCLOSURES PART III: Performance Indicators continued

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Social: L	abour Practices and Decent Work	<u>.</u>	
EMPLOYMI	ENT		
LA1	Total workforce by employment type, employment contract and region, broken down by gender.	Partially	24-25; AR: 105
LABOUR/M	MANAGEMENT RELATIONS		
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	21+
OCCUPATION	ONAL HEALTH AND SAFETY		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	Partially	29+
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender.	Fully	30
LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases.	Fully	30–31
TRAINING	AND EDUCATION		
LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	28
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	25, 28
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	28
DIVERSITY	AND EQUAL OPPORTUNITY		
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity.	Fully	24–25
Social: H	uman Rights		
INVESTME	NT AND PROCUREMENT PRACTICES		
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	21+, 45+
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	21+, 45+
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	21–22
CHILD LAB	OUR		
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Fully	45–48
PREVENTI	ON OF FORCED AND COMPULSORY LABOUR		
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	Fully	45–48

STANDARD DISCLOSURES PART III: Performance Indicators continued

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Social: S	ociety		
LOCAL CO	MMUNITIES		
S01	Percentage of operations with implemented local community engagement, impact assessments and development programmes.	Fully	14-18, 39-43
509	Operations with significant potential or actual negative impacts on local communities.	Partially	14–18, 52
CORRUPT	ION		
S02	Percentage and total number of business units analysed for risks related to corruption.	Fully	20–22
S03	Percentage of employees trained in organisation's anti-corruption policies and procedures.	Fully	20–22
S04	Actions taken in response to incidents of corruption.	Partially	22
PUBLIC PO	DLICY		
S05	Public policy positions and participation in public policy development and lobbying.	Fully	8, 50-52+
S06	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Fully	21+
COMPLIAN	NCE		
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	We had no significant fines in the reporting period
	Product Responsibility CREATION		
M2	Methodology for assessing and monitoring adherence to content creation values.	Fully	34+
CONTENT	DISSEMINATION		
M4	Actions taken to improve performance in relation to content dissemination issues (accessibility and protection of vulnerable audiences and informed decision making) and results obtained.	Fully	34-36
AUDIENCE	INTERACTION		
M6	Methods to interact with audiences and results.	Fully	34–36
PRODUCT	AND SERVICE LABELLING		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	34
MARKETII	NG COMMUNICATIONS		
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	Fully	21+, 34+
MEDIA LIT	ERACY		
M7	Actions taken to empower audiences through media literacy skills development, and results obtained.	Partially	35+
COMPLIAN	NCE		

Credits

 $\label{thm:composition} The \,RELX\,Group\,Corporate\,Responsibility\,Report\,is\,available\,at\,www.relxgroup.com/go/CRReport\,$

We print other key corporate documents. The 2014 Annual Reports and Financial Statements is printed using paper containing a minimum of 75% recycled content, of which 100% is de-inked post-consumer waste. All of the pulp is bleached using an elemental chlorine free process (ECF). Printed in the UK by Pureprint using their alcofree® and pureprint® environmental printing technology; vegetable inks were used throughout. Pureprint is a CarbonNeutral® company. Both manufacturing mill and printer are ISO 14001 registered and are Forest Stewardship Council® (FSC) chain-of-custody certified.

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