



Reed Elsevier 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, corporations build commercial relationships, insurance companies assess risk, and government and financial institutions detect fraud.



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Statement from Chief Executive Officer



Erik Engstrom
Chief Executive Officer

Our success depends on exercising the highest levels of corporate responsibility across Reed Elsevier.

I believe that, as a global market leader, Reed Elsevier must consistently strive to excel. Our focus on corporate responsibility supports our efforts to grow our business, expand profitability, and exceed the expectations of our people, customers, investors, and others. By maintaining a robust ethical operating framework, we lessen risks, maximise opportunities, find and keep the best people, and reinforce our corporate reputation.

We concentrate on benefiting society through 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 this report will detail, in the year Elsevier worked to improve access to information through programmes that put knowledge in the hands of developing world researchers; LexisNexis Risk Solutions helped government and business fight fraud; Reed Business Information used the power of its brands to aid communities, including England's mental health sector; LexisNexis Legal & Professional helped draft a set of principles that will advance the rule of law; and Reed Exhibitions held the World Future Energy Summit to promote renewable energy.

All companies must pursue best practice in matters of governance, people, customers, community, supply chain, and the environment. I am pleased that in 2013 we achieved full completion of our computer-based compliance courses for employees. We also shared our updated Editorial Policy with all staff, supported by new resources that show its principles in action. More than 50% of our offices participated in our annual RE Cares Month, and more than 60% of key locations went 'green' through our Reed Elsevier Environmental Standards programme.

While we have advanced our corporate responsibility objectives, we are not complacent. I believe there is more we can do, for example, to support the advance of senior women across our organisation, to reach more of our suppliers through our Socially Responsible Supplier programme, and to reduce our environmental footprint. We will be working to progress these and other areas throughout 2014. Among the goals we will be pursuing are developing inclusive leadership as a core management competency; incorporating our Supplier Code of Conduct into the terms and conditions of Reed Elsevier Global Procurement purchase orders; and gaining 45% of our electricity from renewable energy or offsets.

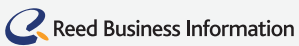

We engage with organisations that make a difference, including the United Nations Global Compact, which provides a blueprint for ethical corporate behaviour. Its 10 principles covering human rights, labour, environment, and anti-bribery provide the foundation for our own Code of Ethics and Business Conduct and Supplier Code. We prioritise listening to and learning from our stakeholders – 2013 saw the continuation of our stakeholder forum series, this year exploring the future of alternative energy.

I look forward to continuing to emphasise corporate responsibility in all we do.

Erik Engstrom
Chief Executive Officer

Our business

Reed Elsevier operates across a number of market segments

MARKET SEGMENTS	SEGMENT POSITION	KEY BRANDS
In Scientific, Technical & Medical markets, we provide information and tools to help customers improve scientific and healthcare outcomes.	Global #1	
In Risk Solutions & 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.	Key verticals #1	 
In Legal markets, we are a world leading provider of legal, regulatory and news & 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 almost 500 events in over 30 countries.	Global #1	

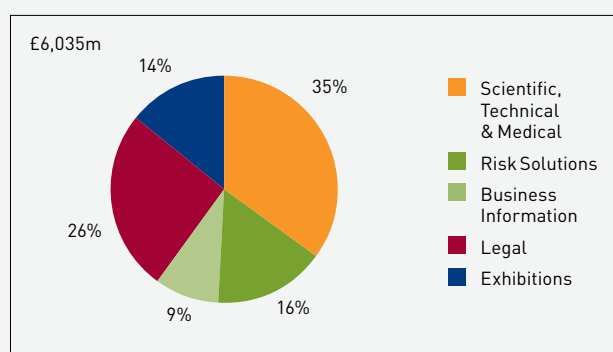
Financial summary by market segment

	2013 £m	2012 £m	Change	Change at constant currencies	Change underlying
Revenue					
Scientific, Technical & Medical	2,126	2,063	+3%	+1%	+2%
Risk Solutions	933	926	+1%	-1%	+8%
Business Information	547	663	-17%	-19%	+4%
Legal	1,567	1,610	-3%	-4%	+1%
Exhibitions	862	854	+1%	+2%	+2%/+7%*
	6,035	6,116	-1%	-3%	+2%/+3%*
Adjusted operating profit					
Scientific, Technical & Medical	826	780	+6%	+2%	+3%
Risk Solutions	414	392	+6%	+4%	+8%
Business Information	107	119	-10%	-11%	+14%
Legal	238	234	+2%	+1%	+5%
Exhibitions	213	210	+1%	+4%	+4%
Unallocated items	(49)	(47)			
	1,749	1,688	+4%	+1%	+5%

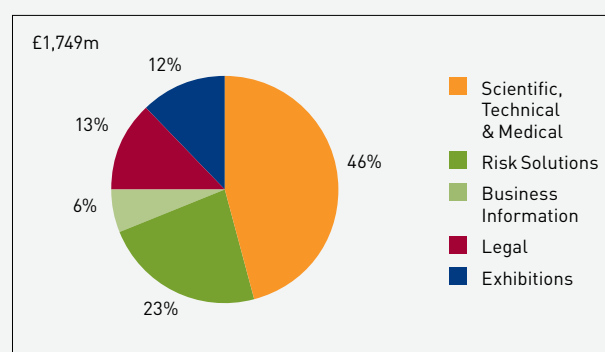
* Excluding biennial exhibition cycling.

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. 2012 comparative financial information has been restated following the adoption of IAS19 Employee Benefits (revised), see the accounting policies section in the combined financial statements on page 106. 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. Constant currency growth rates are based on 2012 full year average and hedge exchange rates. The underlying growth in revenue and in adjusted operating profit are the key performance indicators used by Reed Elsevier in assessing performance.

REVENUE



ADJUSTED OPERATING PROFIT





Dr Márcia Balisciano
Director, Corporate Responsibility





Corporate responsibility matters – it inspires us to continually improve our individual and collective performance and contributes to external confidence in Reed Elsevier.

Our vision

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

Our contribution

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

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

Our focus

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

Greatest potential impact

- Our contribution to society
- Access to information
- Governance and ethical practice
- Responding to customer needs
- Having the right people
- Editorial standards
- Sustainable supply chain

Potential impact

- Tax, pensions and investments
- Promoting diversity
- Health, safety and wellbeing
- Supporting our communities
- Managing environmental impacts
- Transparent, comprehensive reporting

Our approach to corporate responsibility

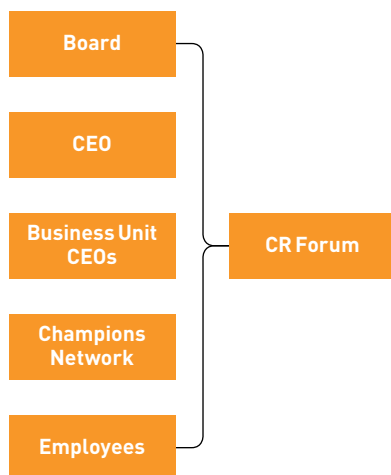
Our vision is to be a world-leading provider of information solutions that improve outcomes for our customers and benefit society. To achieve this, we know we must exercise the full extent of our corporate responsibility (CR), performing to the highest ethical standards and channelling our knowledge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

At Reed Elsevier, 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. Doing so 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 communities where we live and work.

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

We work to consistently address challenges, such as those outlined in the Principal risks section of our Annual Report, which encompass CR priorities including meeting customer needs; the importance of ethical supply chain practice; and the importance of our people and the environment.

The Reed Elsevier Board, senior management, and the CR Forum (chaired by a senior leader and involving individuals representing all key business functions and businesses) oversee corporate responsibility 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. And senior leaders have CR-related KPOs.



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 Reed Elsevier Annual Report, and the Chairman and CEO make reference to relevant CR issues in their statements in the Annual Report.

We focus on our unique contributions as a business where we can 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. LexisNexis Risk Solutions provides essential insight to protect people, industry, and society. LexisNexis Legal & Professional promotes justice through its legal information. Reed Business Information and Reed Exhibitions bring 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 company in our CR activities including: the CR as a Sales Tool Working Group; Editorial Policy Working Group; Environmental Champions Network; Diversity and Inclusion Advisory Group and Working Group; Health and Safety Champions; the HR Management Council; legal colleagues; RE Cares Champions; the Socially Responsible Supplier Group; and the communications, global real estate, procurement, and accounting services functions, among others. Reed Elsevier Corporate Audit Services provide a regular review of our CR governance, reporting, and supply chain activities, highlighting areas where we are performing well, along with suggestions for improvement.

During 2013, we acted on feedback from our 2012 global Employee Opinion Survey, and conducted pulse surveys to check movement in employee views. We offered CR-related activities for 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 from 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, through our CR as a Sales Tool Working Group.

External engagement

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

In 2013, our CR Forum Stakeholder Session focused on alternative energy, speakers included Jan Paul Grollé, Elsevier's Managing Director of Alternative Energy; Richard Sobelsohn, LexisNexis Legal & Professional's Director of Content and Product Initiatives; and Professor Jinyue Yan, Director of Future Energy at Sweden's Royal Institute of Technology.

We provide CR-related products and services such as Elsevier's journal *Current Opinion in Environmental Sustainability*; Reed Business Information's (RBI'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.

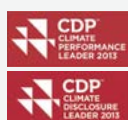
2013 stakeholder engagement examples

Stakeholder group	Engagement
Employees	We involve networks of colleagues throughout the company in our CR activities, as described above. Hearing directly from our people is an important driver for improvement; see Listening in the People section.
Investors	We hold direct meetings on CR with institutional investors and complete numerous CR-related surveys and information requests, including in 2013, CDP, Dow Jones Sustainability Index, EIRIS, Forest Disclosure Project, OEKOM, Vigeo and VBDO.
Customers	The Reed Elsevier value 'Customer focus' means ensuring we listen to our customers. In 2013, we surveyed approximately 500,000 customers through Net Promoter Score (measuring customer loyalty) and business dashboard programmes. We also provided details on our CR activities for a range of customers through their requests for information; see Customers.
Government	We engage with government directly and through our involvement in networks such as the European Network for Sustainable Business, the Aldersgate Group, the 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	Our Socially Responsible Supplier (SRS) programme gives us a platform for engaging with our suppliers on CR; see Supply chain.
Non governmental organisations (NGOs)	We collaborate on key issues and projects with NGOs such as, Earthwatch, the Alliance for Water Stewardship, Just a Drop, Plan UK and UNICEF.
CR networks	We actively support sector and inter-industry initiatives that advance CR. We contribute to the Media CSR Forum and in 2013 collaborated with peers on the future of media regulation, data privacy and protection, and the impact of media on society. We are members of LBG, Business in the Community, the Corporate Responsibility Group, Publishers' Database for Responsible Environmental Paper Sourcing, Publishers Association Environmental Action Group, Publishing Industry Product Safety Forum, and the US Green Building Council. We spoke at conferences such as Ethical Corporation's Responsible Business Summit.
Communities	Our global community programme, RE Cares, supports employee and corporate engagement that makes a positive impact on society through volunteering and giving. In 2013, we contributed a CR case study to The Times 100, a free educational resource for students. See Community.
Reporting	We engaged with the Global Reporting Initiative (GRI) on the G4 framework. We communicated about CR through our corporate and business unit websites. On behalf of GRI, we were part of the working group – comprised of sector members and NGOs – which developed a Media Sector Supplement to highlight issues media companies should address in their reporting, launched in 2012.

Recognition in 2013 included:



**Business in the Community
CR Index**
– Platinum status



**CDP Performance and
Disclosure Leadership Indices**
– included



ECPI Ethical Funds
– included



**Dow Jones Sustainability
Indices**
– included



**Ethibel Pioneer and
Ethibel Excellence
Investment Registers**
– included (reconfirmed
October 2013)



FTSE4Good Index
– included



**UK National Business
Awards**
– Sustainability Awards
finalist



Oekom
– best media company
for sustainability of
46 companies



Vigeo top 20
– Benelux region

**RobecoSAM Sustainability
Yearbook 2013**
– media sector sustainability
leader runner up



**Triodos Sustainable
Equity/Bond Fund**
– Best in class in the
publishing sector



**Natural Capital Leaders
Index**
– included

Recognition

Our authors and editors, publications, products, and shows regularly receive awards for excellence. In 2013, for example:

At the British Medical Association annual Medical Book Competition, Elsevier was awarded 21 first prizes and 19 highly commended prizes. Elsevier Health Sciences Customer Marketing Team won the 2013 Social Media Icon Award for Facebook Marketing Campaign at the PR News Social Media Icon Awards in New York. Elsevier won six PROSE Awards and three honourable mentions for print and digital products from the American Publishers Awards for Professional and Scholarly Excellence. In 2013, 11 Nobel laureates in the fields of medicine, physics, chemistry, and economics had a connection to Elsevier journals. In honour of these scholars, Elsevier made work they published with the company publicly available.

LexisNexis Risk Solutions came third in the Emerging Technologies category at the 2013 Vanguard in Insurance Practices awards, behind Google and IBM, and ranked 137 on the 2013 InformationWeek 500 list of top US technology innovators. LexisNexis Risk Solution's Bridger Insight XG Anti-Money Laundering Solution won the 2013 XCelent Award for Service from research firm Celent, which focuses on information technology applications for the global financial services industry.

In 2013, the Chernobyl cover of the April 1987 issue of *New Scientist* was voted as one of the top 10 best magazine covers of the last century by the Professional Publishers Association (PPA).



At the 2013 British Society of Magazine Editors Awards, RBI's *Estates Gazette* Question Time won Exclusive of the Year, and journalist Sally Donovan of RBI's *Community Care* won Columnist of the Year; online resources from both publications won awards at the PPA's Digital Publishing Awards (EGi won Digital Magazine of the Year; *Community Care Inform* won Digital Data/Information Service of the Year, and the *Community Care* website also won Best Commercial Innovation at the 2013 Online Media Awards). At the Association of Online Publishers Awards, *Farmers Weekly* won a cross-media award for its Farmers Apprentice programme and B2B Website of the Year, and *Community Care* won Best Editorial Team. *Farmers Weekly* won at the Yara Journalism Awards and also won Business Media Event of the Year at the PPA Awards. RBI Visual won three awards at the Digital Video Awards and *Personnel Today* won Online HR Publication of the Year at the 2013 Towers Watson Excellence in HR Journalism Awards. CEO Hugh Jones of RBI's Accuity was named Midwest Ernst & Young Entrepreneur of the Year 2013 in the financial services category.

LexisNexis Legal & Professional won in six categories and received honourable mention in 11 others in the 2013 Best of the National Law Journal reader survey. LexisNexis Legal & Professional's *Smart Meeting* won the 2013 Gold Stevie Award for Sales & Customer Service in the Relationship Management Solution category and also the 2013 Silver Stevie Award for Sales

& Customer Service in the Business Intelligence Solution category. Solutions consultant Maura McKenna was one of two honourees at the Philadelphia Volunteer Lawyers for the Arts Volunteers of the Year Award. At the 2013 SIIA CODiE awards, *Lexis Advance* won Best Legal Information Solution.

Reed Exhibitions won three 2013 Gold Awards in Trade Show Executive's Sixth Annual Gold 100 Awards. The business unit's financial controller Tracy Evans was named Unsung Hero at the UK AEO Excellence Awards for improving VAT payment procedures which reduced exhibitor costs by 20%. Eleanor Dallaway, Editor and Associate Publisher of Reed Exhibitions' *Infosecurity Magazine*, was awarded a Women of Influence Award by the Executive Women's Forum, after being nominated for the award by Microsoft. Johann Jungreithmair (left, below), CEO of Reed Exhibitions Austria, was awarded the Great Decoration of Honour for Service to the Republic of Austria for his work in the exhibition sector.



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 Reed Elsevier and beyond. We demonstrated leadership in 2013 by serving on the UNGC Advisory Group for the UK and the UNGC Supply Chain Advisory Group. We were also part of the CEO Water Mandate Steering Group, and represent the initiative on the board of the Alliance for Water Stewardship, assisting with the development of an international standard for water stewardship. As a member of the UNGC Caring for Climate Advisory Group, we participated in the Caring for Climate Business Forum in Warsaw, held during the UN Climate Change Conference (COP19), to support innovation and collaboration on climate action. We hosted meetings in London and New York for the UNGC and attended the 2013 UNGC Leaders Summit. In the year, the UNGC judged our 2012 Communication on Progress, required of signatories each year, to have attained Advanced level.



LexisNexis Legal & Professional continued support for the International Bar Association/UNGC Lawyers as Leaders video series, which increases awareness of legal issues associated with CR. The four-part programme discusses the role of legal counsels in providing insight and support for UNGC principles. The environment module, released in 2013, includes an introduction by Achim Steiner, Executive Director of the United Nations Environment Programme. See our 2013 Communication on Progress for how we advance the 10 principles in practice.

2013 key CR data

Data summary	2013	2012	2011	2010	2009
Intensity ratio¹					
Revenue (£m)	6,035	6,116	6,002	6,055	6,072
People					
Number of full time equivalent employees (year end)	28,200	30,400	30,500	30,200	32,300
Percentage of female employees (%)	53	53	54	54	54
Percentage of female managers (%)	44	44	45	45	43
Community					
Total cash and in-kind donations (products, services, and time) (£m)	5.6	5.3	7.9	6.6	6.9
Market value of cash and in-kind donations (£m)	13.2	11.8	13.7	9.6	13.4
Percentage of staff volunteering (%) ²	31	30	34	32	33
Total number of days volunteered in company time	10,165	9,024	9,959	9,867	8,928
Health and safety (lost time)					
Incident rate (cases per 1,000 employees) [^]	1.27	1.66	1.74	1.54	1.88
Frequency rate (cases per 200,000 hours worked) [^]	0.14	0.19	0.20	0.17	0.21
Severity rate (lost days per 200,000 hours worked) [^]	2.17	1.51	3.37	3.67	4.90
Number of lost time incidents (>1 day) [^]	35	49	52	47	61
SRS (Socially Responsible Suppliers)					
Number of key suppliers on SRS database	613	477	457	606	589
Number of independent external audits	56	56*	41	43	39
Number signing Supplier Code of Conduct (%)	79	75	64	60	50
Environment					
Total energy (MWh) [^]	228,352	252,977	267,405	273,983	274,294
Office energy (MWh) [^]	107,951	115,724	129,775	146,993	166,836
Data centre average Power Usage Effectiveness (PUE) [^]	1.68	1.70	1.72	1.75	n/a
Percentage of electricity from renewable sources (%) ^{3^}	40	33	23	13	11
Water (m ³) [^]	388,114	440,024	456,795	465,619	486,800
Climate change (tCO₂e)					
Scope 1 (direct emissions) [^]	11,810	10,884	11,708	13,325	17,370
Scope 2 (gross electricity and heat) [^]	111,036	127,105	139,650	148,316	147,805
Scope 3 (business travel) ^{4^}	63,124	67,408	34,395	34,489	29,676
Gross emissions [^]	185,970	205,397	185,753	196,130	194,851
Renewable energy ^{3^}	47,062	44,030	31,188	16,616	14,098
Net emissions [^]	138,908	161,367	154,565	179,514	180,753
Scope 3 Other (estimated) ⁵					
Scope 3 – suppliers	705,115	833,428	569,125	386,226	755,894
Scope 3 – home-based employees	1,285	1,212	1,378	n/a	n/a
Scope 3 – commuting	43,019	47,527	46,017	n/a	n/a
Scope 3 – water use	110	127	133	140	134
Waste					
Total waste (t) [^]	10,348	10,570	11,447	12,335	10,772
Percentage of waste recycled (%) [^]	66	64	66	63	60
Percentage of waste diverted from landfill (%) [^]	69	67	69	66	64
Paper					
Production paper (t) [^]	49,410	52,601	58,279	65,777	73,217
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 All Reed Elsevier employees can take up to two days off per year (coordinated with line managers) to work on community projects that matter to them. Number of staff volunteering reflects the number of staff using their Two Days, as well as those who participated in other company sponsored volunteer activities

3 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)

4 Scope 3 (business travel) covers air travel and personal cars used for business purposes. 2013 and 2012 use the new DEFRA radiative forcing (RF) emission factors for air travel. 2009 – 2011 use DEFRA's non-RF emissions factors

5 As we continue to expand Scope 3 emission sources and set up data collection systems, impacts are estimates and still need improvement; we continue to separate these from total emissions. See Climate change in the Environment section for more details




6 All paper we graded in 2013 – 93% of total production stock – was graded PREPS grade 3 or 5 (known and responsible sources) with the exception of 0.005% of the total, which achieved a grading of one star. See Paper in the Environment section for full details

[^] Data assured by Ernst & Young LLP. See appendix 2 for Independent Assurance Statement

* Includes four carried over from 2011

2013–2014 CR objectives

We set meaningful targets and measure progress against them.

Material issues	2013 objectives	Progress	2014 objectives
Unique contributions  See page 13 for more information	New partnerships through Reed Elsevier Environmental Challenge to share water and sanitation expertise	Partnership with Dutch WASH Alliance: <ul style="list-style-type: none"> Funded \$15,000 third prize and collaboration on 2013 prize ceremony at World Water Week in Stockholm Provided judge and reviewers Contributed \$2,500 for training to advance winners' personal development 	<ul style="list-style-type: none"> 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 Reed Elsevier Environmental Challenge Collaboration with Oxfam to advance the Raising Her Voice women's leadership programme in Nepal
	Create cross-business alternative energy roundtable to foster knowledge sharing and product development	<ul style="list-style-type: none"> Over 30 cross-business participants Meetings on emerging topics; also presentations by internal/external experts Renewable energy industry event planned 	
	Deliver workshops with UNICEF on child-centred climate change adaptation in high risk locations	<ul style="list-style-type: none"> Hosted workshop for corporate peers and NGOs to advance awareness of climate change resilience, focusing on Philippine case study in the wake of Typhoon Haiyan Continued in-kind assistance including access to information, subject experts, and editorial support 	
Governance  See page 21 for more information	Achieve 100% completion of all computer-based compliance courses	<ul style="list-style-type: none"> 100% completion achieved within six months of issuance 	<ul style="list-style-type: none"> Implement updated corporate governance policies Conduct a review and refresh of the Reed Elsevier Code of Ethics and Business Conduct Evaluate Reed Elsevier's Export and Trade Controls Policy and compliance efforts
	Advance Record Management Policy implementation and roll out translations	<ul style="list-style-type: none"> Translations completed and disseminated to relevant employees Implementation guidelines and tools available in multiple languages; ongoing collaboration with business unit teams 	
	Enhanced training programme for internal investigators of Code of Ethics and Business Conduct breaches	<ul style="list-style-type: none"> Completed training of US HR personnel, data privacy and security investigators, and Corporate Audit Services representatives 2014 training of HR representatives outside the US planned 	
People  See page 25 for more information	Follow up on global Employee Opinion Survey results	<ul style="list-style-type: none"> Extensive efforts across all business units; tracking improvements in interim pulse survey scores 	<ul style="list-style-type: none"> Sign up to the UN Women's Empowerment Principles; review practice relative to Principles Develop inclusive leadership as a core management competency 10% increase in re:fit2win participants
	Expand diversity and inclusion training across business units	<ul style="list-style-type: none"> Training expanded across the US and into the UK 	
	Institute health coach programme to provide personalised support to staff	<ul style="list-style-type: none"> 2,808 calls logged; 226 staff engaged in a lifestyle management programme 	

Material issues	2013 objectives	Progress	2014 objectives
Customers See page 34 for more information	Embed updated Editorial Policy	<ul style="list-style-type: none"> Launched by General Counsel and Company Secretary in a communication to all employees New Editorial Policy resource created on global intranet with input from editors and others across the business 	<ul style="list-style-type: none"> Roll out translations of the Reed Elsevier Editorial Policy; launch related Reed Elsevier Content and Data Quality Assurance Principles Create CR 'blueprint' to help sales staff enhance their customer conversations; put CR on the agenda at five key sales conferences
	Incorporate corporate responsibility component into regular customer-facing staff training	<ul style="list-style-type: none"> Engagement of key sales and marketing teams Updated intranet resource, CR as a Sales Tool Created a CR Fast Facts document for distribution across the business Developed new CR Sales Academy content 	<ul style="list-style-type: none"> Embed Accessibility Policy and conduct accessibility review of at least 10 key product sites
	Consult on Reed Elsevier Accessibility Policy and begin implementation	<ul style="list-style-type: none"> Consultation with Reed Elsevier Accessibility Working Group Launched to managers across the company Chief Strategy Officer named senior accessibility champion; engaged business unit chief technology officers 	
Community See page 40 for more information	Skills-based Two Days volunteer drive (all staff have two days each year for community work of their own choosing)	<ul style="list-style-type: none"> Drive consisted of awareness-raising efforts – collateral, intranet content, and the involvement of 172 RE Cares Champions across the business 	<ul style="list-style-type: none"> Increase use of Two Days volunteering by 10% Expand RE Cares Champions network and create new induction programme
	25% of locations involved in RE Cares Month	<ul style="list-style-type: none"> 56% achieved 	
Supply chain See page 46 for more information	78% of key suppliers as Supplier Code of Conduct signatories	<ul style="list-style-type: none"> 79% (487 of 613 key suppliers); 2,784 other Code signatories 	<ul style="list-style-type: none"> Supplier Code of Conduct incorporated into terms and conditions of purchase orders
	55 external audits of high risk suppliers	<ul style="list-style-type: none"> 56 completed 	<ul style="list-style-type: none"> Expand use of Workplace Conditions Assessment tool to enhance high risk supplier audits
	Develop new US Supplier Diversity Plan	<ul style="list-style-type: none"> Plan and implementation process developed 	<ul style="list-style-type: none"> Implement new US Supplier Diversity programme
Environment See page 51 for more information	35% of electricity from renewables or offsets	<ul style="list-style-type: none"> 40% achieved 	<ul style="list-style-type: none"> 45% of electricity from renewable energy or offsets
	60% of key locations to achieve five or more updated RE Environmental Standards	<ul style="list-style-type: none"> 64% achieved (77 locations vs. 69 in 2012) 	<ul style="list-style-type: none"> 70% of key locations to achieve five or more RE Environmental Standards
	Map range of Reed Elsevier environmental products and services	<ul style="list-style-type: none"> 490 products identified; information shared across the business 	<ul style="list-style-type: none"> Expand Green Heroes programme recognising employee action

Global community data was assured by the Corporate Citizenship Company; see Appendix 1. We worked with Ernst & Young (EY) on assurance of our 2013 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

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Our unique contributions



Ian McDougall
Executive Vice President and General Counsel,
LexisNexis Legal & Professional

The rule of law is the foundation upon which prosperity flourishes. We bring together industry, governments, associations, and others in society to help create sustainable, substantial long term improvement to communities around the world.

Why it matters

We believe we have the most significant impact when we apply our expertise to areas like 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 Reed Elsevier by building trust in and outside the company and creating new opportunities.

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 Research4Life which, in partnership with United Nations agencies and approximately 200 publishers, provides core and cutting-edge scientific information to researchers in more than 100 developing countries. As a founding partner, we contribute a quarter of the 35,000 peer reviewed resources in Research4Life, encompassing *Scopus* and *ScienceDirect*, including approximately 3,000 Elsevier journals and 12,000 books. In the year, there were over 3m Research4Life article downloads from Elsevier's *ScienceDirect*. Local innovation is important to the success of national economies; Access to Research for Development and Innovation (ARDI), the newest Research4Life programme coordinated by the World Intellectual Property Organization to which we are contributing, helps academic and research institutions develop effectively, and allows patent offices to protect and reward innovation more efficiently.

We also provide technical and communications expertise to advance Research4Life, and have committed to the programme through 2020. Dr Arun Neopane, a paediatrician at Kathmandu's Shree Birendra Hospital and an active Research4Life user, said, "I can remember those days when we had to go to the library and sit in the archives section turning page after page, reading all the abstracts and getting them [copied], and finally coming back to square one, frustrated by the literature search, and finally not finding what one needed. Gone are those days for doctors now, and all because of free access to medical literature."

Access to research makes an impact in the developing world



© FAO/Alessia Pierdomenico

The impact of no or limited access to up-to-date scientific research restricts scientific activity and deprives policymakers of knowledge that could help them address underdevelopment. For the past decade, Research4Life has been working to close the knowledge gap.

In 2013 on the 10th anniversary of AGORA, which provides access to agricultural information, Research4Life launched 'Unsung Heroes' to recognise the role of librarians and library staff in building the research capabilities and output of scientists, doctors, and policymakers. The winner, Onan Mulumba, a librarian at Makerere University's College of Agricultural and Environmental Sciences in Uganda, was chosen from a field of 45 applicants by a judging panel of 12 international experts in research capacity building. He joined the Research4Life Executive Council and attended the Research4Life Partners' Meeting in Rome. His story will be featured in a book on the experiences of librarians working on Research4Life's front lines.

Mulumba says, "Research4Life has significantly boosted teaching and research at Makerere University, and is the main source of reference for both students and faculty. Research4Life databases have also drastically reduced the use of print resources, which has helped to minimise congestion in the libraries. As a result, researchers have come to acknowledge the efforts and roles librarians play in promoting teaching and research at Makerere University."

In 2013, we created videos of case studies from our *Making a Difference – Stories from the Field* publication which demonstrate the impact of access to peer reviewed research, including:

- a physician in Zambia who is improving the lives of HIV-infected children through content that helps advance medical procedures and policies
- a researcher in Burkina Faso who has advanced his own research output, allowing him to collaborate with international peers, compete more effectively for research funding, and deliver better teaching programmes



Mulugata Biyisa

- a physiotherapist in Ethiopia who has discovered better ways to treat his patients and teach his students

Research4Life is contributing to research capacity, research output, and a reduction in the 'brain drain' by ensuring students and researchers have access to high quality information in their own countries.

In addition to support for ongoing projects, the Elsevier Foundation committed \$700,000 to support libraries in developing countries, women scientists, and nursing facilities in 2013. In partnership with Sigma Theta Tau International, the Honor Society of Nursing, the Elsevier Foundation funds the Nurse Faculty Leadership Academy which addresses shortages by providing targeted mentoring for the next generation of nursing faculty: The Elsevier Foundation's New Scholars Program supports projects to help early to mid-career women scientists balance family responsibilities with academic careers, and addresses the attrition rate of women scientists. Among grant recipients in 2013 were the University of California, the University of Cambridge, LaGuardia Community College, Worcester Polytechnic Institute and the Institute of Hygiene and Tropical Medicine in Portugal.

In partnership with the UK's Department for Business, Innovation and Skills, Elsevier produced the 2013 report, *International Comparative Performance of the UK Research Base*, using its own data as well as information from the Organisation for Economic Cooperation and Development (OECD) and the World Intellectual Property Organization. It found the UK ranks first among some of the world's most research-intensive nations – including Canada, China, France, Germany, Italy, Japan and the US – with 16% of the world's most highly cited articles. However, the research showed that China, Japan and Russia produced more articles on biological, environmental and physical sciences, mathematics, and engineering.

Risk Solutions & Business Information

LexisNexis Risk Solutions 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. In 2013, the Florida Department of Children and Families contracted LexisNexis Risk Solutions to authenticate citizens accessing public assistance benefits through its automated benefit registration programme (approximately 4.5 million applications annually). According to the Department's Secretary, "Florida ranks number one in the nation for identity theft, and for far too long criminals have been gaming our systems and stealing from taxpayers and Floridians who are truly in need." If a person's identity cannot be verified and authenticated using LexisNexis Risk Solutions technology, the Department will investigate further. LexisNexis Risk Solutions is also helping Connecticut, Georgia, Louisiana and South Carolina tackle fraudulent tax filings.



LexisNexis Risk Solutions employees created the Automated Delivery of Alerts on Missing Children (ADAM) programme, which assists in the safe recovery of missing children. ADAM alerts circulate missing child posters – over 2m in 2013 – to police, news media, schools, businesses, medical centres, and other recipients within a specific geographic search area. Since launching in 2000, 139 children have been located, including four in 2013.

In the year, LexisNexis Risk Solutions presented its fourth Annual LexisNexis One Step Closer Award. The award honours leaders in federal, state, and local government for excellence in the use of open or third-party information sources to bring government cases, problems, or investigations one step closer to resolution. The 2013 winner was the Colorado Information Analysis Center for its ability to obtain, analyse, and share valuable information with multiple agencies involved in apprehending violent criminals and terrorists, and for solving investigations, including a plot to bomb the New York City subway system in 2009.

Following the bombing during the April 2013 Boston Marathon, LexisNexis Risk Solutions products and applications were used by law enforcement to track the suspected bombers. Its Accurint Mobile solution allowed investigators to access needed information via smartphones, tablets and PCs, and its new Social Media Monitor, launched in the year, allowed law enforcement personnel to identify posts and tweets by keyword and geographic location.

Intrado, a leading provider of public safety technology, worked with LexisNexis Risk Solutions in 2013 to launch Beware, which quickly alerts first responders to potentially deadly and dangerous situations while en route, or at the location of an incident. It uses a patent-pending algorithm to search, sort, and score commercial records from LexisNexis Risk Solutions public data sources about the people, locations, vehicles, and properties relevant to a specific call to emergency services. The data is then aggregated, correlated, and presented as incident intelligence in an easy-to-read and interactive web-based format, encompassing threat scores, headlines, and 'Be Aware' statements.

Reed Business Information (RBI) uses the power of its brands to aid communities. In 2013, RBI's *Community Care* drew attention to shortcomings in England's mental health provision in a joint investigation with the BBC, which revealed the closure of more than 1,500 mental health places in recent years. It led the UK government's Care Services Minister to pledge an end to "institutional bias against mental health" in the National Health Service.

ICIS, which provides news and market intelligence for the chemicals, energy, and fertiliser sectors, held its 10th Innovation Awards in 2013 to reward innovation in the chemicals industry. Boston-based Cabot Corporation was chosen overall winner and winner of the Innovation with Best Environmental Benefit award for its aerogel building insulation technology (lightweight, silica materials consisting of 90% air which prevent heat transfer) which increases energy efficiency and cost savings, and reduces carbon footprints. The winner of Best Business Innovation was Archroma's ONE WAY sustainability service which helps textile mills and brand owners choose more economically and environmentally sustainable dyes and chemicals – screened by the company's product stewardship specialists against more than 15 textile eco-standards.



To help young people advance careers in farming, *Farmers Weekly* held Fertile Minds, in collaboration with Tesco. 150 young farmers heard presentations by young entrepreneurs and gained insight through *Farmers Weekly*'s own research on jobs, wages, benefits, and work load. As Tesco Commercial Director Richard Marris commented, "The future of our industry relies on [young farmers'] enthusiasm, innovation, and determination to succeed."



Over the last three years, *Hairdressers Journal International* (HJI) has partnered with John Frieda to build awareness of HAIRraising, a charity which has raised more than £1m in support of Great Ormond Street Children's Hospital in London, through its publications, websites, and shows. The appeal has contributed to the construction of two new operating theatres at the hospital; small salons throughout the UK have contributed to HAIRraising which they discovered through the promotion of HJI. In 2013, staff contributed to efforts to raise a further £1m toward a new respiratory ward at the hospital.

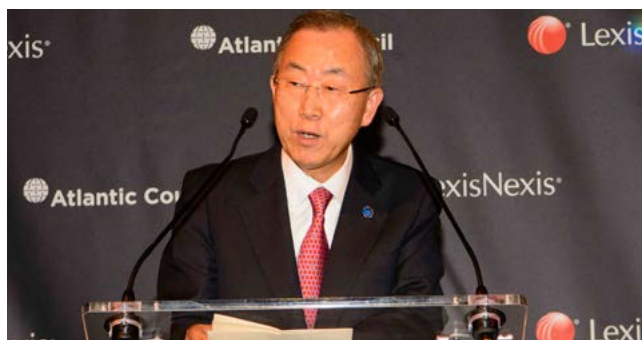
Legal

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 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.

In 2013, in association with the Atlantic Council, LexisNexis Legal & Professional launched a draft set of Global Rule of Law Business Principles to help businesses, law firms, non-governmental organisations (NGOs) and other institutions promote and uphold the rule of law. Mike Walsh, the business unit's CEO said, "Advancing the rule of law is an imperative requirement in serving the greater good – but it also protects and supports the goals of global business. Four billion people today do not live under the protection of the rule of law. And in the developed world there are implications as well; failure to protect intellectual property in the United States costs the country an estimated 375,000 jobs each year, with approximately \$16bn in earnings lost."

The six principles reflect input from international governments, law firms, academia, and businesses, and cover supporting access to justice and the law; sanctity of contracts and real and intellectual property rights; fair and ethical business practice including anti-bribery and anti-corruption; protection of human rights; and rule of law advocacy. LexisNexis Legal & Professional will be working with the Atlantic Council and the UN Global Compact to refine and advance the principles in the year ahead.

In conjunction with the launch, the first-ever LexisNexis Rule of Law Awards were presented to individuals who have made significant contributions to the rule of law around the world: UN Secretary-General Ban Ki-moon, former President of Ireland Mary Robinson, and former President of the American Bar Association Laurel Bellows.



Ban Ki-moon, UN Secretary-General, on accepting an inaugural LexisNexis Rule of Law Award stated:

"Societies without a predictable legal framework are societies where people do not invest in their future, or the future of their country.

Businesses do better when the world does better. Disease, strife, environmental degradation, illiteracy, human rights violations, authoritarian governments, and poverty all hurt people and economic potential.

The United Nations is collaborating with all those who have an interest in building a strong rule of law. ...We are harnessing the innovation and creativity of the private sector to reach our common goals."

Read the full text of Ban Ki-moon's remarks.

Aung San Suu Kyi, Chair of the National League for Democracy and Parliamentary Rule of Law and Tranquility Committee (Pyithu Hluttaw), also received an inaugural award and accepted from Myanmar, stating, "without rule of law Burma will not attract the level and quality of foreign investment required to drive her development.And with rule of law, Burma could progress very quickly." Read her full remarks.

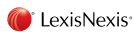


At the request of Aung San Suu Kyi, LexisNexis Legal & Professional has been engaging with members of Myanmar's government, legislature, and legal profession, to lend support to the country's democratisation efforts. In 2013, the business unit put on a training session for 60 members of Myanmar's parliament on legal research, comparative law, and law-making. In addition, LexisNexis Legal & Professional UK made a large shipment of legal texts to the Parliamentary Committee on Rule of Law library. LexisNexis Legal & Professional's Gaythri Raman attended the launch of a new national bar, and contributed to the discussion of an effective framework to encompass Myanmar's 14 states. She also facilitated an official visit to Yangon by the Malaysian Bar, which has experience in upholding the rule of law in Malaysia, a fellow ASEAN nation. Read more about our work in Myanmar.

Dark Chocolate

Understanding human trafficking risks in the chocolate supply chain; we have a choice.

A report by LexisNexis® and STOP THE TRAFFIK to investigate the link between chocolate and human trafficking.



Through extensive international efforts, LexisNexis Legal & Professional works to combat human trafficking, including through membership in the Global Business Coalition Against Human Trafficking, which it helped found. In 2013, in partnership with STOP THE TRAFFIK, LexisNexis Legal & Professional UK launched *Dark Chocolate*, a report on the link between the global cocoa trade and human trafficking. In the US, colleagues worked with the American Bar Association and the Uniform Law Commission to gain approval for a uniform act to prevent human trafficking and to harmonise victim support across all 50 states, the result of three years' work. In the year, they also participated in a free legal clinic for organisations working to combat trafficking (including the Free to Run Foundation and End Slavery Cincinnati) at Ohio's National Underground Railroad Freedom Center, in partnership with Procter & Gamble and law firm Dinsmore & Shohl. In 2013, staff in South Africa launched the Human Trafficking Awareness Index, building on a tool developed by UK colleagues in 2012. It uses the business unit's Nexis news service to highlight emerging trends within and across national borders to aid campaigners and the South African Police Service in their efforts to combat trafficking; read more.

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. New recipient partners in 2013 included the High Court in Malawi, the South African Development Community (Namibia), the Integrity Commission in Dominica, and the National Centre for Legal Aid and Human Rights in St Lucia. LexisNexis UK volunteers play an important role in the administration of the charity, as well as sorting, selecting and packing books for shipment.

Exhibitions

Reed Exhibitions' events provide platforms for supporting our CR focus areas. Reed Exhibitions, with the European Promotional Products Association (EPPA), launched the EPPA Certification Program for CSR during the 2013 PSI Trade Show, the leading European show for the promotional product industry. The aim is to help industry companies comply with laws and regulations and International Labour Organization standards. The Certification Program involves signing an industry specific Code of Conduct, compliance with all legal requirements, clear efforts to protect consumers (for example, guaranteeing product safety), and respecting human rights, with verification by an independent auditor.

Reed Exhibitions continued to drive forward sustainable practice in its industry. EIBTM, the global meetings and events exhibition held in Barcelona in 2013, featured a Sustainable Stand Award and a Sustainable Events Corner, where exhibitors and attendees received practical advice from industry experts on key sustainability issues. EIBTM also promoted 20 Sustainable Actions for exhibitors. Since introducing sustainability objectives to the show in 2009, EIBTM has reduced waste by over 79%.

At the 2013 World Travel Market, its global forum for the travel industry, Reed Exhibitions hosted World Responsible Tourism Day, with events available to the show's more than 50,000 attendees on topics ranging from poverty reduction and wildlife protection to reducing greenhouse gas emissions. Read more about World Responsible Tourism Day. Staff behind World Travel Market set up the charity Just a Drop to engage the tourism industry on water issues. Since its founding 15 years ago, Just a Drop has undertaken over 130 water aid projects, benefitting more than 1.5m children and their families in 31 countries.



The 2013 World Future Energy Summit (WFES), held in Abu Dhabi, United Arab Emirates, attracted nearly 26,000 attendees; it is the centrepiece of Abu Dhabi Sustainability Week, endorsed by the United Nations. 91 official government delegations took part in the opening ceremony. The show, featuring more than 150 speakers, aims to increase awareness and market opportunities for renewable energy. In a 40,000 sq m exhibition space, 650 companies from 40 countries showcased latest solutions in energy efficiency, solar energy, electric transport, and more, marked by 70 new product launches. WFES includes a Young Future Energy Leaders programme that allows young professionals and students from the United Arab Emirates and abroad to interact with government representatives, business leaders, and other organisations active in renewable energy and sustainability.



Alongside WFES in 2013, the first International Water Summit was held to accelerate development of new technologies and services that will shape the future of the water sector. A key focus was the water-energy nexus and the ways arid regions can find less energy-demanding ways to produce clean water. Keynote speeches were delivered by François Hollande, President of France; Queen Rania Al Abdullah of Jordan; and Cristina Fernández de Kirchner, President of Argentina.

2013 Helitech International – the largest helicopter exhibition in Europe dedicated to helicopter products, parts, accessories, and services, bringing together manufacturers, suppliers, buyers, and engineers in the industry – engaged exhibitors and visitors in support of East Anglian Air Ambulance and London's Air Ambulance as part of National Air Ambulance Week. Both charities, which bring emergency room care to patients at incident scenes delivered by highly skilled critical care paramedics and specialist doctors, were given free exhibition space to share information about their work, with fundraising throughout the show.

Over the past 10 years, Reed Exhibitions has given free space at the London Book Fair to Book Aid International, which annually provides more than 500,000 books – including those donated from across Reed Elsevier – to readers in the developing world, enabling the charity to reach a wide range of potential book and financial donors. Read more about our work with Book Aid.

Across Reed Elsevier

Drawing on expertise across Reed Elsevier, in 2013 we awarded prizes in the third Reed Elsevier Environmental Challenge to projects that improve sustainable access to improved water and sanitation where it is presently at risk. The Reed Elsevier 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 138 applications from 45 countries, and offered access to relevant environmental products to all registrants. We sought 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. We partnered for the first time with the WASH Alliance, a consortium of six Dutch NGOs promoting hygienic use of sustainable water and sanitation. The jury included the WASH Alliance's Hanny Maas; Dr Mark van Loosdrecht, Professor of Biochemical Engineering at Delft University of Technology and head of the Environmental Biotechnology section, and winner of the 2012 Lee Kuan Yew Water Prize; Dr Sarah Bell, Senior Lecturer in Environmental Engineering at University College London; Dr Prasad Modak, founder of India's Environmental Management Centre and an environmental consultant with the World Bank; and Professor Gang Pan of the Chinese Academy of Sciences and chief scientist of a Sino-UK governmental water science cooperation programme.



The \$50,000 first prize winner was WaterSHED, an NGO which helps local enterprises and governments to develop sustainable, market-based approaches to effective water and sanitation provision in Cambodia, Laos, and Vietnam. In rural Cambodia, an estimated 1.8m households do not have access to safe sanitation. WaterSHED's research demonstrates that Cambodians desire a shelter for sanitation facilities, and will not purchase a latrine without an appropriate structure. Prize money will be used for WaterSHED's 'introduction of improved toilet shelters for increased sanitation coverage' project, developing shelters for sanitation facilities acceptable to local communities.

The \$25,000 second prize winner was Gadgil Laboratory at UC Berkeley, for its 'Sustainable and scalable arsenic remediation of groundwater in South Asia' project. Deaths and disease are linked to high levels of naturally occurring arsenic in untreated groundwater throughout South Asia. Through their invention, Electro-Chemical Arsenic Remediation, Gadgil Laboratory will bring safe water to local communities in West Bengal, where arsenic contamination of groundwater is rife. The technology uses ordinary steel plates and low DC voltage. Prize money will be used to establish a 15 month field trial for approximately 2,500 school children, with excess arsenic-free water sold to village communities.



The WASH Alliance prize of \$15,000 was awarded to Text to Change, an NGO which produces innovative mobile solutions for development, for its 'WaterMonitor: managing water supply and engaging communities at scale' project. The UN Joint Monitoring Programme has estimated that water points in Africa fail between 30-60% of the time. Text to Change will use smartphone technology to map Uganda's water points and alert experts when repairs are needed in order to extend the life of the country's water points. The prize money will also be used to educate 15,000 people on issues related to safe water, hygiene, and sanitation.

Winners have received access to Elsevier's ScienceDirect database, with over 57,000 articles on Environmental Sciences, for one year; and the WASH Alliance is providing winners with relevant training and professional development up to \$2,500 each.

Building knowledge on alternative energy



Drawing on expertise in alternative energy across Reed Elsevier, in 2013 we launched the Alternative Energy Roundtable to explore new developments in alternative energy and to share cross-business understanding of our products in the field (including websites, books, journals, and articles relating to biomass, carbon capture and storage, carbon utilisation, energy legislation, and renewable energy incentives). At meetings held during the year, more than 30 colleagues from our business units discussed emerging markets, R&D, and customer engagement, among other topics.

In addition, it was the theme of our 2013 CR Forum Stakeholder Session with internal and external specialists, including Jan Paul Grollé, Elsevier's Managing Director of Alternative Energy; Richard Sobelsohn, LexisNexis Legal & Professional's Director of Content and Product Initiatives; Blaine Collison, Director of the US Environmental Protection Agency's Green Power Partnership; and Professor Jinyue Yan, Director of Future Energy at Sweden's Royal Institute of Technology.

The panel agreed that growth in renewable energy will require diffuse technologies, with scientific and engineering challenges still to be overcome. Jan Paul Grollé said, "There is great new technology out there, but the people who apply it need to be able to find it, people who invest in it need to be able to trust it, and both those problems are not trivial." Professor Yan noted that, "We also need smart regulators and smart consumers."

In discussing the potential of solar, Richard Sobelsohn stated, "No question about it. Solar would work so much better if we could capture the energy and hold on to it for a while. Technology will get there. But storing the energy is probably our next great frontier."

During the year, we progressed our collaboration with UNICEF on the report, *Social Protection, Disaster Risk Reduction, and Climate Change Adaptation in East Asia and the Pacific*, providing access to content and subject experts, and editorial assistance. The report, featuring in-depth case studies from Thailand and the Philippines, was profiled at a workshop for corporate peers and NGOs to advance awareness of climate change resilience; it took place following Typhoon Haiyan which struck the Philippines in November. A follow-up workshop will be held in Bangkok in 2014 for academics, practitioners, and policymakers to explore translating the report's findings into policy and programming for children in East Asia and the Pacific. The current work builds on the 2011 Reed Elsevier-supported UNICEF report, *Children's Vulnerability to Climate Change and Disaster Impacts in East Asia and the Pacific*, which in 2013 was selected by UNICEF's Office of Research as one of its top 10 best research reports, during a review of all the research conducted around the world by UNICEF offices and partners.

2013 OBJECTIVES	Progress
New partnerships through Reed Elsevier Environmental Challenge to share water and sanitation expertise	Partnership with Dutch WASH Alliance: <ul style="list-style-type: none"> Funded \$15,000 third prize and collaboration on 2013 prize ceremony at World Water Week in Stockholm Provided judge and reviewers Contributed \$2,500 for training to advance winners' personal development
Create cross-business alternative energy roundtable to foster knowledge sharing and product development	<ul style="list-style-type: none"> Over 30 cross-business participants Meetings on emerging topics; also presentations by internal/external experts Renewable energy industry event planned
Deliver workshops with UNICEF on child-centred climate change adaptation in high risk locations	<ul style="list-style-type: none"> Hosted workshop for corporate peers and NGOs to advance awareness of climate change resilience, focusing on Philippine case study in the wake of Typhoon Haiyan Continued in-kind assistance including access to information, subject experts, and editorial support

2014 OBJECTIVES

- 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 Reed Elsevier Environmental Challenge
- Collaboration with Oxfam to advance the Raising Her Voice women's leadership programme in Nepal

Governance

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Governance



Jans van der Woude
Company Secretary and Legal Director –
Continental Europe, Reed Elsevier

At Reed Elsevier, good corporate governance underpins effective decision making, supported by a robust risk and control framework with clear accountabilities and open communication. It informs our shared vision, culture, practice and how we engage with our stakeholders and the wider community.

Why it matters

Good governance matters because it creates the framework for our business.

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 NYSE Euronext Amsterdam, have complied throughout 2013 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.reedelsevier.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 Reed Elsevier's corporate structure.

We included a Strategic report as an integral part of our Annual Report. It includes information on CR and provides forward looking statements on the outlook for Reed Elsevier and its business, and outlines key business risks.

Reed Elsevier 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 the values 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.

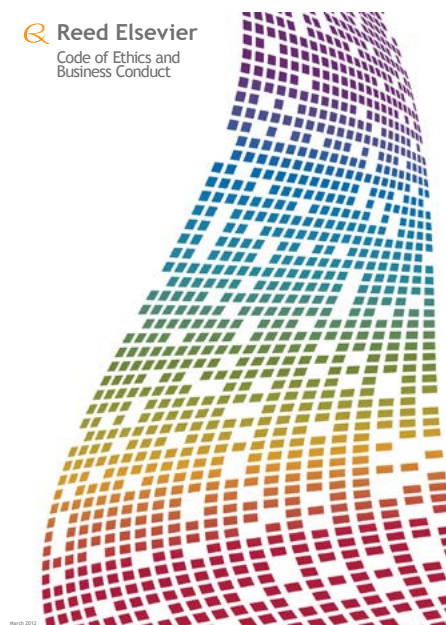
Our leaders work to reinforce the values. In 2013, Reed Exhibitions' CEO, Mike Rusbridge, awarded 10 employees from Australia, Brazil, China, France, Japan, Russia, the UK and the US, Chairman's Awards for best exemplifying the Reed Elsevier values and their contributions to the business. Winners will attend a 2014 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*; *Butterworths Corporate Governance Handbook*; *Compliance 360*; *Compliance Solutions*; *Due Diligence and Corporate Governance*; *International Financial Reporting Standards*; *Pinpoint Compliance*; *Rule of Law Perspectives From Around the Globe*; and *State Net*.

Key issues

Ensuring the highest ethical standards

The Reed Elsevier Code of Ethics and Business Conduct (Code), disseminated to every employee and publicly available at www.reedelsevier.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 sets out 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 Supply chain for addressing human rights in the supply chain.



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. Reed Elsevier companies in the US contributed \$75,000 to political parties and candidates in 2013. 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 six months of issuance.

In 2013, we continued to roll out all courses to new employees as applicable. We implemented preventing workplace harassment training for all managers in English-speaking countries beyond the US, and refreshed training for US managers. We also issued an update course to relevant employees on topics including bribery law compliance, conflicts of interest, protecting intellectual property, and using social media.

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 2013 compliance courses

- "It draws a clear cut boundary line between do's and don'ts"
- "Clear and concise, good use of examples and scenarios to test understanding"
- "Great review; easy to use; effective learning and re-learning"
- "I liked the speed and flow of this program. If you had an understanding of the material and passed the quizzes, you moved on. If you didn't understand, you could dive in deeper. This method proved to be very time efficient for me"
- "It's easy to access, at any time convenient for the employee. It uses helpful examples to make the information easier to digest"
- "Questions throughout the program were successful in making the webinar interesting"

In 2013, we remained diligent in our ongoing efforts to ensure compliance with applicable bribery laws, including the UK Bribery Act and US Foreign Corrupt Practices Act, through intermediary due diligence and monitoring, strict limits on gifts, hospitality and gratuities, and employee awareness efforts, among other steps. Also this year, we enhanced internal investigation procedures and training of investigators for all types of alleged employee misconduct.

We maintain a Record Management Policy, Record Retention Schedule, and related resources to help employees properly manage company records. These tools set out what, why, how, and for how long different types of records must be retained and disposed. In the year, we disseminated translations of the policy to relevant employees in, among other countries, Brazil, China, Germany, Japan, the Netherlands, Poland and Russia. Implementation guidelines and tools are also available in multiple languages.

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 phone 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.

Tax, pensions, and investments

In 2013, the Reed Elsevier combined businesses paid £362m 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.

Reed Elsevier is 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, on the operational aspects of the tax system. We also participate in consultations with the OECD 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 investment managers must consider how social, environmental, and ethical issues may financially impact the portfolio when making investment decisions.

CR issues are relevant to other investment decisions Reed Elsevier makes; for example, we review an investee's social and economic stability. Among our sustainable investments is Healthline, which helps more than 10m consumers every month find, understand, and manage healthcare information, with access to over 1bn web pages.

2013 OBJECTIVES	Progress
Achieve 100% completion of all computer-based compliance courses	<ul style="list-style-type: none"> 100% completion achieved within six months of issuance
Advance Record Management Policy implementation and roll out translations	<ul style="list-style-type: none"> Translations completed and disseminated to relevant employees Implementation guidelines and tools available in multiple languages; ongoing collaboration with business unit teams
Enhanced training programme for internal investigators of Code of Ethics and Business Conduct breaches	<ul style="list-style-type: none"> Completed training of US HR personnel, data privacy and security investigators, and Corporate Audit Services representatives 2014 training of HR representatives outside the US planned

2014 OBJECTIVES
<ul style="list-style-type: none"> Implement updated corporate governance policies Conduct a review and refresh of the Reed Elsevier Code of Ethics and Business Conduct Evaluate Reed Elsevier's Export and Trade Controls Policy and compliance efforts

People

Introduction

Our unique
contributions

Governance

People

Customers

Community

Supply chain

Environment

Appendices

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 - 31 – Performance
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 - 32 – Wellbeing
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- 33 2014 objectives

People

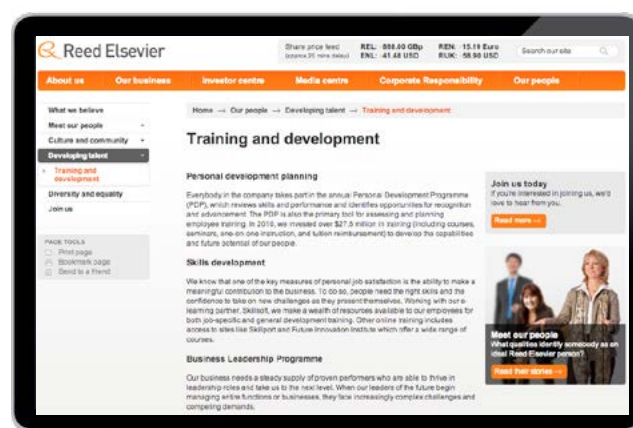


Melanie Sonderman
Senior Communications Specialist, US Benefits, Reed Elsevier

Reed Elsevier invests in employee wellness, because a healthy workforce has a direct impact on the success of the company. By providing these opportunities, employees are happier, healthier, and more productive.

Why it matters

As we state in the Our people section of www.reedelsevier.com, “Our success is due to the talented employees who make Reed Elsevier 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 28,200 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.

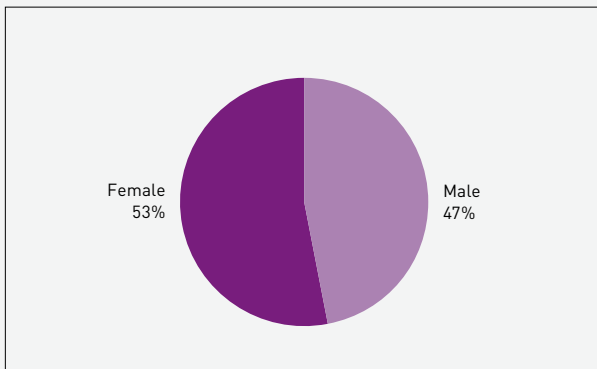
We ensure our labour and employment policies and practices are compliant with the principles of the UN Global Compact regarding fair and non-discriminatory labour activities. We work closely with our staff/works councils in Europe, the US, and elsewhere to engender positive employer/labour relations. 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

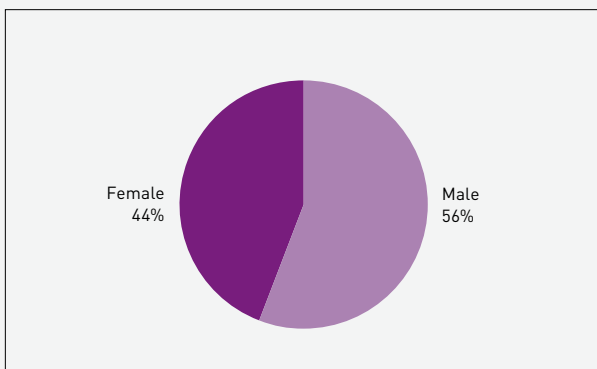
Reed Elsevier's workforce is highly skilled, and a large proportion hold advanced degrees.

In 2013, our workforce was 53% female, based on a sampling of greater than 85% of our employees; 44% of managers were women; and 30% of all senior operational managers were women. The Reed Elsevier Nominations Committee considers the knowledge, experience, and background of individual Board directors. By year end 2013, women made up 30% of the members of the Reed Elsevier NV Combined Board and 22% of the members of the Reed Elsevier PLC Board: Linda Sanford is a non-executive director of Reed Elsevier PLC and Reed Elsevier NV; Lisa Hook is a non-executive director of Reed Elsevier PLC and Reed Elsevier NV; and Marike van Lier Lels is a non-executive director of Reed Elsevier NV.

EMPLOYEE GENDER SPLIT

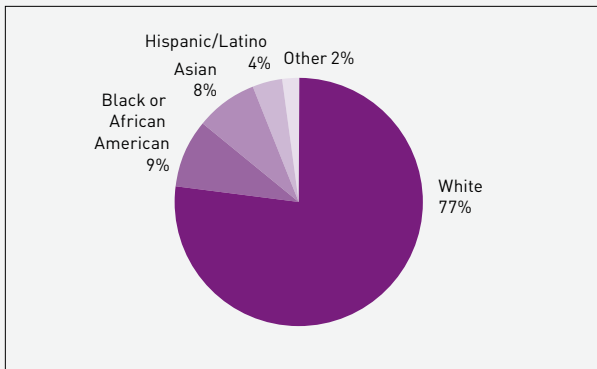


MANAGER GENDER SPLIT



We recognise employees of different ages contribute unique perspectives to our endeavours. In 2013, 20% of our employees were 30 years of age or younger, 60% were between 31 and 50 years of age, and 20% were 51 and older. Our oldest employee is aged 87 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. In the year, we continued to implement a global HR information system, PeopleHUB, which is improving our data collection.

ETHNICITY OF US WORKFORCE



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 2013, we published new editions of *Butterworths Employment Law Handbook* and *Tolley's Employment Handbook*, in addition to *Community Health and Wellness*; *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*; *Tolley's Discrimination in Employment Handbook*; *Tolley's Equal Pay Handbook*; and *XpertHR*; and exhibitions such as *Expoprotection*.

Key issues

Listening

Hearing directly from our people is an important driver for improvement. In 2012, we conducted our most recent global Employee Opinion Survey (EOS) to understand how our people view Reed Elsevier. We donated \$1 for every completed survey to our global fundraising effort for Plan UK focused on education for girls in Peru and pre-school education for ethnic minority children in China, and had 77% EOS participation. Overall, employees rate Reed Elsevier as a company that employs strong, ethical principles in its business practices with improved scores since the previous survey in 2009 in overall satisfaction, innovation, and customer focus. There were also increases in key CR areas; for example, more employees think the company employs strong, ethical principles in its business practices; treats people with fairness and respect; and supports community involvement.

In 2013, we implemented local action plans led by managers across all business units. At Reed Exhibitions, CEO Mike Rusbridge told staff, "I take the EOS results very seriously. I have just had a review, six months on, with all the regional presidents to talk about the follow-up programmes that have been put in place to address the issues." At LexisNexis Risk Solutions, follow-up included focus groups and manager coaching, and senior leaders had key performance objectives to improve EOS and pulse survey (shorter, more frequent staff polling) results. Mike Walsh, CEO of LexisNexis Legal & Professional, shared key results of its 2013 Pulse Employee Engagement Survey with all business unit staff: a record 90% of LexisNexis Legal & Professional staff took part and 92% of them felt committed to the success of the company. He also pointed out areas for improvement including employee advocacy and support for employees who don't feel they have all the information they need to do their jobs, promising, "The time is now for us to understand what you, our employees, have [said] and...for us to use this to take focused action." Read a pulse survey from one of our business units.

In 2013 at RBI Netherlands, all staff received a comprehensive business update from their CEO, with other key colleagues presenting updates on strategy and direction. Employees had the option of submitting questions in advance or raising them during the session. A management committee of 12 senior leaders, representing finance, IT, HR, and other areas of the business, was established in the year, charged with encouraging dialogue among staff. In addition, they held six works council meetings in 2013.

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.

Social media aids employee engagement

We pursue numerous ways to allow our people to voice their opinions, including through intranet-based social media tools like a Reed Elsevier Connected site featuring wikis, forums, and blogs.

Yammer

At LexisNexis Legal & Professional, 80% of employees are part of the web-based communication tool, Yammer. When tracking the activity of the top 50 posters, the business unit's innovation team discovered they account for approximately 20% of posts, indicative of a healthy network.

LexisNexis Legal & Professional holds Yam Jams which allow employees to ask any questions they wish of an executive in the business. According to the innovation team, "It really breaks down barriers." Employees say they are surprised by the openness of leader responses.

Yammer campaigns are also providing employees new ways to contribute. During a project to harmonise the design of LexisNexis Legal & Professional products around the world, the Chief Product Officer posted different mockups on Yammer, inviting staff to indicate which they liked best and why. Within a week, there were 600 votes and more than 100 incisive comments.

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, Reed Elsevier prohibits discrimination or harassment of any kind.

We are committed to building a workforce that reflects the diversity of our customers and communities. The Reed Elsevier Diversity and Inclusion (D&I) Statement articulates our commitment to a diverse workforce and an environment that respects individuals and their contributions, regardless of their gender, race, or other characteristics. 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." Commitments include understanding the state of D&I across Reed Elsevier, with plans to address areas for improvement.

In 2013, our D&I Advisory Group – comprising a leader from each business unit and senior HR colleagues – worked with D&I specialists Pluribus to expand D&I training, with in-person sessions for Elsevier managers in six US cities; online training for LexisNexis Risk Solutions US managers; and in-person sessions for LexisNexis Legal & Professional UK managers and Reed Elsevier head office managers. Course content includes making the business for D&I on ethical, economic, regulatory and reputational grounds. We also offer an online D&I course that all employees can take at their leisure. In the year, we made a video of our 2012 CR Forum Stakeholder Session on D&I available to all staff.



We promote Employee Resource Groups (ERGs), 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. New ERGs launched in the year include Elsevier and LexisNexis Legal & Professional UK pride groups for lesbian, gay, bisexual or transgender (LGBT) employees. LexisNexis Legal & Professional UK also became a Stonewall Diversity Champion in the year. Stonewall, a charity with more than 600 members, promotes equality for LGB staff and helps companies create inclusive workplaces.



The Elsevier Women's Network, which began at the close of 2008 with five women, had 800 members and 12 active chapters at the close of 2013. LexisNexis Legal & Professional have Women Connected chapters in the US and UK. Read about some of their activities in 2013.

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



We are proud of our employees who promote diversity. Emilie Marcus, CEO of Elsevier's *Cell Press*, discussed being a senior woman in the predominantly male industry of science in a 2013 article for *Issues in Science and Technology*. The key, she says, was "learning how to be effective as a member of a minority in different contexts, understanding the peculiar structure of academic research, and accepting the choices and tradeoffs facing both women and men in balancing work and life in this field.... Effective discussion, successful collaboration, and recognition of the value of my contributions always required a good deal of listening and asking questions, putting myself in others' shoes, and cogently explaining my perspective and ideas. I've found that closing a 'gap,' gender or otherwise, requires mutual respect, shared goals, and a positive teamwork approach. Whether or not this attitude measurably contributed to my career success, it certainly made work more fun and rewarding."

In 2013, we supported the creation of a new research networking portal to provide career development for female scientists and engineers in collaboration with Northwestern University, the University of Chicago, and two Department of Energy national laboratories, Argonne and Fermilab. The aim is to stimulate networking and collaboration across science, technology, mathematics, and engineering disciplines and institutions.

RBI's *XpertHR* provides a D&I benchmarking tool for its customers, encompassing information on setting targets and action plans, along with guidance on adjustments for disabled workers. It was enhanced in 2013, with videos, a user guide, and a survey link to the more than 120 *XpertHR* benchmarking surveys. 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 Reed Elsevier value Boundarylessness, working across geographic and functional boundaries, with the support of the Reed Elsevier 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 company.

Boundarylessness in action: supporting internal mobility



Laura Vosper, In-house Legal Markets, LexisNexis UK

I've always wanted to know what it would be like to live and work abroad, so when I discovered an opportunity to do an exchange with a colleague at LexisNexis France, I jumped at the chance. It was the perfect way for me to have a new career experience, without permanently relocating.

On both sides of the channel, my managers were fantastic. In the run up to the project I had the opportunity to get to know my boss in France over the phone and email, and while I was away, my manager in the UK stayed in touch with a monthly call so I didn't feel disconnected from the business and found it relatively easy to settle back in afterward. The HR teams in the UK and France were excellent, providing all the logistical support of finding somewhere to live, insurance, etc. And when my secondment finished, my French manager provided a detailed feedback session and gave me some great insight and advice, which has stayed with me as I think about my next steps.

Professionally, I've expanded my knowledge of our business and our customers and I've been able to create an ongoing project developing multinational content. I've also extended my network, not just building relationships with our French teams but also getting to know LexisNexis colleagues in Australia, Asia, and the US who are similarly interested in international content. I've also enhanced my appreciation of operating in a different culture and flexing my style in areas such as communication, organising meetings, and influencing decisions.

Personally, I've learned a lot about my resilience and ability to get things done. I used the project as a way to test and improve my ability to collaborate and get results through inspiring others. It also made me appreciate the importance of building trust and relationships – and how to do that more quickly during my 12 week assignment. Finally, it reaffirmed some of my strengths like operating with ambiguity, consolidating lots of information, and working at speed, while at the same time helping me appreciate where I might get better results by building in additional time for reflection and involving others more.

As Reed Exhibitions CEO Mike Rusbridge noted in a Q&A with staff, "A large part of my vision is people sharing ideas, interests, achievements, because they know it will help them to do a better job – and help their colleagues to do their job better too. A 'One Company' mentality makes us faster, more agile and much more responsive to changing customer and market needs. It also makes Reed Exhibitions a more interesting place to work. ...I see more opportunities for people to travel for a few weeks or months to work on projects where their particular skills are required."

The Reed Elsevier 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 that they can be alerted to future openings that match their interests.

Training

Every employee in the company 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 2013, we invested nearly \$20m in training (including courses, seminars, one-on-one instruction, and tuition reimbursement) to develop the capabilities and future potential of our people.

The Reed Elsevier 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 to strategy execution from 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 tool available to staff is Cultural Navigator, which highlights how cultural preferences can affect the way we work.

By the close of 2013, 405 of Reed Elsevier's top executives completed Management Development Planning (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 process 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 company, including charity placements with Pilotlight to share expertise in new areas. Progress against development plans is regularly checked and updated.

Ron Mobed, CEO of Elsevier, shared with his staff in the year that talent development is a key focus for the business unit, and was reviewed in 2013 by his management team. "In that meeting, we...had a discussion of what it takes to attract, retain, and develop a diverse pool of talented people, and the information, systems, skills, and behaviours we need to develop to do it well. I have to say that discussion was one of the most animated I have had in Elsevier and shows the level of passion and responsibility the teams feel. I am gratified to see how deeply individual managers care about the careers of those in their teams. It gave me pause to reflect on my own efforts." Among the measures Elsevier has introduced is a competency framework that guides discussion about business unit needs and provides another source of insight into the development goals and aspirations of employees.

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.



After the tragic events of September 11, 2001, in which two Reed Elsevier employees lost their lives, we established a fund in their names – the Jeffrey P Mladenik and Andrew Curry-Green Memorial Scholarship. In 2013, we awarded grants to Amanda Zajac (above left), a first year major in applied mathematics and biology at Brown University in Rhode Island, the daughter of Tom Zajac, Chief Customer Officer at Elsevier; and Kyle Seipp (above right), studying mathematics, physics, and computer science at the California Institute of Technology, the son of Frank Seipp, Business Intelligence Manager at Elsevier.

Reed Technology & Information Services was named for a second year by ComputerWorld as one of the Top 100 Best Places to Work in IT, improving its position from 66th to 37th place, with a top 10 ranking for training. Inclusion is based on a combination of workplace policies and practices, and employee feedback. As ComputerWorld noted, "With numerous individual and team recognition programs, including an entire week dedicated to employees, this content management provider...makes sure its workers know they're valued. IT professionals interested in professional development can take advantage of self-guided training or attend seminars or conferences. The company reimburses employees for college tuition, technical certifications, and executive education programs, and it offers paid time off for employees to volunteer their services to the community." In the year, LexisNexis UK retained its Investors in People certification from the British government.

Health, safety, and wellbeing

The importance of employee health and safety is emphasised in the Reed Elsevier Code of Ethics and Business Conduct and also the Reed Elsevier 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 bimonthly 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 (or as needed) to review safety concerns and any incidents.

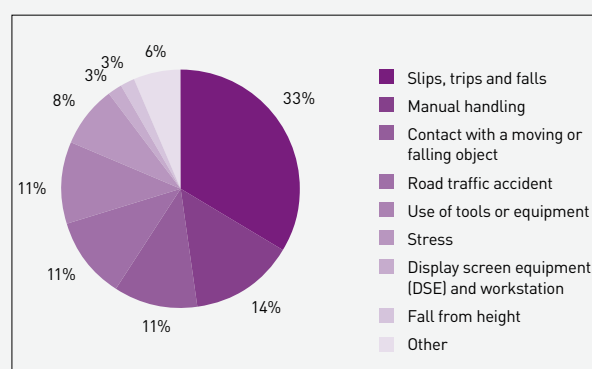
A health and safety risk review in 2013 identified four key focus and control areas:

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 phase of events
Building and maintenance works	We maintain and periodically refurbish our facilities; we have controls in place to minimise risks to those that might be affected by the activities, and also manage contractors on site by requiring permits to work, among other measures

We provide tailored health and safety training to employees at a 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 visit and inspect locations that had high incident rates 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.

Working across many different countries where health and safety standards vary is a challenge for the events industry. Together with peers, in 2013 Reed Exhibitions supported the release of an updated 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. It also aims to raise awareness of sustainability in the industry.

2013 HEALTH AND SAFETY PERFORMANCE
LOST TIME CASES BY TYPE



Performance

Health and safety data, assured by Ernst & Young LLP, covers 97% of our workforce. As the majority of our business is US-based, we report against US Occupational Safety and Health Administration guidelines for work-related incidents and illnesses 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 Ernst & Young LLP assurance statement.

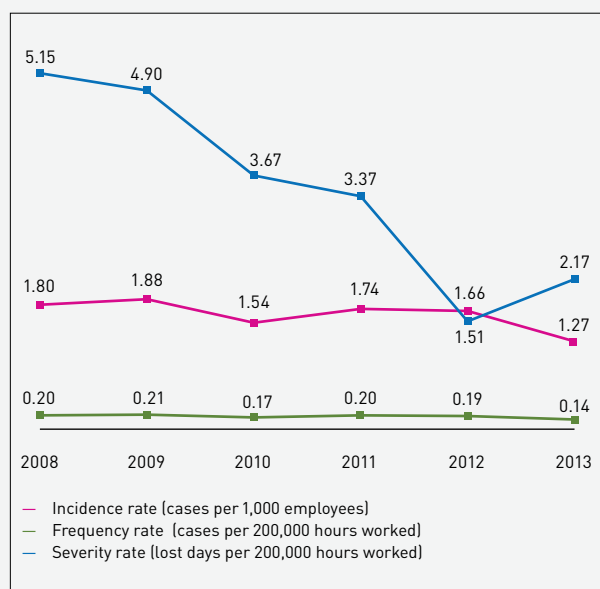
Comment from Ernst & Young

Reed Elsevier has recorded a reduction in its lost time injury rate in 2013 – an improvement of 23% – but has experienced an increase in the associated severity. Health and safety data is only aggregated at a Group level for year-end reporting purposes making it difficult to identify trends or monitor the effective delivery of local health programmes. Reed Elsevier should look at performance across the Group on a more regular basis to ensure that incident trends are quickly identified and appropriate actions are put in place to mitigate incident severity.

As a primarily office based company, the majority of incidents are related to slips, trips and falls, or manual handling.

The number of lost time reportable cases decreased in the year (36 in 2013 vs 49 in 2012). There was a further reduction in the incidence and frequency rates in 2013; however the severity rate (number of lost days compared to hours worked) increased to 2.17 in 2013 from 1.51 in 2012, primarily due to a single slip, trip and fall incident which resulted in a long period of employee absence.

2013 HEALTH AND SAFETY PERFORMANCE (LOST TIME)



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. It was rolled out to new locations incorporating an additional 300 staff in 2013. In the UK and the Netherlands, there was an absence rate of 2.01% (number of unscheduled absent days out of total days worked) for reasons such as sick, compassionate, and unpaid leave. In the US, there were 1,381 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



Our REACH wellbeing programme for US employees now extends to 31 locations, with designated REACH team captains to help plan local wellbeing events, including stress awareness and health fairs. We have expanded nurse teams to provide robust clinical management services and introduced financial incentives to encourage employees to undertake health risk assessments, as these can often identify issues that allow employees to seek early treatment and make healthy lifestyle adjustments.

To support its onsite wellbeing activities and campaigns, in 2013 the REACH programme launched the CareConnect health concierge service. CareConnect provides 12,750 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 2013, there were 2,808 calls to CareConnect and 226 employees enrolled in a personal wellness coaching programme for assistance with issues such as diet, exercise and smoking cessation.



Health and wellbeing programmes are now available to over 22,000 employees around the world, equating to 79% 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.

re:fit2win

re:fit2win

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FEBRUARY 1 – APRIL 30

Walk > Run > Cycle > Swim

FARTHER THAN ANY OTHER TEAM

WIN \$1,000 FOR CHARITY!

CHECK IT OUT

<http://reedelsevier.onlinefitnesslog.com>

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 2013, 79 teams ran, walked, cycled, and swam a total of 73,382 miles/118,097 km, with an increase of 50 miles/80 km per person over 2012. A combined team, Land Cruiser, from Elsevier and LexisNexis Legal & Professional won the walking prize for the second year in a row and donated \$1,000 to the Dayton Performing Arts Alliance and K12 Gallery for Young People; Scrambling for Ethiopia from LexisNexis Risk Solutions won the running prize and donated \$1,000 to Children's Hope International; Exeter GJP Wheelers from Elsevier won the cycling prize and donated \$1,000 to the Oxford Children's Hospital and Fund for Children; and ALPHAMOS, a combined team from Elsevier and LexisNexis Risk Solutions, won the swimming prize and donated \$1,000 to the Leukemia & Lymphoma Society.

2013 OBJECTIVES	Progress
Follow up on global Employee Opinion Survey results	▪ Extensive efforts across all business units; tracking improvements in interim pulse survey scores
Expand diversity and inclusion training across business units	▪ Training expanded across the US and into the UK
Institute health coach programme to provide personalised support to staff	▪ 2,808 calls logged; 226 staff engaged in a lifestyle management programme

2014 OBJECTIVES
▪ Sign up to the UN Women's Empowerment Principles; review practice relative to Principles
▪ Develop inclusive leadership as a core management competency
▪ 10% increase in re:fit2win participants

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Customers



Mark Siebert
Senior Manager, Global Academic Relations, Elsevier

Partnering with our customers on important issues is at the heart of what we do at Elsevier. This means supporting universities to optimise their research performance, advancing women in science, improving patient care, and connecting researchers – whether they're based in California or Cameroon. By doing so, we can make real strides in science, health, and innovation.

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 *Approved Index*; *Cost-Justifying Usability*; *Lexis InterAction*; *Managing Markets and Customers*; *User-Centered Design Stories*; and VAD e-Commerce.

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 2013, 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.



In 2013, Elsevier Introduced Mosby's Skills+ to help nursing departments and hospital systems manage nursing skills competency. The online skills evaluation tool allows nursing and care professional teams to standardise, measure, and document knowledge and skills, while providing access to 1,300 nursing skills and procedures. Mosby's Skills+ allows customers to customise content and provides automatic assignments for new and existing employees, and the ability to archive lessons and learning tasks. It also includes 20 free continuing education (CE) lessons from Mosby's Essential Nursing CE eLearning course. Developed within a framework of regulatory and professional practice standards, the continuing nursing education lessons focus on clinical best practice. Useful for seasoned nurses as well as new staff, the Mosby's Skills+ content has been designed to emphasise evidence-based information in an interactive format.

Reed Business Information's *Accuity* launched SmartWorks in 2013, merging *Bankers Almanac* and *Accuity* into a single platform, to give banking customers faster and easier access to payments, compliance, and financial counterparty data and is part of a multi-year effort to bring a range of products and solutions into SmartWorks. The platform provides smart searches and filtering, and puts overviews, institutional data, and analytics under one roof, allowing customers to integrate information into their daily workflows.

In the year, LexisNexis Legal & Professional launched several new modules for its practical guidance product, *Lexis Practice Advisor*, focusing on mergers and acquisitions (M&A) in securities and capital markets. The new offerings help practice groups at law firms execute transactions efficiently and in line with legal and market trends. They include practical guidance, checklists, model documents, and legal and market analysis for key transactions and topics, to support the steps an attorney must take during a transaction or filing – from deal evaluation, due diligence or compliance review, to document drafting. It also includes a new feature, Lexis Market Tracker, delivering real-time insights into deals and trends in the M&A market. Read other examples from our business units.

Editorial standards





Elsevier's Library Connect publications, events, and online channels provide information professionals worldwide with opportunities for sharing best practices and professional development. In 2013, librarians from 14 nations contributed to the *Library Connect Newsletter*, a complimentary publication with more than 19,000 subscribers from 138 countries. A new Library Connect webinar series launched in 2013 with more than 2,800 participants from 103 countries and territories, and in-person seminars and workshops were held in seven countries. The Library Connect website, a free repository of information industry best practices, trends, and tips, had approximately 45,000 visitors from 176 nations in 2013.

To aid colleagues who engage with customers, during the year we have 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

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, which are 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 adversely 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 the STM community under any payment model that can sustainably provide researchers with the critical information tools they need. We focus on the integrity and quality of research through the editorial and peer review process; we invest in efficient editorial and distribution platforms and in innovation in platforms and tools to make content and data more accessible and actionable; and we ensure vigilance on plagiarism and the 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 have embraced 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 articles 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 access to up-to-date research about specific diseases

We support sustainable access and provide a range of open access options alongside our initiatives to ensure everyone can read, use, and trust the latest research. All articles published in Elsevier open access journals are peer reviewed and upon acceptance will be immediately and permanently free for everyone to read and download. Open access options are available in 1,600 of our established journals and in 73 open access journals.

Elsevier allows authors to self-archive their research by sharing the accepted peer reviewed version of their manuscript on their personal website or institutional repository. We are working in partnership to test and learn more about how best to support sustainable access and have established specific agreements with a number of institutions and funding bodies.



In 2013, *The Lancet* launched its first gold open access title, *The Lancet Global Health*, focused on low- and middle-income nations. There are no subscriptions or registration fees, and authors retain copyright on all material published in the online journal, financed by a publication fee levied on the funders of accepted research papers. However, if funders are based in low-income countries, the fee is waived. *The Lancet Global Health* publishes original research, commentary, correspondence, and blogs on topics such as reproductive and child health, infectious and non-communicable diseases, mental health, and the global health workforce. Like existing *Lancet* titles, the focus is on timely, influential articles relevant to clinical practice. Through context-specific research with regional or global implications, the intention is to provide a voice for researchers who do locally relevant research that can influence global debate.

David Tempest, Director of Access Relations at Elsevier, hosted an Open Access in Africa workshop in Kenya in April 2013 in cooperation with the African Academy of Sciences to explore the African access experience and how publishers can assist in promoting African research. Themes included helping researchers understand how to publish in journals, the ethical dimensions of publishing, and the emergence of new publishing possibilities, such as open access. As a follow on, Elsevier participated in the National Research Foundation's National Postdoctoral Forum, held in Cape Town in December 2013, to share pathways to journal publishing with young African researchers.

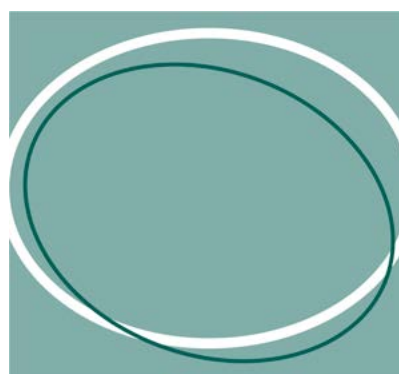
Throughout 2013, our customers provided us with clear feedback on our services and practices. This feedback is invaluable and we have been responsive. In close collaboration with our editors and other customers, we work hard to address their issues.

We believe in helping those who might benefit from our products, but who are unable to afford them, gain access. See details in Our unique contributions. 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 7,000 institutions in more than 100 developing world countries with free or low cost access to over 35,000 peer reviewed resources, of which Elsevier provides over 3,000 journals and almost 12,000 books.

We continue to identify access gaps, and work toward ensuring everyone has access to quality scientific content anytime, anywhere. For example, in 2013 Elsevier extended the Postdoc Free Access Programme for scholars who recently received their PhDs but do not yet have a research position; they receive unlimited complimentary access to all Elsevier journals and books on *ScienceDirect* for up to six months.

Also in the year, Elsevier launched PracticeUpdate, a free website which tailors information to physician specialties, providing news and journal content selected by expert editors. The site helps clinicians, who do not have time to run through hundreds of articles published every day, stay current with their industry and specialties; an editorial board of experts identifies the peer reviewed journal content that can best help physicians of a specialty generate better outcomes for their patients.

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.



sense about science

Since 2006, Elsevier has partnered with Sense About Science (SAS), an independent charitable trust, championing evidence, scientific reasoning, and a public discussion of scientific issues. Over the past seven years, Elsevier and SAS have worked together to promote understanding of peer review among journalists, policymakers, and the public. Elsevier has also supported 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.

In 2013, SAS engaged thousands of researchers, publishers, journalists, politicians, and members of the public in discussions at international conferences in Europe and the US. This included panel discussions, presentations, and workshops at the American Association for the Advancement of Science in Boston and the World Conference of Science Journalists in Helsinki. Session themes ranged from the role of scientists in the media; the importance of peer review for the general public; 'myth-busting' scientific misconceptions; and SAS' new Ask for Evidence campaign. In addition to ongoing VoYS UK workshops, a US base was established in Boston providing opportunities for 230 early career researchers, medical students, and engineers to participate in workshops with media, press officers, editors, publishers and scientists. Read more about Elsevier's work with SAS.

We are committed to improving access to our products and services for all users, regardless of physical ability. In 2013, we consulted on a new Reed Elsevier Accessibility Policy that details our aim to lead the industry in providing accessible solutions to customers, contributing to international standards with products that are operable, understandable, and robust. The Accessibility Policy 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. The Accessibility Policy was formally launched to managers in the year, with a launch in early 2014 to all employees by the Chief Strategy Officer, Kumsal Bayazit, named in 2013 as Reed Elsevier's senior accessibility champion.

To support accessibility of key Elsevier products such as *ScienceDirect*, the business unit formed an Accessibility Collaboration Group, which includes nine 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 through 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.

Improving accessibility wins customers

Michelle Cannon, Product Adoption Specialist, LexisNexis Legal & Professional UK

A few years ago I had my first experience of training a visually impaired client on how to use LexisLibrary. The client was using a JAWS screen reader. I was amazed at how JAWS worked – it reads everything on the screen. But I found it quite hard to carry out training as I had never encountered JAWS before and the advice I would usually give to a client was not useful. The client explained that JAWS allows movement around the screen by using different key combinations. He said that he encountered problems with many internet sites that were not adapted to JAWS.

Because I realised the usual training on our products was not good enough for our JAWS users, I spent some time learning the basic JAWS commands. When I returned to see the client I was able to train him using some JAWS commands – for example, Insert F6 to bring up a list of headings and Insert F7 to read the links available on the page.

But the training was still hard and time consuming; it took three hours to cover just the basics of LexisLibrary. The main problem was that the platform was not designed with screen readers in mind.

Over time, I trained my colleague Zehra Mehmet to work with blind/visually impaired clients who use JAWS. Together we would visit them and help with their researching. The clients were extremely grateful for the tailored training and told us it was not a service offered by our competitors.

In 2012, I had the idea to apply to the LexisNexis Legal & Professional seed fund to enable Blazie, a key JAWS supplier, to carry out a JAWS assessment of LexisLibrary so I could make suggestions for improvements. The application was successful and Blazie produced an Accessibility Report highlighting 10 areas of concern, ranking them in severity, which I then shared with our product development team.

By the close of 2013, a number of the suggested enhancements to LexisLibrary were complete and user testing with JAWS has been very positive. There are further updates to be made, but we've come a long way. One client, who had found our pre-enhancement product too difficult to use, told me his ability to locate a precedent and read it online had improved immensely and he was happy to start using our service again.

My technical colleagues and I have learned that it is easier to create an accessibility friendly website from the start than to change an existing platform. And by learning JAWS ourselves, trainers can deliver a great customer experience and win back clients.

In the year ahead, I am going to write a JAWS help guide for LexisLibrary so that this can be given to clients to use when researching. And the head of my department is open to my studying for the JAWS certification exam, covering all aspects of JAWS, including using braille and HTML with JAWS. If successful, I will be added to the list of JAWS Certified Individuals allowing us to list on our LexisNexis Legal & Professional Academy website that we have a JAWS Certified Product Adoption Specialist. This will help show how important accessibility is to us and that we are prepared to go the extra step to understand our clients' needs.

In 2013, members of the Reed Elsevier Accessibility Working Group held 20 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 80 accessibility projects undertaken in the year. Elsevier's Global Books Digital Archive fulfilled more than 4,000 disability requests, 60% of them through AccessText.org, a service it helped establish. Elsevier also continued to collaborate with a multi-university taskforce it set up to share innovations around accessibility issues.

We promote wider understanding of accessibility issues through publications such as *Cost-Justifying Usability; Disability and Health Journal*; and *Tolley's Discrimination in Employment Handbook*.

2013 OBJECTIVES	Progress
Embed updated Editorial Policy	<ul style="list-style-type: none"> Launched by General Counsel and Company Secretary in a communication to all employees New Editorial Policy resource created on global intranet with input from editors and others across the business
Incorporate corporate responsibility component into regular customer-facing staff training	<ul style="list-style-type: none"> Engagement of key sales and marketing teams Updated intranet resource, CR as a Sales Tool Created a CR Fast Facts document for distribution across the business Developed new CR Sales Academy content
Consult on Reed Elsevier Accessibility Policy and begin implementation	<ul style="list-style-type: none"> Consultation with Reed Elsevier Accessibility Working Group Launched to managers across the company Chief Strategy Officer named senior accessibility champion; engaged business unit chief technology officers

2014 OBJECTIVES

- Roll out translations of the Reed Elsevier Editorial Policy; launch related Reed Elsevier Content and Data Quality Assurance Principles
- Create CR 'blueprint' to help sales staff enhance their 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

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Community



Marjorie S. Mizes
Vice President and Publisher of RBI's Accuity and
RE Cares Champion

Volunteer activities give team members meaningful and invigorating experiences that yield new connections and improved communication. Morale rises and individuals shine. And sharing our community spirit with our clients positively impacts our business relationships.

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 more than 170 RE Cares Champions, representing all Reed Elsevier 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 provided central support for RE Cares Champions with teleconferences and webinars throughout 2013. Attendees shared best practice, engaged with charity partners, allocated funding, and helped set goals for the year ahead. Other services include file sharing, one-to-one meetings, and internal presentations.

We produce numerous products on community issues, including *Butterworths Charity Law Handbook Second Edition*; *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 Reed Elsevier to nominate relevant charities for funding from a central budget. RE Cares Champions awarded nearly \$400,000 to more than 30 charities in 2013.

In 2013, RE Cares central donations included:

- \$12,000 to Americans for Native Americans to advance health education for disadvantaged Native Americans by providing scholarships for 16 nurses



- \$12,000 to BlinkNow Foundation to advance access to education by providing a new school library for students of the Kopila Valley Children's Home and School in Midwestern Nepal
- \$12,000 to Cecily's Fund to advance health education by delivering HIV awareness workshops to young people at 25 schools in Zambia
- \$12,000 to Miami Valley Hospital Foundation to further protection of society by providing conflict management and anti-violence sessions to disadvantaged youth in Ohio

Employees say:

"I believe that giving back to the community and those less fortunate is a vital part of living and working in the community. It makes me proud that the company I work for supports this idea as well."

Jack Hettchen, Site Lead, Reed Elsevier Technology Services, San Diego

"Helping with child hunger, poverty, education, and health issues has always been a passion of mine. It's wonderful working for a company that supports, and assists in such matters."

Abby Davis, Senior Archive Assistant, Elsevier, St. Louis

"Being an RE Cares Champion is very fulfilling and it gives me satisfaction to know that I can do my little part in returning to the community."

Corrina Goh, HR Manager, LexisNexis Legal & Professional, Singapore

"As an employee, it makes me proud that I am part of a company that values community involvement and encourages employees to give back."

Laura Knudsen, Hosted Buyer Account Manager, Reed Exhibitions, Connecticut

Read summaries of more projects we supported centrally.

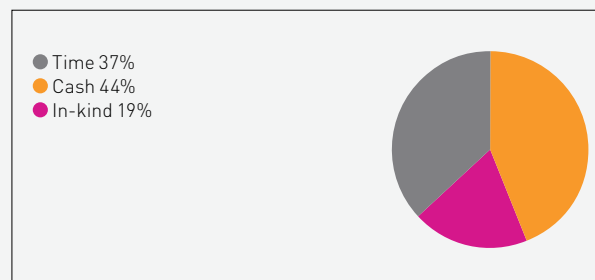
In managing community involvement, we apply the same rigour and standards as in other parts of our business. We conduct an annual RE Group Community Survey in conjunction with RE Accounting Services and RE Cares Champions. The methodology has been developed by LBG, of which we are members. It divides our aggregate giving into short term charitable gifts, ongoing community investment, and commercial initiatives of direct business benefit. In 2013, all global data was assured by the Corporate Citizenship Company. Read the LBG assurance statement in Appendix 1.

In 2013, we donated £2.5m in cash (including through matching gifts) and £3.1m in products, services, and staff time, with a market value of approximately £13.2m. 31% of employees were engaged in volunteering through RE Cares.

COMMUNITY INVOLVEMENT



WHAT WE CONTRIBUTED IN 2013 (COST)



By the close of 2013, we raised more than £116,000 in support of our global fundraising partnership with Plan UK, which began in 2010. Our efforts are supporting pre-school education for ethnic minority children in China and helping girls in Peru complete their secondary education, which collectively will benefit more than 1,000 children and young people. In 2013, Reed Elsevier employees voted for a new global fundraising partnership with the International Rescue Committee, with a fundraising goal of \$100,000 by the close of 2015. Efforts will support disadvantaged children in Sierra Leone, helping them gain educational opportunities, including access to books.



After Typhoon Haiyan struck the Philippines in November 2013, we acted quickly to ensure the safety and wellbeing of more than 1,000 staff in the country. As part of our disaster relief efforts Reed Elsevier and its businesses, including Reed Elsevier Shared Services Philippines, donated a total of \$45,000 to the International Red Cross. Many of our offices around the world also held employee fundraising collections to supplement business unit donations. In addition to donating funds to the relief appeal, Elsevier provided free access to medical information to disaster relief workers and healthcare professionals in the Philippines via its *ClinicalKey* product for 60 days. Elsevier also participated in the National Library of Medicine's Emergency Access Initiative (EAI) providing access to content from multiple publishers, including nearly 100 Elsevier journals, during a four-week period. The EAI serves as a temporary collection replacement for libraries affected by disasters that need to continue to serve medical staff and users. As Gerrit Bos, Elsevier's Managing Director for the Health Sciences Division in Asia Pacific noted, "Situations like these require communities to band together to provide much-needed resources."

In 2013, we held our ninth 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 Elsevier's project with Udhavum Ullangal the \$10,000 winner to support a mentoring programme for students from underprivileged families in India.

Supporting volunteering in the Netherlands



In 2013, Elsevier Amsterdam supported the education of disadvantaged children and young people, and advanced universal sustainable access to information by partnering with two local schools.

Employees served as guest lecturers, teaching urban school children at the IMC Weekend School, which offers weekend education to children aged 10-14 from poor socio-economic areas. The school was awarded funds by RE Cares Champions through a 2013 RE Cares central donation grant; employees also ran three races to raise funds, including the Dam tot Damloop, a 10 mile run in Amsterdam.

Over the last three years, Elsevier, along with representatives from Reed Business Information (RBI) and LexisNexis Legal & Professional, has also partnered with Slooterveer School; volunteers share their skills as reading tutors and sports coaches. In addition, during the year, volunteers held a series of volleyball, jiu-jitsu, and dance workshops. Volunteer Jolanda Grondman-de Rijk said, "It was so much fun working with the kids! I would recommend this to anyone who has a passion and wants to share it."

Throughout 2013, we encouraged in-kind contributions, such as product or equipment donations in line with the Reed Elsevier Product Donation Policy. Following a thorough audit of its IT equipment, Elsevier in the Netherlands recycled its obsolete technology through IT Donations, with proceeds going to Plan International. Reed Technology donated 205 computers it could no longer use to 11 different non-profit organisations in the Philadelphia area to help them provide support services to individuals in the community. LexisNexis South Africa supported 40 newly qualified lawyers with free product, laptops, and internet service to enable them to start their own legal practices. RBI UK partnered with the charity MERU to create a marketing video to generate greater support; staff helped with design and production and provided use of RBI UK facilities and equipment.

RE Cares Month

RE Cares Month, spotlighting global community involvement, takes place each September. Our five business unit CEOs and other senior leaders launched activities for 2013 with a video to all staff; they also sent email messages to colleagues showcasing RE Cares highlights from across the world.



The Month touched thousands of employees with creative volunteering and fundraising, and, in 2013, more than 56% of Reed Elsevier locations around the world got involved. Elsevier Amsterdam, for example, launched a 'can you spare an hour' campaign in support of vulnerable families and children from SOS Children's Villages; employees were encouraged to donate an hour of their salary which was matched by the company. More than 100 LexisNexis Risk Solutions Alpharetta volunteers sorted and prepared a container of books to be shipped to Sierra Leone with Books for Africa, a project funded by an award from the 2013 RE Cares Challenge and employee fundraising. More than 60 RBI UK volunteers organised their own Marsden March, walking 14 miles between the Royal Marsden hospitals in Chelsea and Sutton to raise funds. LexisNexis Legal & Professional New Zealand ran a Live Below the Line Challenge; staff attempted to live on \$2.25 per day (the extreme poverty line) for a week, with funds they would have spent on food donated to Habitat for Humanity to aid poor families. Reed Exhibitions Norwalk painted rehabilitation rooms at the STAR Rubino Center, serving children with developmental disabilities.



We held our seventh RE Cares Month Global Book Drive, with employees donating more than 9,000 books to charitable organisations; the office donating the largest relative number of books won \$1,000 for the charity of their choice. The winner, RBI's *Accuity* in Duluth, Georgia, collected 324 books, nearly 25 books per person. The books were donated to the Children's Healthcare of Atlanta and Books for Africa and their cash prize to Feed the Children.



During RE Cares Month, we announced the winners of the third RE Cares Recognising Those Who Care Awards to highlight the outstanding contributions to RE Cares of four staff teams, as well as eight colleagues. For the third year, Youngsuk "YS" Chi, Reed Elsevier's Director of Corporate Affairs and a member of the Reed Elsevier Management Committee, led a trip for individual winners. They travelled to northern Ghana to visit AfriKids, a charity focused on education and community development that we have supported since 2004. The winning teams were from RBI Skokie, Reed Exhibitions Norwalk, and two teams from Elsevier Amsterdam, which each won cash prizes for their chosen charities.

In it for the long haul – nine years of partnership with AfriKids



Reed Elsevier has helped AfriKids' Operation Zuarungu since its inception in 2004 and continues to be a primary supporter. Operation Zuarungu provides education, vocational training, microfinance loans, and healthcare to communities in Zuarungu, northern Ghana. What began as a small pilot investment has grown to become a community development programme benefiting over 15,000 community members.

The idea for an education centre began with the inspirational work of Charles Dagore who was running a makeshift school for the most vulnerable children in the community under the shade of a mango tree. The project was scaled up and in 2006 Grace Preparatory School was opened, and now provides nursery, primary, and junior high school education to approximately 600 students. Reed Elsevier provided a container with furnishings and computer equipment for the opening of the school, and staff travelled to Ghana to see its arrival.

In 2013, Reed Elsevier continued to support running costs (the school has a diminishing funding requirement as the Ghana Education Service is helping with more of the financial cost, with a view to complete integration in the government educational system in a few years), with funding through the RE Cares central donations programme. The eight individual winners of the RE Cares Recognising Those Who Care Awards travelled with senior Reed Elsevier leader, YS Chi, to engage in special projects at the school, meeting the children, families, and leaders of this vibrant community.

Community impact

In accordance with the LBG model, we monitor the short and long 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 2013 will benefit approximately 17,000 disadvantaged young people. For example, in September of 2012, the Alpharetta, Georgia Windward Challenge 5K race, sponsored by the business unit, raised \$75,000 to build a safe play space for children on behalf of Partnership Against Domestic Violence on the grounds of the charity's new shelter and life-development centre for women and children overcoming domestic abuse. In 2013, LexisNexis Risk Solutions was awarded the Corporate Volunteer Council of Atlanta's Project IMPACT Award for the KaBOOM! playground build that took place in March. According to Kathleen McDonald, LexisNexis Risk Solutions' Senior Director of Employee and Community Affairs, "So many colleagues dedicated themselves to every aspect of the endeavour – from planning the Windward Challenge 5K to putting the finishing touches on the playground – with more than 875 volunteer hours dedicated to the project."

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Contributing our skills

- In 2013, we spotlighted skills-based volunteering through our Two Days programme and saw positive results. For example:
- Elsevier, San Diego staff mentored underprivileged youth through the Toussaint Academy of Arts and Sciences, helping with everything from homework to careers advice
 - LexisNexis Legal & Professional, Japan supported the Center of Documentation of Refugees and Migrants at Tokyo University using its legal database to research country of origin information to aid the Center's refugee recognition programme
 - LexisNexis Legal & Professional, New York employees invited 10th grade girls from a local, all-girls public school to a careers day at its office; they also held a training day, resume workshop, and interview bootcamp for women from Grace Institute, which provides job training and placement for underserved women in New York
 - LexisNexis Legal & Professional, Sydney editorial team members contributed to the development of teaching materials for children's charity Learning Links, providing proofreading and editorial support; marketing team volunteers helped charity partner Voice, which works with children and families in crisis, develop a marketing plan
 - Reed Technology, Pennsylvania volunteers delivered technical training to disadvantaged young people through non-profit Tech Impact
 - Reed Exhibitions, Norwalk volunteers ran a toastmasters club focused on developing public speaking skills and self-confidence for middle and high school students attending the Youth Leadership Programme at the Norwalk Housing Authority's Learning Centre



- Reed Elsevier Philippines Shared Services employees held a Science Fair for students from Kapatid Kita Mahal Kita Foundation and helped students develop a science project
- Reed Elsevier and LexisNexis Legal & Professional UK employees hosted skills workshops for young people through the Envision Young Leadership Programme to aid them in the design and delivery of a project tackling key issues in their local community

2013 OBJECTIVES	Progress
Skills-based Two Days volunteer drive (all staff have two days each year for community work of their own choosing)	▪ Drive consisted of awareness-raising efforts – collateral, intranet content, and the involvement of 172 RE Cares Champions across the business
25% of locations involved in RE Cares Month	▪ 56% achieved

2014 OBJECTIVES
▪ Increase use of Two Days volunteering by 10%
▪ Expand RE Cares Champions network and create new induction programme

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Supply chain



Nigel Salvage
Global Procurement Chief Financial Officer, Reed Elsevier

Ethical behaviour and integrity are core to Reed Elsevier – by ensuring our suppliers sign our Supplier Code and auditing them against it, we demonstrate the importance of these principles to the company.

Why it matters

We uphold Reed Elsevier 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 to which Reed Elsevier is a signatory.

These principles are reflected in the Reed Elsevier Supplier Code of Conduct (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, environment, health and safety, 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 2013, we updated the Supplier Code to specifically prohibit participation in any form of human trafficking, based on a Global Business Coalition Against Human Trafficking (gBCAT) initiative.

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 higher standards.

We produce numerous products on supply chain issues, including *Lexis Diligence*; *Journal of Purchasing and Supply Management*; *Nexis Analytics*; *SmartWatch*; *Total Supply Chain Management*; and exhibitions such as *Eco Transport and Logistics*; *SITL Real Time*; and *Total Processing & Packaging*.

Key issues

Upholding standards

Given the importance to us of an ethical supply chain, we have developed a Socially Responsible Supplier (SRS) programme encompassing all Reed Elsevier 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.

In 2013, the SRS tracking list included 613 key suppliers, 73 of which we deemed to be high risk according to criteria encompassing the Corporate Executive Board's Global Country Analysis Support Tool, human trafficking data from the US State Department, and the Environmental Performance Index produced by Yale University and Columbia University. Review the SRS risk rankings.

The tracking list changes year on year based on the number of suppliers with which we do business, that meet the required key 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). In 2013, we refined our overall supplier classification data which contributed to a 28% increase in the number of suppliers tracked over 2012. We started 2013 with 51% of key suppliers on the SRS tracking list as signatories to the Supplier Code and ended the year at 79%. The number of suppliers not meeting SRS tracking criteria who are also signatories to the Supplier Code increased from 1,925 in 2012 to 2,784 in 2013, an increase of 45%. We have embedded signing the Supplier Code into our e-sourcing tool as one of the criteria for doing business with us.

Over the past three years there have been 159 core suppliers that have consistently appeared on the tracking list, with nine deemed high risk based on our SRS risk rankings. For 2013, these core suppliers represent 52% of total spending associated with the tracking list – 95% of which have signed the Supplier Code (90% in 2012).

In addition to internal audits, the SRS programme Terms of Reference stipulates 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 high risk suppliers in 2013 through specialist external auditors (39% are core suppliers). In the year, we began using our external audit partner's Workplace Conditions Assessment (WCA) template to benchmark high risk supplier audit performance. WCA requirements are stringent and encompass a supplier's management processes, not previously considered in our audit process, resulting in a higher number of non-compliance findings; there was a 21% increase per audit in 2013 (4.8 vs. 3.8 in 2012). Among total audits, one was in full compliance. Audit locations included China, India, Malta, the Philippines, Russia, Singapore, South Africa, Turkey, United Arab Emirates, Ukraine and Vietnam.

SUMMARY OF SUPPLIER NON COMPLIANCE ISSUES

Occurrence in 56 external high risk supplier audits in 2013



During the audit, our external audit partner 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 2013, collaborative improvements resulting from supplier remediation included an improved working environment for female employees at a printer in South Africa, ensuring immediate action was taken after interviews with employees revealed incidents of harassment. We also worked with a printer in China to ensure safety exits remain unblocked and unlocked during hours of operation and that sufficient emergency exits exist in all dormitories. Review sample 2013 Remediation Reports.

Our Supplier Code states, "Failure to comply with any Reed Elsevier term, condition, requirement, policy or procedure...may result in the cancellation of all existing orders and termination of the business relationship between Reed Elsevier and supplier." When one supplier in 2013 could not demonstrate, after extensive engagement over a number of years, an ability to fully remediate non-compliance issues in accordance with the Supplier Code, we made the decision to cease doing business with them.

Supplier training and surveys

In 2013, we highlighted learning opportunities through our Socially Responsible Supplier Academy which contains 15 recorded sessions covering the Supplier Code and audit process, diversity and inclusion, the UN Global Compact, community engagement, risk mitigation, social media, the UN Guiding Principles on Business and Human Rights, preventing bribery, water stress, climate change, and renewable energy. 23% of SRS suppliers took part.

To further track compliance with SRS initiatives, we conduct an annual survey of paper providers and a Social Responsibility Survey for all others. The paper provider survey gathers information on use, storage, and disposal of bleaching processes. 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 2013, 93% of Reed Elsevier papers by weight were graded on PREPS, 100% of which came from known and responsible (sustainable) sources.

2013 SRS survey results show more suppliers have diversity statements and diversity policies and also environmental management systems and environmental policies; the number of respondents increased by 25%. Fewer responses from manufacturing suppliers (for example, printers), with more direct environmental impact, has resulted in a smaller percentage of suppliers reporting an external environmental certification.

New EU product safety legislation became law in July 2013, requiring companies to gather information on components contained within books to ensure they comply with various chemical safety lists and other requirements. As a founding member of the Publishing Industry Product Safety Forum (PIPS), 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 worked with suppliers in the year to record relevant information in the PIPS database. Of data collected, we identified one glue containing a substance of high concern which has been substituted with an alternative component.

We developed a new US Supplier Diversity Plan in 2013 to identify and create opportunities for diverse suppliers. Among its provisions is providing successful and non-awarded diverse suppliers feedback after competitive bidding and access to Reed Elsevier capacity building resources.

SRS SURVEY RESULTS	2013	2012	2011
General			
Number of respondents	136	90	114
	34%	27%	32%
Suppliers with a Board level representative responsible for CR	66%	67%	61%
Suppliers with code of conduct	75%	77%	48%
Suppliers with own supplier code of conduct	47%	50%	51%
Suppliers with diversity statement	49%	46%	46%
Suppliers with community programme	30%	32%	32%
Suppliers with training and development programmes	58%	54%	50%
Suppliers with supplier diversity statement and/or stated supplier diversity policy	24%	16%	18%
Suppliers with annual CR targets	35%	39%	31%
Suppliers who report publicly on CR performance	33%	36%	30%
Suppliers who monitor CR	51%	51%	42%
Suppliers who gain external assurance over CR-related data	22%	26%	18%
Suppliers who involve stakeholders in shaping their views and responses on CR	57%	60%	55%
Suppliers who have joined the UNGC	14%	14%	12%
Environmental			
Suppliers with a formal Environmental Management System	46%	44%	42%
Suppliers with environmental reduction targets for greenhouse gas	17%	18%	22%
Suppliers with environmental reduction targets for solid waste	18%	22%	14%
Suppliers with environmental reduction targets for water usage	16%	16%	18%
Suppliers with external environmental certification	54%	73%	62%
Suppliers with ISO 14001 certificate	35%	72%	39%
Suppliers with an environmental policy	57%	53%	53%
Suppliers who externally report on their environmental performance	43%	42%	46%
Suppliers who externally report on their full CO ₂ emissions	26%	28%	26%
Suppliers who incurred any fines and/or prosecutions	3%	6%	3%
Suppliers who conduct formal environmental audits	48%	48%	46%
Suppliers who gain independent assurance for environmental management systems	30%	33%	34%

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Good partner



Brajesh Dudpuri,
Managing Director, GW Tech

"Reed Elsevier's approach to supplier management is important to GW Tech, as it aligns with our own views on social responsibility and therefore supports the programmes, policies, and procedures we have in place to ensure a safe and happy workforce in a stable and productive environment.

GW Tech, a privately-held company located in Chandigarh, India, offering digital production, pre-press, and art creation services to health science and educational publishers. We specialise in preparing XML data sets, ePub, MS-Word, and PDF documents from health science content, and preparing artwork for digital and print distribution.

At GW Tech, we view corporate responsibility as the foundation of all our business practices, ensuring compliance with all applicable rules, regulations, and accepted business practices. We seek opportunities to have a positive impact on all our stakeholders, the environment and our community.

The Reed Elsevier Supplier Code helps by serving as a touchstone and checkpoint for our efforts. It presents a formal structure to our inherent desire to do the right thing.



GW Tech's partnership with Reed Elsevier has helped us refine our standards in health and safety, data security, training, and other important aspects of corporate responsibility. As a mid-sized company, we gain a broad perspective through Reed Elsevier's global business experience, and we acquire best practice principles by adapting to Reed Elsevier's Supplier Code auditing and self-reporting guidelines.

We consistently work to reduce paper usage and waste through digital technology, automation, employee education, and sustained recycling efforts. We carefully monitor and control our use of electricity and water and regularly update our procedures and staff training on international business standards."

2013 OBJECTIVES	Progress
78% of key suppliers as Supplier Code of Conduct signatories	79% [487 of 613 key suppliers]; 2,784 other Code signatories
55 external audits of high risk suppliers	56 completed
Develop new US Supplier Diversity Plan	Plan and implementation process developed

2014 OBJECTIVES
Supplier Code of Conduct incorporated into terms and conditions of purchase orders
Expand use of Workplace Conditions Assessment tool to enhance high risk supplier audits
Implement new US Supplier Diversity Programme

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Environment



Paul Hammerl
Director Press and Communication, Reed Exhibitions, Austria

A sustainable business is one which recognises the value of nature's resources, and at Reed Exhibitions Austria we do just that. We began our efforts to go green some years ago and ask our clients to join us on our path toward sustainability. It is well worth the effort.

Why it matters

Reed Elsevier 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 risk management process. In addition, our Environmental Management System (EMS), aligned with the ISO 14001 environmental standard, 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 we must consider, among other risks, those that require legislative compliance; have significant cost implications for the business; and which may impact 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 like NGOs and investors, help with advice, ranking, and tracking of our environmental risks/opportunities. They are reviewed during Environmental Checkpoint Meetings, chaired by the CFO.

Among the 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 2013, continued our involvement with the 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 Workgroup exploring the potential benefits of a UK electricity/carbon labelling scheme.

The impact of 'brain print'



Reed Elsevier 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 our 'brain print': how our growing portfolio of environmental products and services spread good practice, encourage debate, and aid researchers and decision makers.

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 81% in energy and fuels.

In 2013, Reed Exhibitions launched WIND EXPO, Japan's first international exhibition and conference specialising in wind energy, highlighting new products, technology, and services. Helping to broaden the market for wind energy, it featured 167 exhibitors and attracted an estimated 10,000 domestic and international visitors to Tokyo Big Sight. WIND EXPO took place during World Smart Energy Week and was an offering alongside seven other Reed Exhibitions shows on site related to renewable and smart energy, including Fuel Cell Expo, Eco House & Eco Building Expo, and International Smart Grid Expo. In the year, a regional edition of Smart Energy Week was held in Osaka, Japan.

During 2013, we mapped the range of Reed Elsevier environmental products and services across our business units as a benefit to colleagues and in due course customers, which includes more than 490 products encompassing topics such as ocean and coastal management, forestry, environmental law, waste management, and trade shows on environmental engineering, renewable energy, and water.

Elsevier offers numerous journals in areas such as aquatic sciences, biodiversity, and sustainable computing. In 2013, it launched a quarterly peer reviewed *Journal of CO₂ Utilization*, an extension of the *Journal of Green House Gas Control*; the first volume contained an article on carbon dioxide capture co-authored by Professor George A. Olah, 1994 Nobel Laureate in Chemistry. The *Journal of Environmental Chemical Engineering (JECE)* also launched, highlighting creative solutions to global crises in water research, pollution prevention, waste management, environmental safety, and green chemistry, with an emphasis on technologies that are cost-effective and sustainable. Throughout 2013, papers published in JECE were made freely available online in ScienceDirect. Other Elsevier environmental resources introduced in the year were the *International Journal of Marine Energy* and the relaunch of *Elsevier Biofuel*, renamed *Elsevier BioSource*, to support development of biomass-based products, using full-text indexing of journals and patents, enhanced by a one million term taxonomy.

LexisNexis Legal & Professional publishes *The Environmentalist*, a periodical to help environmental professionals understand the political, legal, and economic implications for business. The Lexis Nexis Environmental Law & Climate Change Community provides real-time expert commentary for climate change practitioners.



In the year, RBI's *NewScientist* reported on climate issues as a cover story five times, featuring topics such as the effect of climate change on weather patterns, developments in solar photovoltaics, the electric revolution, and the science of global warming. RBI's *Smartbuilding Index* makes it easier for architects, engineers, and designers to procure sustainable building materials; in addition, RBI publications dedicated to non-environmental sectors, such as property, aircraft, or motor transport, have regular features on green issues. In 2013, RBI acquired *Tschach Solutions GmbH*, a specialist in emissions trading schemes, to provide pricing information on carbon, and relaunched the *ICIS EU ETS Portal*, a web-based data solution that analyses the latest developments and price movements in carbon markets to support decision makers involved in carbon trading.

Reed Exhibitions, in addition to alternative energy offerings, holds other environmental exhibitions that include Greenbuilding Brasil; Pollutec; Industrial Energy Efficiency, the only international trade event in Thailand focused on environmental management technology for the manufacturing industry; Spilllex, for offshore oil spill prevention and response; and Australian Sustainability, dedicated to sustainable solutions for business encompassing water management, energy, waste and recycling, and transport and logistics.

Key issues

Our impact

Throughout 2013, 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 RE Global Environment and Health and Safety Manager, includes key employees in all operational areas of our business. Additionally, Green Teams, employee-led environmental groups encompassing more than 250 employees in over 70 of our key facilities, help us implement our EMS and achieve environmental improvements at a local level.

Although all environmental impacts are important, we prioritise climate change (we continue to produce more online products and services with increasing 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 like 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 Carbon Disclosure Project and the Forest Footprint Disclosure.

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

Comment from Ernst & Young

Reed Elsevier continues to estimate the environmental data from properties where it is not available, in accordance with their global average estimation methodology. In 2013, this estimated data made up 13% of the total (2012: 10%). However, at present this approach does not take into account all different property types or their geographical location. Reed Elsevier has agreed to amend its methodology in order to provide a more accurate representation of consumption in future reporting.

2013 ENVIRONMENTAL PERFORMANCE

	Intensity ratio (Absolute/revenue £m)			Absolute performance		
	2013	variance	2012	2013	variance	2012
Scope 1 (direct emissions)	1.96	10%	1.78	11,810	9%	10,884
Scope 2 (electricity and heat)	18.40	-11%	20.78	111,036	-13%	127,105
Total energy (MWh)	37.84	-9%	41.36	228,352	-10%	252,977
Office energy (MWh)	17.89	-5%	18.92	107,951	-7%	115,724
Water (m³)	64.31	-11%	71.95	388,114	-12%	440,024
Waste diverted from landfill (%)	1.19	3%	1.15	69	2 pts	67
Production paper (t)	8.19	-5%	8.60	49,410	-6%	52,601

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



Duncan Palmer,
Chief Financial Officer

"As Reed Elsevier's most senior environmental champion, I recognise there are both cost and environmental benefits to advancing good environmental practice and am pleased that 64% of key locations achieved five or more of our Environmental Standards. We will continue to focus on improving each year."

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

Targets and standards

PRESENT TARGETS

Focus area	Key performance indicators	Target 2010-2015	Achievement to date
Climate change	Scope 1 intensity (direct emissions)	-20%	-11%
	Scope 2 intensity (electricity and heat)	-10%	-25%
Energy	Office energy use intensity	-20%	-26%
	Percentage of electricity from renewables	50%	40%
	Average data centre Power Usage Effectiveness (PUE)	1.69	1.68
Water	Percentage of key locations achieving 10 m³ of water per person per year	100%	67%
Waste	Waste diverted from landfill	75%	69%

Throughout 2013 we made good progress toward reaching our 2015 targets, achieving our goals for Scope 2, office energy intensity and PUE. In 2014 we will begin a multi-stakeholder consultation in order to set new performance improvement targets for 2016-2020.

We agree with scientific opinion that we need to 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 are striving to achieve a 20% reduction in Scope 1 (direct emissions) and a 10% reduction in Scope 2 (electricity and heating) by 2015. We continue to expand reporting on our indirect Scope 3 emissions. As a growing global multinational company doing business around the world, we do not believe it is appropriate to maintain a Scope 3 business travel target. We will, however, continue to report our Scope 3 emissions and work to mitigate our impact. See Climate change 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 focus on locations 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 working to divert 75% of our waste from landfill. See Water and Waste sections.

In the longer term, we aim by 2020 to achieve:

- 100% of our electricity from renewables or offsets
- zero waste to landfill at key locations under our control

To realise efficiencies, we work through our Environmental Champions network and with dedicated engineering, design, and construction specialists to help identify reduction opportunities wherever possible in our portfolio. We will also be continuing to engage employees in our reduction efforts by creating competition between offices through the Reed Elsevier Environmental Standards.

REED ELSEVIER ENVIRONMENTAL STANDARDS

Area	Standard	Type
Reporting	Accurate reporting through the RE 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	5,000 kWh per person or Environmental Protection Agency (EPA) energy rating of 69	Performance
Climate change	1.8 tonnes of CO ₂ per person or EPA energy rating of 69	Performance
Water	10 m ³ 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

In 2013, the Reed Elsevier Environmental Standards programme was advanced by a communication from the CFO to all staff, and supported by local management and real estate teams. 77 staff locations (up from 69 in 2012), 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, 31 locations were designated as Green+ (13 in 2012). Four sites in the UK achieved all 10 relevant standards.

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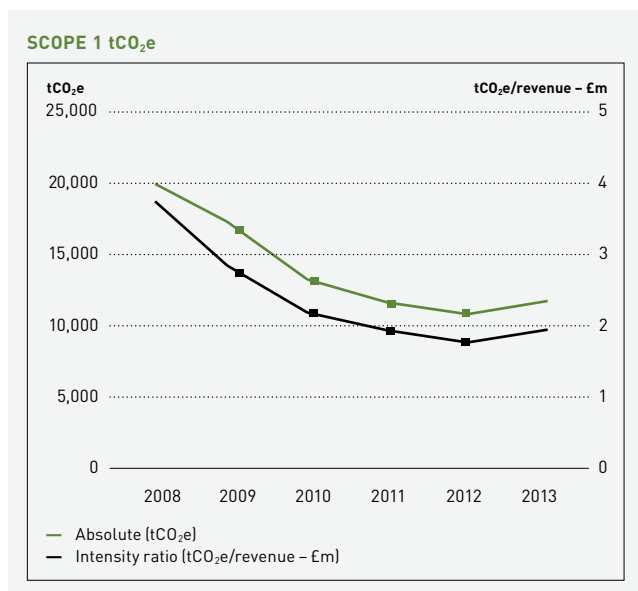
Appendices



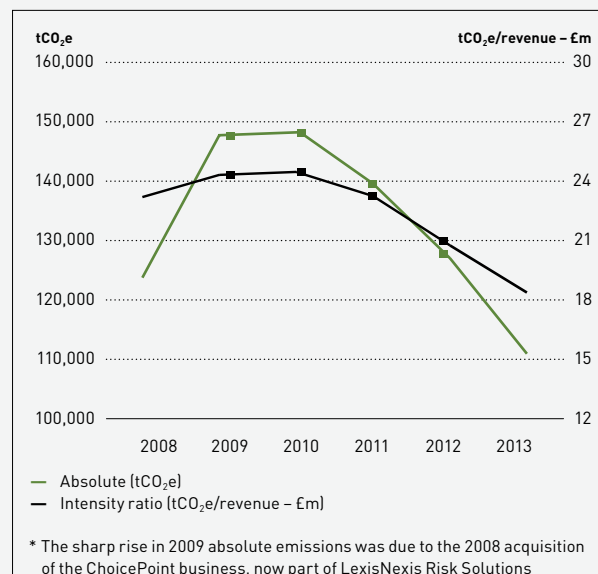
Reed Elsevier

To support the Reed Elsevier Environmental Standards, we created building scorecards in 2013, summarising a location's environmental performance to allow employees to see where they are doing well, and which areas need improvement. They also present a clear graphical picture of how each office is performing relative to other Reed Elsevier offices, with tips to empower local staff to make a difference.

Climate change



SCOPE 2 [GROSS] tCO₂e*



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 guidelines and methodology for further information.

Our car fleet constitutes nearly half of our Scope 1 emissions. In 2013, we expanded reporting to include all regions and businesses providing company vehicles. This contributed to a 9% increase in reported car fleet emissions but through the expanded coverage of green car policies at a local level, we increased the global average car efficiency (130 g/km in 2013 from 141 g/km in 2012). This helped to achieve a 16% 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 increased by 9% over 2012, due primarily to severe winter weather conditions in the year which required intensive fuel use for heating and power generation (for example, a 21% increase during the winter months in the US in 2013 vs 2012). However, we continue the overall trend of reducing Scope 1 emissions (11% between 2010 and 2013).

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 13% reduction in absolute terms and 11% in emissions intensity.

Scope 3 business travel data is collected through our travel provider, BCD, and covers 90% of our operations by revenue. In the year, we updated the methodology for calculating business travel emissions, adopting new emissions factors provided by the Department for Environment, Food and Rural Affairs (Defra), to take account of the full environmental impact of air travel (for example, water vapour, contrails, Nitrogen Oxide emissions etc.). Data for 2012 has been recalculated accordingly to allow comparison with 2013. We continue to promote travel alternatives such as video conferencing (in 2013, we held over 12,200 meetings via video conference, including through new desktop video conferencing facilities, up from 9,439 in 2012).

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Scope 3 other

In 2013, we continued to capture indirect Scope 3 emissions beyond business travel. Though we are continuing to identify material areas and develop methodology, much of the data in this area relies on estimates and we will continue to separate these from total emissions.

■ Supply chain (excluding business travel): 705,115 tCO₂e

This total was calculated using an input-output model with Defra conversion factors (annex 13) and is approximately five times larger than our direct emissions. Pulp and paper suppliers remain a major contributor, even as we decrease the amount of paper we purchase year on year.

■ Home-based employees: 1,285 tCO₂e

18% of our workforce 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 2013 price per kWh from the UK Department of Energy and Climate Change. We continue to work to influence a reduction in home-worker emissions.

■ Commuting: 43,019 tCO₂e

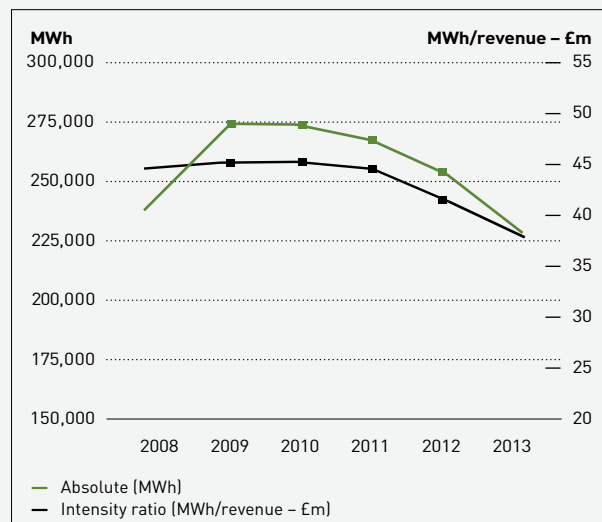
We surveyed the commuting habits of 29% of our workforce and extrapolated results to cover 100% of employees. Through the Reed Elsevier Environmental Standards programme, 91% of employees were covered by a local travel plan in 2013. Actions from the travel plans include publishing information on public transport links, promoting commuter loan schemes, and encouraging carpooling.

Our Climate Change Statement indicates our support for the globally recognised target of an 80% absolute reduction in CO₂ emissions by 2050. It also outlines our commitment to mitigation and adaptation and our belief in the need for an ambitious, robust, and equitable policy on climate change. As such, we continue to engage with governments on climate change regulation. As an endorser of the UN Global Compact's Caring for Climate initiative, and through the European Network for Sustainable Business, we share good practice with others and support voluntary codes of practice.

In 2013, we were part of the CDP Leadership Index for the sixth year and were recognised as one of the leading FTSE 350 companies for disclosure and performance. We were also included in the CDP Supplier Climate Performance Leadership Index. As a member of the UNGC Caring for Climate Advisory Group, we participated in the Caring for Climate Business Forum in Warsaw, held during the UN Climate Change Conference (COP19), to support innovation and collaboration on climate action.

Energy

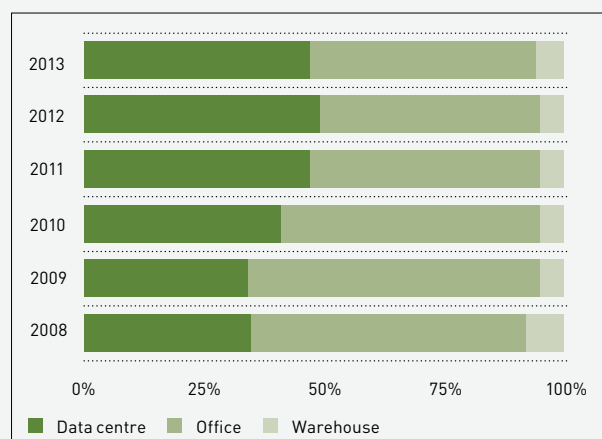
ENERGY USAGE



Following data centre redesigns and upgrade projects, energy consumption at our data centres decreased by 14% in 2013 despite increasing online delivery of our products and services. Total energy consumption decreased by 10% against 2012, due in part to a 7% reduction in office energy through continued space consolidation and reduction efforts by the global real estate team. In the year, approximately half of the electricity assigned to our data centres was classed as renewable energy. We are listed as a Green Power Partner by the US Environment Protection Agency.

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 2013, we purchased 40% of our electricity from renewable sources compared with 33% in 2012. We have set an objective 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 will rely on green tariffs and RECs, while investigating options for offsite generation.

ENERGY SPLIT BY BUILDING TYPE



In 2013, 66% of our revenue came from online products and services. This was mirrored in energy use at our data centres, now responsible for 47% of total energy usage (offices account for 47% and warehouses 6%). Data centre efficiency therefore remains of critical importance. Following a data centre energy study in 2011, we took measures to improve efficiency including space redesign, and upgrades to air handling and cooling systems and hardware.

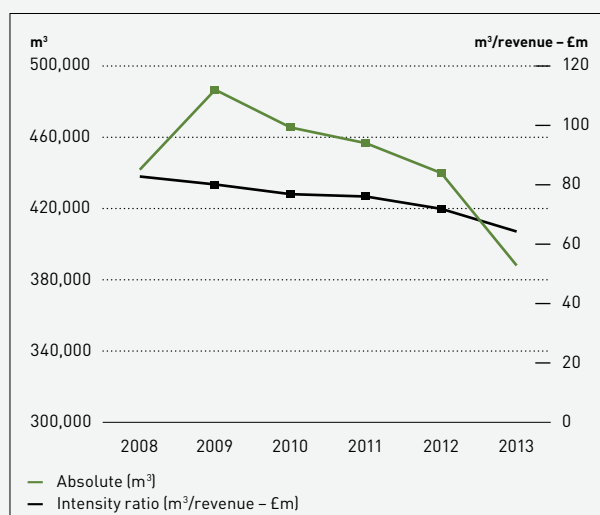
In 2013, average PUE across all of our major data centres improved from 1.70 in 2012 to 1.68; we aim to maintain this PUE level. During 2013, a major upgrade to the air cooling systems at our largest data centre in Ohio was completed which helped the location save 9,000 MWh of electricity. We are founding members of the Digital Sustainability Group, which offers guidance on the full life cycle of online information across the media sector. And as a member of the Uptime Institute, Stephanie Singer, Reed Elsevier's Vice President of Global Data Centre Facilities and Service Continuity, was a judge in the 2013 Green Enterprise IT Award, which recognises ideas, projects, and products that significantly improve energy productivity and resource use in IT.

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; and 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. At our LexisNexis Legal & Professional campus in Dayton, Ohio, in 2013, eight buildings were awarded Green Business Certification by the local county for their achievement in reducing their environmental impact.

In 2013, we set up an Alternative Energy Roundtable to explore new developments in alternative energy and to share cross business understanding about our products in the field. It was also the theme of our 2013 CR Forum Stakeholder Session with internal and external specialists.

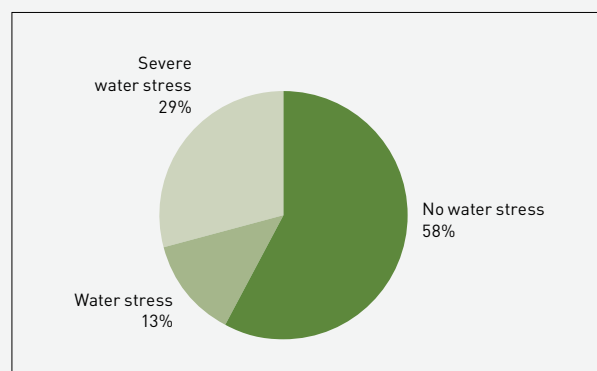
Water

WATER CONSUMPTION



Water usage continued to move downward with a 12% absolute reduction between 2012 and 2013. 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 2013 property portfolio, 42% 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.

PERCENTAGE OF KEY LOCATIONS IN WATER STRESSED AREAS



The majority of water stressed sites use water from a 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 the Reed Elsevier Environmental Standard level of 10 m³ per person. In 2013, 67% 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 30% of key suppliers whom we asked to complete a water footprint survey. We calculated a relative water impact of 1,814,424 m³ based on the percentage of water they used for production on our behalf, 73% 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 Reed Elsevier Environmental Challenge to identify projects that improve sustainable access to water and improved sanitation. Reed Elsevier CEO Erik Engstrom, was one of 45 CEOs to sign the CEO Water Mandate Communiqué, calling on governments attending the Rio+20 Earth Summit in June 2012 to improve water sustainability by better leveraging the resources and capabilities of the international business community.

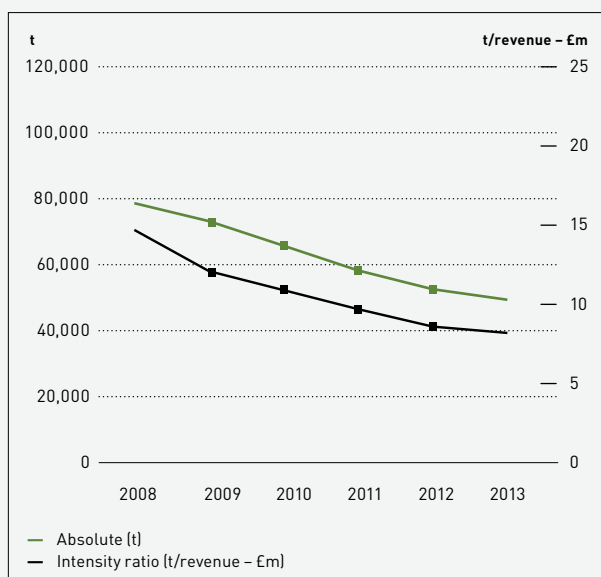
We engage with internal water experts who are responsible for producing water-related products, an organic growth area for us. In 2013, we published more than 35 high quality journals in aquatic sciences including *Water Research* and the *Journal of Hydrology*. Reed Elsevier is a founding contributor to CDP Water Disclosure and is 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 2013, Reed Elsevier Green Teams engaged colleagues to raise more than £11,000 for international water charity Just a Drop as part of our World Environment Day Challenge, which included donations matched by the company. Five schools in Piduguralla, Andhra Pradesh, India, will receive a borehole, pump, and storage tank benefiting some 2,250 children. Just a Drop also provided training to its local partners and other NGOs in India on water, sanitation, and hygiene awareness in order to decrease water and sanitation related diseases. Staff arranged sporting tournaments, book exchanges, and bake sales to fund the projects.

Paper

PRODUCTION PAPER



As we deliver more of our products online, our consumption of production paper continues to decrease (49,410 tonnes in 2013 vs 52,601 tonnes in 2012). Although still a significant impact area, we have seen a 37% reduction between 2008 and 2013. 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.

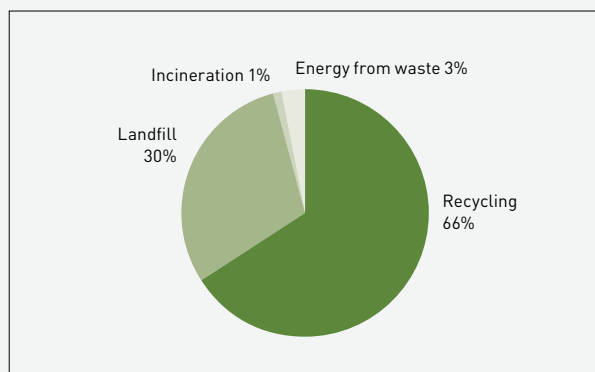
The Reed Elsevier Paper Policy commits us to increasing the proportion of paper we buy with recycled and certified content and to only purchase PREPS grade 3 or 5 paper wherever possible. With help from our paper suppliers, by the close of 2013, 93% of Reed Elsevier papers by weight were graded on PREPS, 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 500t of office paper a year (around 3,400 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 2013, we were sector leader in the CDP Forests Program, which identifies how companies are addressing their exposure and contribution to limiting deforestation risks.

Waste

PERCENTAGE OF WASTE DISPOSED



We reduced the total waste we generated by 2% (10,348t in 2013 vs. 10,570t in 2012). Of this, 66% was recycled and 69% diverted from landfill through recycling and the generation of energy from waste. We do not produce any material amounts of hazardous waste.

The majority of our offices are leased and situated in shared buildings so 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 regular weight sampling and the counting of 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 by sharing with colleagues the need to reduce, reuse, and then recycle. Read about the waste recycling system at Elsevier Oxford.

In the year, we identified 27% of our waste by material type compared with 20% in 2012. Our 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 on all of 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 track the amount of our obligated packaging generated through the selling, pack/fill, and importation of our products.

Employee action

Employees are integral to our environmental improvement efforts and 66% of key locations have Green Teams. In 2013, we offered special events, training, and competitions at locations throughout the year.

The fifth year of our Green Heroes programme celebrated extraordinary efforts by employees to 'go green.' Employees were nominated by colleagues, with eight winners recognised by the CFO on World Environment Day for efforts ranging from engaging colleagues in green events to developing a green travel plan.

In 2013, employee environmental activities included:



- Colleagues across the business participated in the annual shoe drive, diverting old shoes from landfill by donating them to organisations that send them to recipients in the developing world or sell them to raise funds; 5,249 pairs of shoes were donated, up from 2,854 in 2012. Elsevier in Linn, Missouri, collected 302 pairs of shoes from 81 employees and won \$1,000 to donate to the Good Shepherd Center.
- Elsevier San Diego employees organised a beach clean-up with San Diego Coastkeeper. 21 people took part and removed 15 kg of litter from the beach and park areas of the Ocean Beach community; they also organised a recycling event, recycling 39 kg of VHS tapes and 71 items of electronic waste in association with a local disability charity.



- Elsevier and RBI Netherlands held Warme Truiendag (Warm Sweater Day) inviting employees to wear warmer clothes; the building heat was reduced on the day by three degrees Celsius, resulting in energy savings of 17% at the Amsterdam office and 15% in the Doetinchem office.
- The LexisNexis Legal & Professional Dayton Campus achieved Bronze Status in the League of American Bicyclists Awards for supporting biking, which decreases healthcare costs, reduces CO₂ emissions, and alleviates traffic and parking congestion; in 2013, a bike repair stand with a built-in air pump and a tools rack was installed at the site.

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.

Green Team engages with facilities team for a green office move



In 2013, to support the move to a greener building, the LexisNexis London Green Team worked with facilities colleagues to communicate with staff on the environmental benefits of the new building and the behavioural actions needed to manage a green building.

The Farringdon Street building was refurbished externally and internally, encompassing new mechanical and electrical infrastructure, with environmental improvements considered from the design stage:

- LED lighting panels were installed which use 50% less power than fluorescent lighting
- Lighting is controlled by motion sensors, which turn off lights when an area is unoccupied
- A sophisticated Building Management System controls the environmental conditions of the building
- Water efficient fittings were installed in restrooms and kitchen areas

Jen Hawkins, LexisNexis House Green Team Leader, said, "One of the first things we did was to replace disposable cups with ceramic mugs. This reduced the waste generated on site and saves money as we no longer need to buy so many paper or plastic beakers. We also instituted a simple system of mixed recycling and food waste for composting."

Over the last nine years, Earthwatch and Reed Elsevier have successfully collaborated on biodiversity conservation and education projects. All employees have the opportunity to join an Earthwatch field expedition at reduced rates.

2013 OBJECTIVES	Progress
35% of electricity from renewables or offsets	■ 40% achieved
60% of key locations to achieve five or more updated RE Environmental Standards	■ 64% achieved (77 locations vs. 69 in 2012)
Map range of Reed Elsevier environmental products and services	■ Over 490 products identified; information shared across the business

2014 OBJECTIVES

- 45% of electricity from renewable energy or offsets
- 70% of key locations to achieve five or more RE Environmental Standards
- Expand Green Heroes programme recognising employee action

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Appendix 1 – LBG Assurance Statement 2013

Corporate Citizenship has been asked by Reed Elsevier to review its use of the LBG model for measuring corporate community involvement activity during 2013.

Reed Elsevier is an active member of LBG. The LBG measurement model helps businesses to improve the management, measurement and reporting of their corporate community involvement 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 Reed Elsevier to ensure its operations understand the LBG model and have applied its principles to the measurement of community involvement programmes during 2013. 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 Reed Elsevier develops its application of the model in future.

Commentary

As with previous years, a significant amount of volunteering data has been captured through the PeopleHub tool. This gives an accurate record of hours spent, and number of overall volunteers. At present the PeopleHub system does not record information on the beneficiary organisations of employee volunteering: we recommend that the system is adapted to record the names of organisations volunteered for, alongside hours volunteered.

Reed Elsevier's data collection process is rigorous, with a strong system of checks and balances and approval from divisional finance directors to ensure the validity of data. We were encouraged by the level of consultation and involvement RE Cares Champions have in the development of the data collection tool.

The Group Community Survey, used by RE Cares Champions, is a strong system through which to capture a log of community investment activities. We note that, as with previous years, the data remains largely focussed on the activities of Reed Elsevier and its employees. We recommend that, as use of the survey develops, further steps be taken to ensure that outputs and impacts of community investment activities are captured.

Corporate Citizenship

www.corporate-citizenship.com

February 2014

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Appendix 2 – Independent assurance statement to Reed Elsevier management

Reed Elsevier's Corporate Responsibility Report 2013 (the Report) has been prepared by the management of Reed Elsevier Group plc who are responsible for the collection and presentation of the information within it. Our responsibility, in accordance with Reed Elsevier management's instructions, is to carry out a 'limited level' assurance engagement on the following 2013 reported environmental and health and safety data (the 'Selected Data' which are also marked with '^' in the Report):

- Energy use
- Scope 1 & 2 CO₂e emissions
- Power Usage Effectiveness (PUE)
- Water use
- Scope 3 travel CO₂e emissions
- Health and Safety (H&S)
- Waste
- Production paper graded in PREPS

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).

The Selected 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 appropriate guidance for completion of the Global Environmental Survey and Global Health & Safety Survey (the 'Guidelines') has been consistently applied to the data.

Accuracy

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

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

1. Interviewed a selection of senior executives 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 a Global or regional level.
3. Reviewed a selection of management documentation and reporting tools including guidance documents.
4. 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 covering electricity, gas, city heating, fuel oil, water consumption and waste disposal.
6. Reviewed and challenged the environmental and health and safety data validation and collation processes undertaken by Reed Elsevier management.
7. Reviewed the Report for the appropriate presentation of the Selected 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.

Limitations of our review

We have not sought evidence to support any other data, statements or claims presented within the Report, other than the Selected Data (as set out above) and as indicated in the Key CR data section of the Report the following symbol '^'.

We have not sought any supporting evidence or re-performed calculations for data that has been sourced from Reed Elsevier'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 Selected Data.
- Nothing has come to our attention that causes us to believe that the Selected Data has not been properly collated from the information reported by sites.
- Nothing has come to our attention that causes us to believe that the Guidelines, as summarised in the Report, have not been applied.
- We are not aware of any errors that would materially affect the reported Selected Data.

Our observations

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

- Reed Elsevier continues to estimate the environmental data from properties where it is not available, in accordance with their global average estimation methodology. In 2013, this estimated data made up 13% of the total (2012: 10%). However, at present this approach does not take into account all different property types or their geographical location. Reed Elsevier has agreed to amend its methodology in order to provide a more accurate representation of consumption in future reporting.
- Reed Elsevier has recorded a reduction in its lost time injury rate in 2013 (an improvement of 23%) but has experienced an increase in the associated severity. Health and safety data is only aggregated at a Group level for year-end reporting purposes. This makes it difficult to identify trends or monitor the effective delivery of local health programmes. Reed Elsevier should look at performance across the Group on a more regular basis to ensure that incident trends are quickly identified and appropriate actions are put in place to mitigate incident severity.

Our independence

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

Our assurance team

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

Ernst & Young LLP

London

February 2014

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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 Reed Elsevier 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.

REPORT APPLICATION LEVEL		C	C+	B	B+	A	A+
Standard Disclosures	Profile Disclosures Output	Report on: 1.1 2.1-2.10 3.1-3.8, 3.10-3.12 4.1-4.4, 4.14-4.15		Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5-4.13, 4.16-4.17		Same as requirement for Level B	
	Management Approach Disclosures Output	Report Externally Assured Not required	Report Externally Assured	Management Approach Disclosures for each Indicator Category	Report Externally Assured	Management Approach Disclosed for each Indicator Category	Report Externally Assured
	Performance Indicators & Sector Supplement Performance Indicators Output	Report on a minimum of 10 Performance Indicators, including at least one from each of: social, economic and environment		Report on a minimum of 20 Performance Indicators, at least one from each of: economic, environment, human rights, labour, society, product responsibility		Report on each core and Sector Supplement indicator with due regard to the Materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission	

STANDARD DISCLOSURES PART I: Profile Disclosures

Profile Disclosure* Disclosure	Level of Reporting	Location of Disclosure
STRATEGY AND ANALYSIS		
1.1 Statement from the most senior decision-maker of the organization.	Fully	4
1.2 Description of key impacts, risks, and opportunities.	Fully	6+
ORGANISATIONAL PROFILE		
2.1 Name of the organization.	Fully	5
2.2 Primary brands, products, and/or services.	Fully	5
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	5, 22+
2.4 Location of organization's headquarters.	Fully	22+
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	AR: 7-40, 211
2.6 Nature of ownership and legal form.	Fully	5, 22+
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	5
2.8 Scale of the reporting organization.	Fully	5; AR: 108-111
2.9 Significant changes during the reporting period regarding size, structure, or ownership.	Fully	AR: 68
2.10 Awards received in the reporting period.	Fully	8-9
REPORT PARAMETERS		
3.1 Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	10
3.2 Date of most recent previous report (if any).	Fully	10
3.3 Reporting cycle (annual, biennial, etc.)	Fully	10
3.4 Contact point for questions regarding the report or its contents.	Fully	3
3.5 Process for defining report content.	Fully	6-7+, 54+
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, 54+
3.7 State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	3-12, 54+
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 organizations.	Fully	5; AR: 7-40, 75
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, 54+
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, 54+
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	10, 54+
3.12 Table identifying the location of the Standard Disclosures in the report.	Fully	65 (Appendix)
3.13 Policy and current practice with regard to seeking external assurance for the report.	Fully	42+, 54+
GOVERNANCE, COMMITMENTS, AND ENGAGEMENT		
4.1 Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	6; AR: 64-96
4.2 Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	AR: 64

*All page numbers in the Disclosures are from the Reed Elsevier CR Report unless otherwise indicated as AR (Reed Elsevier Annual Report)

+More information available through relevant link(s) on indicated page

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STANDARD DISCLOSURES PART I: Profile Disclosures

Profile Disclosure	Disclosure	Level of Reporting	Location of Disclosure
GOVERNANCE, 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: 64-65
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	27; AR: 70, 206-209
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	AR: 78-94
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	AR: 77, 158
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: 64-77
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	14-20, 22-24
4.9	Procedures of the highest governance body for overseeing the organization'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	6-9+
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	6, 54; AR: 80
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	52+; AR: 60-62
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	7-9
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	7-9
4.14	List of stakeholder groups engaged by the organization.	Fully	7-8
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	7-8
4.16	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 organization 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
DMA EC	Economic performance	Fully	5
	Market presence	Fully	5
	Indirect economic impacts	Fully	5
DMA EN	Materials	Fully	59
	Energy	Fully	57-58
	Water	Fully	58-59
	Biodiversity	Fully	60
	Emissions, effluents and waste	Fully	56-57, 59
	Products and services	Fully	53
	Compliance	Fully	22-24
	Transport	Fully	56-57
	Overall	Fully	52

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

G3.1 DMAs	Disclosure	Level of Reporting	Location of Disclosure
DMA LA	Employment	Fully	26-27
	Labor/management relations	Fully	26-27
	Occupational Health and Safety	Fully	31
	Training and education	Fully	30
	Diversity and equal opportunity	Fully	28-29
DMA HR	Freedom of expression	Fully	36+
	Portrayal related to human rights	Fully	23+
	Intellectual Property	Fully	23+
	Protection of Privacy	Fully	23+
	Investment and procurement practices	Fully	24, 47+
	Non-discrimination	Fully	23+, 28+
	Freedom of association and collective bargaining	Fully	23+
	Child labor	Fully	23+, 47+
	Prevention of forced and compulsory labor	Fully	47+
DMA SO	Local communities	Fully	41-45
	Corruption	Fully	22-24, 36+
	Public policy	Fully	8, 53-54+
	Anti-competitive behavior	Fully	22-24
	Compliance	Fully	22-24
DMA PR	Content creation	Fully	35-39
	Content dissemination	Fully	35-39
	Audience interaction	Fully	35-39
	Customer health and safety	Partially	49
	Product and service labelling	Partially	49+
	Marketing Communications	Partially	36+
	Media literacy	Fully	38+
	Customer privacy	Fully	22-24
	Compliance	Fully	22-24

STANDARD DISCLOSURES PART III: Performance Indicators

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Economic			
ECONOMIC PERFORMANCE			
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, 23, 42; AR: 9
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	52+, 52-53
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	AR: 51
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 ECONOMIC IMPACTS			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	14-20, 41-45
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	41-45

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STANDARD DISCLOSURES PART III: Performance Indicators continued

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Environmental			
MATERIALS			
EN1	Materials used by weight or volume.	Fully	We report on Paper, our significant material – 59
EN2	Percentage of materials used that are recycled input materials.	Fully	We report on Paper, our significant material – 59
ENERGY			
EN3	Direct energy consumption by primary energy source.	Fully	53-58
EN4	Indirect energy consumption by primary source.	Fully	53-58
EN5	Energy saved due to conservation and efficiency improvements.	Fully	53-58
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	52-58
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	53-58
WATER			
EN8	Total water withdrawal by source.	Fully	58-59
EN9	Water sources significantly affected by withdrawal of water.	Fully	58-59
EN10	Percentage and total volume of water recycled and reused.	Not	
BIODIVERSITY			
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	60 – RE is a predominantly office based company. 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	60
EN13	Habitats protected or restored.	Fully	60
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	60
EMISSIONS, EFFLUENTS AND WASTE			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	56-57
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	56-57
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	56-57
EN19	Emissions of ozone-depleting substances by weight.	Partially	54+
EN20	NOx, SOx, and other significant air emissions by type and weight.	Partially	These air emissions are included in our CO ₂ equivalent disclosures – 54-57
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	60
PRODUCTS AND SERVICES			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	52+
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Partially	60
COMPLIANCE			
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
TRANSPORT			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	56-57
OVERALL			
EN30	Total environmental protection expenditures and investments by type.	Not	

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STANDARD DISCLOSURES PART III: Performance Indicators continued

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Social: Labor Practices and Decent Work			
EMPLOYMENT			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	26-27; AR: 111
LABOR/MANAGEMENT RELATIONS			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	23+
OCCUPATIONAL 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 programs.	Partially	31+
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	31-32
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	31-32
TRAINING AND EDUCATION			
LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	30
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	27, 30
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	30
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	26-27
Social: Human Rights			
INVESTMENT 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	23+, 47+
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	23+, 47+
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	23-24
CHILD LABOR			
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	47-50
PREVENTION OF FORCED AND COMPULSORY LABOR			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	47-50

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STANDARD DISCLOSURES PART III: Performance Indicators continued

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Social: Society			
LOCAL COMMUNITIES			
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	14-20, 41-45
S09	Operations with significant potential or actual negative impacts on local communities.	Partially	14-20, 54
CORRUPTION			
S02	Percentage and total number of business units analyzed for risks related to corruption.	Fully	22-24
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	22-24
S04	Actions taken in response to incidents of corruption.	Partially	24
PUBLIC POLICY			
S05	Public policy positions and participation in public policy development and lobbying.	Fully	8, 53-54+
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	23
COMPLIANCE			
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
Social: Product Responsibility			
CONTENT CREATION			
M2	Methodology for assessing and monitoring adherence to content creation values.	Fully	36+
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	36-39
AUDIENCE INTERACTION			
M6	Methods to interact with audiences and results.	Fully	36-39
PRODUCT AND SERVICE LABELLING			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	36
MARKETING COMMUNICATIONS			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	23+, 36+
MEDIA LITERACY			
M7	Actions taken to empower audiences through media literacy skills development, and results obtained.	Partially	38+
COMPLIANCE			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	We had no significant fines in the reporting period

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