



RELX Group is a global provider of information and analytics for professional and business customers across industries.

We help scientists make new discoveries, lawyers win cases, doctors save lives and insurance companies offer customers lower prices. We save taxpayers and consumers money by preventing fraud and help executives forge commercial relationships with their clients.

In short, we enable our customers to make better decisions, get better results and be more productive.



Contact Details

Your views are important to us.

Please send your comments to

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Or write to

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London WC2N 5JR,
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www.relx.com



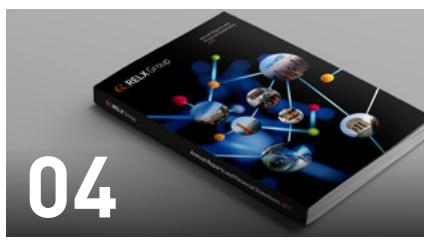
For more information visit

www.relx.com/corporateresponsibility

Sustainable Development Goals (SDGs)

We're committed to doing our part to advance these essential objectives for the world. Throughout this report look for the SDG icons to show which SDGs are relevant to the content.



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Statement from Chief Executive Officer



“

Corporate responsibility is strategically interwoven into all we do.

Erik Engstrom Chief Executive Officer

900+

Employees engaged in CR networks

72%

Of electricity purchased from renewable sources, Green-e Renewable Energy Certificates (RECs) and Gold Power i-RECs

Corporate responsibility (CR) is as important to me as it is to our employees. We must ensure we follow the principles laid out in our Code of Ethics and Business Conduct and other key policy documents, such as our Privacy Principles, to ensure we marshal our resources and expertise to make a net positive impact on society, and that we encourage others to do likewise, including our suppliers.

In 2017, we conducted our biannual stakeholder survey to hear the views of investors, employees, NGOs, suppliers and others. Stakeholders confirmed the issues they feel we should prioritise, ranking data privacy and security as having the biggest potential impact on RELX Group, and our unique contributions as being our most important impact on society. The following report highlights additional ways we engaged with stakeholders in the year, including in achieving our 2017 CR objectives.

We are making good progress. During the year, we focused on our unique contributions, such as advancing the rule of law, which we did by consolidating country laws in Fiji and making them publicly available for the first time. We also hosted the Rule of Law Café to encourage dialogue on going beyond legal minimums, which we will broaden from the UK to other locations in 2018.

We furthered awareness of the RELX Group Tax Principles by engaging with policymakers on responsible tax; enhanced flexible working by putting case studies from the business on our global intranet; submitted a Philippine Quality Award, creating a quality template for other parts of the company; saw 34% of our global RE Cares Champions organise a skills-based volunteering activity for the benefit of their colleagues and communities; raised the number of suppliers we track who have signed our Supplier Code to 91%; and purchased renewable electricity equal to 72% of our global consumption.

In the year ahead, we know we have work to do. We will undertake and make publicly available research on the state of science underpinning the SDGs to further enhance the free RELX Group SDG Resource Centre, which we launched in 2017 in partnership with the United Nations Global Compact, among others, and further expand our security incident preparedness. We will also raise awareness of mental health across RELX Group to ensure the well-being of our people, update the RELX Group Editorial Policy to reinforce our customers' confidence in our content, continue to increase our spend with US diverse businesses, and extend ISO 14001 environmental certification to more sites.

We will continue to ensure CR is strategically interwoven into all we do.

Erik Engstrom
Chief Executive Officer

Our business

Key facts

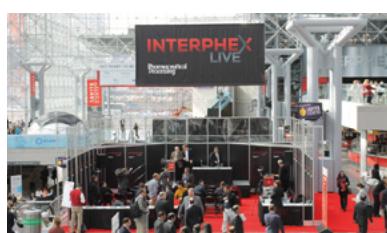
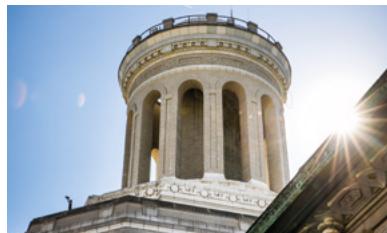
 **30,000+**
Employees world-wide

 **40+**
Countries with offices

 **6**
Based across six continents

 **180+**
Serving customers in
180+ countries worldwide

Market segments



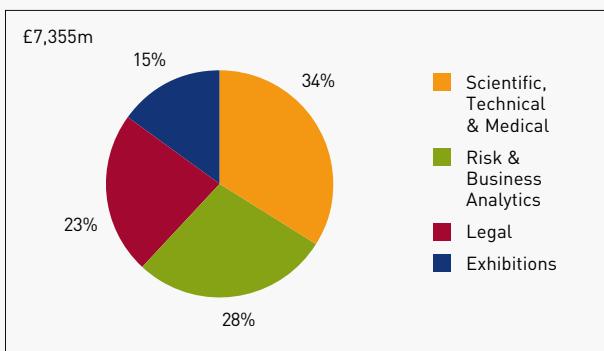
Scientific, Technical & Medical is a global information and analytics business that helps institutions and professionals advance healthcare, open science, and improve performance for the benefit of humanity.

Risk & Business Analytics provides customers with solutions and decision tools that combine public and industry specific content with advanced technology and analytics to assist them in evaluating and predicting risk and enhancing operational efficiency.

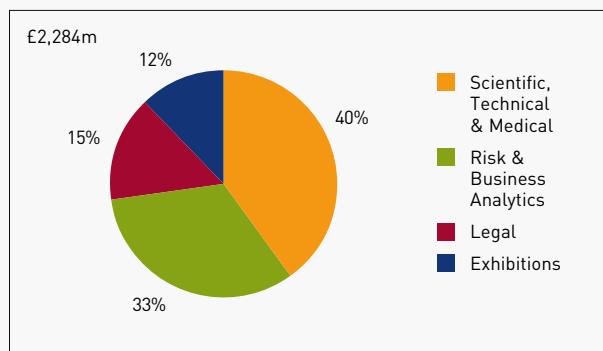
Legal is a leading global provider of legal, regulatory and business information and analytics that helps customers increase productivity, improve decision-making and outcomes and advance the rule of law around the world.

Exhibitions is the world's leading events business, enhancing the power of face-to-face through data and digital tools at over 500 events, in 30 countries, attracting more than 7m participants.

REVENUE



ADJUSTED OPERATING PROFIT



For more information, see Business review in the 2017 Annual Reports and Financial Statements at relx.com/go/annualreport

Our approach to corporate responsibility



“

Our focus on CR builds trust across RELX Group and brings confidence to our customers and other stakeholders.

Dr Márcia Balisciano Director,
Corporate Responsibility, RELX Group

#1

Unique contributions

Ranked by stakeholders as our primary impact on society and environment

#1

Data privacy and security

Ranked by stakeholders as the primary impact for RELX Group

To be a leading company means acting with corporate responsibility (CR), that is, with the highest ethical standards, while channelling our strengths to make a difference.

To us, CR is not a programme or prescriptive set of activities, it is how we do what we do on a daily basis – working to increase the positive (and minimise any negative) impact of our business. It is the responsibility of everyone at RELX Group.

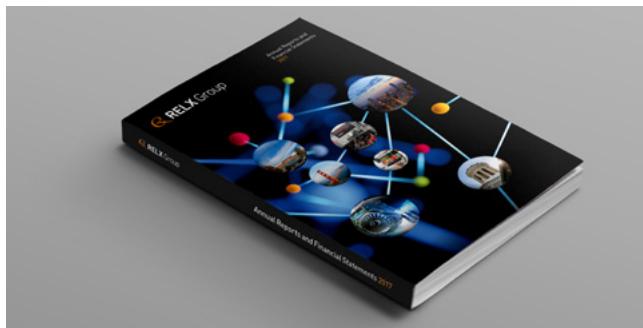
CR gives us competitive advantage. We build good relations with customers and investors, current and future employees, as well as governments, non-governmental organisations (NGOs) and the communities in which we live and work.

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

CR and risk

In our 2017 Annual Reports and Financial Statements we outline our principal risks, which map to our CR priorities, including meeting customer needs, attracting and retaining the right people, maintaining an ethical supply chain, and managing our environmental footprint. We review the implications of our identified risks to ensure appropriate mitigation. For example, a strategic risk is customer acceptance of our products and services; we must therefore make certain they are reliable and high quality through measures like the RELX Group Quality First Principles and access initiatives to ensure all who might benefit from them, can. See the Customer section for more information. In doing so, we minimise risk to our corporate reputation and financial loss.

The CEO has responsibility to the Boards for CR. They and senior management, as well as the CR Forum, chaired by a senior leader and involving individuals representing key functions and business units, set and monitor CR performance. This includes our CR objectives, which reflect the views of a range of internal and external stakeholders as described on page 8. The CR Director provides formal updates to the Boards and engages on key issues with senior management, who have CR-related Key Performance Objectives; see page 85 in the Annual Report.



Our 2017 Annual Reports and Financial Statements can be found at relx.com/go/annualreport

We believe in relevant, comprehensive reporting (see Appendix 4 for how we align with the Global Reporting Initiative). CR is an integral part of our RELX Group Annual Report (see Strategic Report), and the Chairman, CEO and CFO reference relevant CR issues in their Annual Report statements.

We focus on our unique contributions as a business where we make a positive impact through our knowledge, resources and skills, including universal sustainable access to information, advance of science and health, protection of society, promotion of the rule of law and justice, and fostering communities:

- Elsevier contributes to advancing human welfare and economic progress through its science and health information
- Risk & Business Analytics provides essential insight to protect people and industry
- LexisNexis Legal & Professional promotes justice through its legal intelligence
- Reed Exhibitions fosters communities, enhancing productivity and efficiency

Our vision

Our vision is to be a world-leading provider of information solutions that improve outcomes for our professional customers and benefit society.

Our contributions

Our unique contributions are the positive impact we make on society through our knowledge, resources and skills:

Universal, sustainable access to information

Advance of science and health

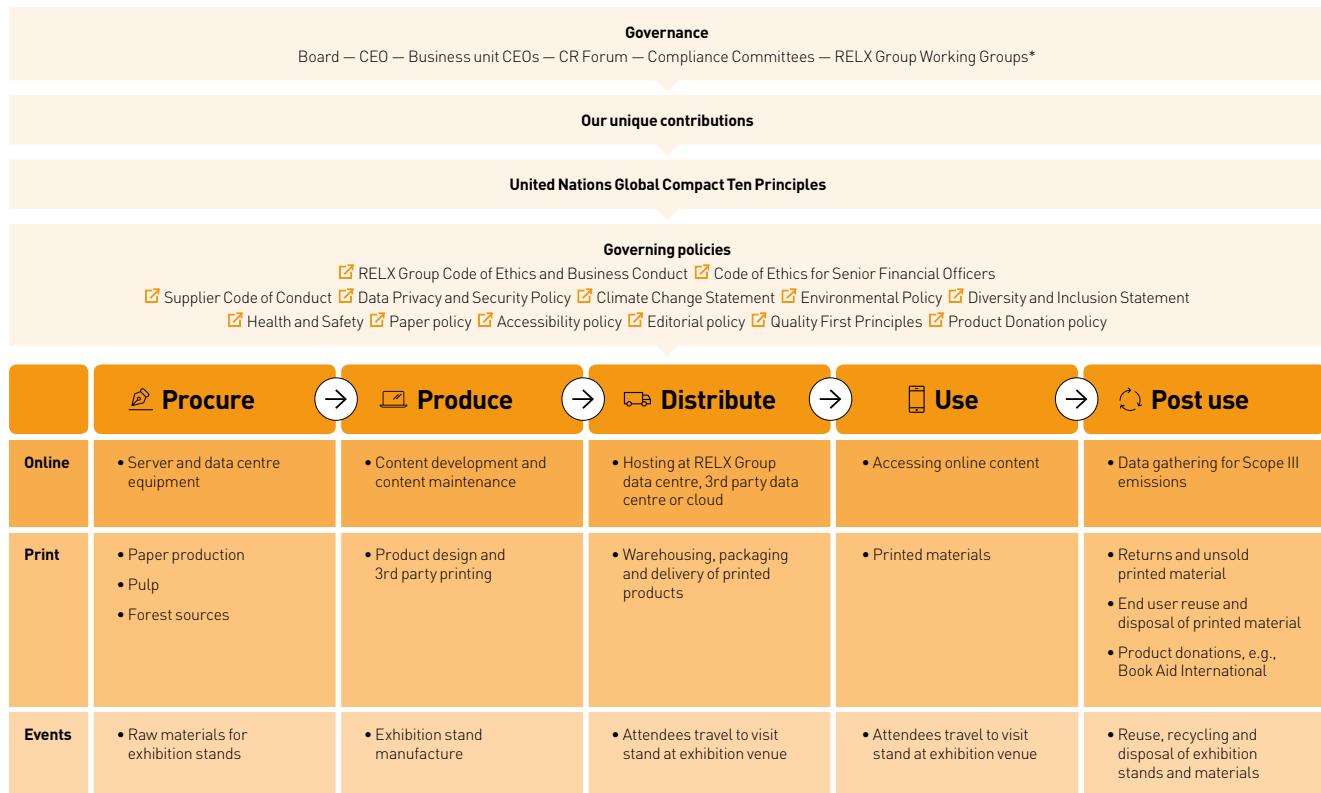
Protection of society

Promotion of the rule of law and access to justice

Fostering communities

We concentrate on the contributions we make as a business and on good management of the material areas that affect all companies as reflected in the sections of this report: Our unique contributions; Governance; People; Customers; Community; Supply chain; Environment.

Mapping the value chain



*See page 08 for RELX Group working groups

Determining what's material

To understand which issues we should focus on, we consider our business priorities and engage regularly with stakeholders, setting objectives accordingly. See engagement examples in Appendix 1.

In the year we asked CR consultancy Carnstone to test our ranking of 14 issues we consider material. 73 people (employees, suppliers, NGOs, investors and peers) ranked our CR priorities above three, indicating that we are focusing on the correct issues.**

Impact on RELX Group

2017	2016 ranking and change
1 Data privacy and security	*Not ranked in 2016
2 Having the right people	1 ↓
3 Governance & ethical practice	— →
4 Responding to customer needs	2 ↓
5 Editorial standards	4 ↓
6 Access to information	5 ↓
7 Promoting diversity	11 ↑
8 Transparent, comprehensive reporting	10 ↑
9 Health, safety and well-being	6 ↓
10 Unique contributions	7 ↓
11 Sustainable supply chain	8 ↓
12 Tax, pensions and investments	13 ↑
13 Supporting our communities	12 ↓
14 Manage environmental impacts	9 ↓

Impact on society & the environment

2017	2016 ranking and change
1 Unique contributions	— →
2 Supporting our communities	3 ↑
3 Governance & ethical practice	5 ↑
4 Access to information	6 ↑
5 Managing environmental impacts	2 ↓
6 Promoting diversity	11 ↑
7 Data privacy and security	*Not ranked in 2016
8 Having the right people	10 ↑
9 Sustainable supply chain	4 ↓
10 Health, safety and well-being	7 ↓
11 Responding to customer needs	9 ↓
12 Editorial standards	8 ↓
13 Transparent, comprehensive reporting	12 ↓
14 Tax, pensions and investments	13 ↓

** The survey asked people to rank the priorities on a scale of 1-5, where 1 = 'no real impact' and 5 = 'very significant impact'

Engagement

Our thinking is informed by extensive internal and external engagement, including stakeholder consultation.

We engage with external stakeholders who inform our CR objectives, provide insight into risks and opportunities and best-practice.

External:

Investors, government, customers, NGOs, local communities, suppliers, industry networks

Internal:

Wellness Champions, Accessibility Working Group, Quality First Principles Working Group, RE Cares Champions, Socially Responsible Supplier Group, Disaster Relief Working Group, Green Teams, Employee Resource Groups, Diversity and Inclusion Advisory Group and Working Group, Environmental Champions Network, Editorial Policy Working Group

We involve more than 900 colleagues across the Group in our CR networks – who in turn reach thousands of people across the company.

Each year we hold a Stakeholder Forum to hear internal and external viewpoints on an important aspect of CR for our business. In 2017, the Stakeholder Forum focused on truth, trust and reliable content and implications for our business. Speakers included Professor Charlie Beckett from the London School of Economics' Department of Media and Communications and Director of Polis (LSE's think tank to provide a forum for public debate and policy intervention on news journalism); Tracey Brown, Director at Sense About Science, a campaigning charity that challenges the misrepresentation of science and evidence in public life; Richard Horton, Editor of The Lancet; Pim Stoten, VP Global Strategy, BIS at LexisNexis Legal & Professional; and Barbara Ortner, Head of Market Reporting at ICIS, part of Risk & Business Analytics. The event was live streamed and made available to all employees on the global intranet following. Participants were unanimous in their view that the era of 'fake news' creates an opportunity for us to showcase robust processes across our business units that ensure reliable content.



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 Ten Principles encompassing human rights, labour, the environment and anti-corruption. Each year we work to further UNGC principles within RELX Group and beyond; we demonstrated leadership in 2017 by becoming a UNGC LEAD company, contributing to their Blueprint for SDG Leadership Platform, joining the Board of the UNGC Network UK; supporting and presenting at their Making Global Goals Local Business conference in India and at the 2017 Leaders Summit, where LexisNexis Legal & Professional's Teresa Jennings was named an SDG Pioneer for the Rule of Law.

The UNGC is a partner in the RELX Group SDG Resource Centre, which features UNGC content and UNGC Chief Executive, Lise Kingo was a guest speaker at the launch of the Resource Centre. The Inspiration Day brought together more than 100 attendees from business and civil society to inspire action and collaboration to advance the global goals.

Throughout the year we sought ways to promote the UNGC's Business for the Rule of Law, which LexisNexis Legal & Professional's CEO Mike Walsh highlighted when accepting Freedom House's 2017 Rule of Law Award.

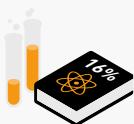
We announced the winners of the seventh RELX Group Environmental Challenge at the CEO Water Mandate's World Water Week conference in Stockholm, Sweden. Our 2017 Communication on Progress, a report required of signatories each year, was reviewed by our UK peers and attained the UNGC's advanced level.

For how we put the Ten Principles in practice over the past year, see our 2017 Communication on Progress.

2017 awards for excellence

Our employees, products and services regularly receive awards for excellence. In 2017, for example:

Scientific, Technical & Medical



Elsevier won Frost & Sullivan's Technology Innovation Award 2017 for ExpertPath™ and STATdx® - diagnostic support products for pathologists and radiologists



Elsevier won the Illustrated Book Award and four first prizes at the 2017 British Medical Association's (BMA) Medical Book Awards

Risk & Business Analytics



Flight Ascend, part of Risk & Business Analytics, retained the Appraiser of the Year award at the Aviation 100 Awards



LexisNexis Risk Solutions retained the Best Financial Crime Intelligence and Research Data award at the Compliance Register Platinum Awards 2017

Legal



Lexis Advance® won "Best Legal Solution" award in the 2017 SIIA CODiE Awards for the best information-based solution designed for the legal professional



LexisNexis Regulatory Compliance was recognised at the Australian Business Awards 2017 for Product Excellence

Exhibitions



Reed Exhibitions' Comic Con India won two gold awards and one silver award at the 'Wow' Awards, India including Best Exhibition



Reed Exhibitions Greater China received the Excellence in Organization Development Award 2017 for HR practices and CR activities

2017 investor and other recognition



Constituent of the Ethibel Sustainability Index

- included for Excellence Europe and Excellence Global



RE100

- member



CDP

- Climate programme score: A-
- Forest programme score: A-
- Water programme score: B



EPA Green Power Leader

- Top 100



FTSE4Good

FTSE4Good Index

- Included in
- FTSE4Good Global Index
- FTSE4Good UK Index
- FTSE4Good Europe Index



ECPI Indices

- included



Euronext Vigeo

- UK 20
- Benelux 20
- Eurozone 120
- Europe 120



ISO 14001

- certified



STOXX Global ESG Leaders Indices

- included



SEAL award for Business Sustainability

- 2017 winner for Organisational Impact



Oekom Corporate Responsibility Rating

- Prime status



Corporate Responsibility Reporting Awards '17

- Top 10 Best Corporate Responsibility Report
- Top 10 Best Carbon Reporting

2017 key corporate responsibility data

	2017	2016	2015	2014	2013
Revenue (£m)	7355	6,895	5,971	5,773	6,035
People					
Number of full-time equivalent employees (year-end) ¹	31,000	31,200	30,000	28,500	28,200
Percentage of female employees (%) ¹	51	52	52	53	53
Percentage of female managers (%) ¹	43	43	44	44	44
Percentage of female senior operational managers (%) ^{1,2}	29	28	31	29	30
Community¹⁰					
Total cash and in-kind donations (products, services and time) (£m)	7.5	7.1	6.1	6.0	5.6
Market value of cash and in-kind donations (£m)	12.6	16.5	13.7	13.5	13.2
Percentage of staff volunteering (%) ²	45	39	37	32	31
Total number of days volunteered in company time	12,670	10,980	10,525	9,610	10,165
Health and safety (lost time)³					
Incident rate (cases per 1,000 employees) ¹	0.55	0.75	0.93	0.99	1.10
Frequency rate (cases per 200,000 hours worked) ¹	0.06	0.09	0.11	0.11	0.12
Severity rate (lost days per 200,000 hours worked) ¹	1.15	2.09	2.03	4.90	1.81
Number of lost time incidents (>1 day) ¹	17	22	26	25	31
Socially Responsible Suppliers (SRS)					
Number of key suppliers on SRS database ^{4,5}	344	383	399	499	613
Number of independent external audits ⁵	83	89	86	56	56
Percentage signing Supplier Code of Conduct (%) ⁵	91	89	88	84	79
Environment					
Total energy (MWh) ⁵	186,228	195,556	207,093	222,658	239,187
Renewable electricity (MWh) ⁵	117,799	107,124	91,418	88,328	77,293
Percentage of electricity from renewable sources (%) ^{5,6}	72	62	50	46	38
Water usage (m ³) ⁵	344,918	337,889	337,645	343,661	401,788
Climate change (tCO₂e)⁶					
Scope 1 (direct) emissions ⁵	8,231	7,966	7,446	8,932	11,602
Scope 2 (location-based) emissions ⁵	84,590	91,913	95,947	109,129	113,691
Scope 2 (market-based) emissions ⁵	21,831	32,153	-	-	-
Scope 3 (business flights) ^{7,8}	58,034	53,847	54,958	50,191	56,492
Total emissions using scope 2 (location-based) emissions ⁵	150,855	153,726	158,351	168,253	181,784
Total emissions using scope 2 (market-based) emissions ⁵	88,096	93,966	-	-	-
Waste⁸					
Total waste (t) ⁵	6,664	7,107	7,604	9,860	10,262
Percentage of waste recycled (%) ⁵	69	70	70	64	66
Percentage of waste diverted from landfill (%) ⁵	76	76	75	70	69
Paper					
Production paper (t) ⁵	36,484	46,128	51,285	52,163	49,410
Sustainable content (%) ⁹	100	100	100	100	100

¹ Senior operational managers are defined as those managers up to and including three reporting lines from the CEO.

² All Group 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 Group-sponsored volunteer activities.

³ Accident reporting covers 96% of employees.

⁴ We continue to refine our supplier classification and hierarchy data, contributing to changes in the number of suppliers we track year-on-year.

⁵ We purchase renewable electricity on green tariffs at key locations in the UK, Austria, Germany and the Netherlands. In the US, we also purchase and retire Green-e certified Renewable Energy Certificates (RECs). We purchase Gold Power i-RECs in Thailand.

⁶ Market-based and location-based emissions have been reported in compliance with the updated GHG Protocol guidance. See our reporting guidelines and methodology for more details.

⁷ Data collected from approximately 95% of the group based on air travel spend. All years use the DEFRA RF emissions factor for air travel in Scope 3 (other). 2017 figures include data from additional countries/divisions contributing to the increase in reported emissions.

⁸ Waste figures represent all operations, including estimates from non-reporting locations.

⁹ All paper we graded in 2017 – 90% of total production stock – was graded PREPS grade 3 or 5 (known and responsible sources).

¹⁰ Data reporting methodology assured by LBG. See Appendix 2 for LBG assurance statement 2017.

[^] Data assured by EY. See Appendix 3 for EY assurance statement 2017.

See our [reporting guidelines and methodology](#) for more details.

2017–2018 CR objectives

We set meaningful targets and measure progress against them.

Material issues	2017 objectives	Achievement	2018 objectives	By 2030
Unique contributions  See page 15–22 for more information	<ul style="list-style-type: none"> ▪ Advance of science and health: expand “Research Without Borders” to build editorial skills through journal mentoring and training ▪ Protection of society; help broaden reach of ADAM programme; new training programme on missing people for UK law enforcement ▪ Promotion of the rule of law and access to justice: assist UN Global Compact (UNGCG) in embedding Business for the Rule of Law and work with UN Development Programme and Member States to support reporting progress on SDGs ▪ Fostering communities: World Travel Market (WTM) to convene travel industry roundtable for collaboration on responsible tourism key challenges, including anti-trafficking initiatives ▪ Universal, sustainable access to information: launch free access SDG Resource Centre 	<ul style="list-style-type: none"> ▪ 20 Elsevier research experts spent a combined 48 weeks training African health journal teams in Democratic Republic of Congo (DRC), Ethiopia, Ghana, Kenya, Malawi, Mali, Rwanda, and Uganda ▪ Additional training held in Amsterdam for editors from Mali Medical Journal and the DRC’s Annales Africaines de Médecine ▪ ADAM programme platform extended to allow individuals to receive missing child email alerts; 14 children found through ADAM in 2017 ▪ Supporting new missing child cases training course for UK policing ▪ Micro-site created on SDG Resource Centre for Global Alliance on Reporting Progress on Peaceful, Just and Inclusive Societies as a repository to aid Member State reporting on SDG 16 ▪ Created Business for the Rule of Law Café in partnership with UNGC Network UK with participation from customers, peers, academia and colleagues to share information on going beyond legal minimums to advance the rule of law ▪ Largest responsible tourism programme at WTM London to date with 27 sessions, including two focused on increasing awareness of modern slavery, trafficking, human rights and orphanage tourism ▪ Roundtable at House of Lords with leaders in tourism and other fields to discuss tangible ways of addressing child trafficking and tourism and orphanage tourism ▪ RELX Group SDG Resource Centre launched at Inspiration Day drawing 100+ attendees ▪ Nearly 10,000 unique visitors by year-end; 34% of visitors via organic search ▪ Nearly 200 subscribers to monthly newsletter 	<ul style="list-style-type: none"> ▪ Advance, and make publicly available, research on the state of science underpinning the SDGs ▪ Partner with the National Centre for Missing & Exploited Children to expand ADAM programme email alerts to US consumers; advance training course for UK policing on missing cases ▪ Roll out RELX Group Rule of Law Cafés across multiple jurisdictions ▪ Advance sustainability content across show portfolios ▪ New functionality for SDG Resource Centre including integration of UN and other partner content 	<ul style="list-style-type: none"> ▪ Use our products and expertise to advance the Sustainable Development Goals (SDGs), among them: ▪ SDG 3: Good health and well-being ▪ SDG 4: Quality education ▪ SDG 10: Reduced inequalities ▪ SDG 13: Climate action ▪ SDG 16: Peace, justice and strong institutions <p>Enrich the SDG Resource Centre to ensure essential content, tools and events on the SDGs are freely available to all</p>

Introduction

Our unique contributions

Governance

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Supply chain

Environment

Appendices

Material issues	2017 objectives	Achievement	2018 objectives	By 2030
Governance  See page 23-26 for more information	<ul style="list-style-type: none"> ▪ Expand fraud prevention and cyber security awareness efforts and continue to tighten related controls 	<ul style="list-style-type: none"> ▪ Continued programme of technology controls, training, reporting and investigations, with employee simulations to reduce susceptibility to phishing attacks ▪ Less than 4% susceptible on a benchmark simulation in Q4 2017 (industry average 21.8%) 	<ul style="list-style-type: none"> ▪ Expand corporate security incident response preparedness using a combination of technology, awareness training and simulations ▪ Establish risk mitigation framework for monitoring operational effectiveness of key internal compliance controls ▪ Engagement on rule of tax law 	Undertake consistent actions that reinforce excellence in corporate governance and compliance with all applicable legislation and our principles and policies
People  See page 27-35 for more information	<ul style="list-style-type: none"> ▪ More structured approach to compliance training for employees in higher-risk roles and locations across the Group ▪ Broaden awareness of RELX Tax Principles in external communications, with internal training for relevant staff 	<ul style="list-style-type: none"> ▪ Established resource library containing 35 presentations encompassing competition law, anti-bribery, culture of compliance, harassment, trade sanctions and management ▪ More than 2,400 employees received advanced in-person compliance training conducted by RELX Compliance in collaboration with business unit leads ▪ Tax Principles refreshed and incorporated into tax strategy published on RELX Group website ▪ Briefings for key internal stakeholders; roll-out of interactive training underway 	<ul style="list-style-type: none"> ▪ New cohort of 27 mid-career women in tech mentees and 27 tech mentors from US, UK and China (16 mentors/mentees in 2016) ▪ Mentoring programme for high-potential women co-sponsored by two senior female leaders: RELX Group Global HR Director and Reed Exhibitions' EMEA President 	<ul style="list-style-type: none"> ▪ Conduct a Global Employee Opinion Survey including questions on culture, ethics and well-being ▪ Update D&I Strategy including launch of D&I progress indicators ▪ External partnership to raise awareness of mental health across RELX Group <p>Focus on talent development, diversity and inclusion, and well-being, to ensure a high-performing and satisfied workforce</p>

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Material issues	2017 objectives	Achievement	2018 objectives	By 2030
Customers  See page 36-42 for more information	<ul style="list-style-type: none"> ▪ Pursue Philippine Quality Award as a demonstration of drive for quality excellence ▪ Create role plays for sales staff showing CR as a Sales Tool in action ▪ Improve reporting on compliance with customer accessibility requests 	<ul style="list-style-type: none"> ▪ Application submitted with PQA site visit following; decision in 2018 ▪ CR as a Sales Tool video featuring colleagues across RELX Group ▪ Created CR at RELX Group desk drop; guidance to sales colleagues on fostering CR dialogue with customers ▪ New accessibility report breaks down customer Voluntary Product Accessibility Template (VPAT), showing alignment with each criteria of Section 508 Standards of the US Workforce Rehabilitation Act 	<ul style="list-style-type: none"> ▪ RELX Group Editorial Policy update and training ▪ New CR as a Sales Tool curriculum: Customers and the SDGs ▪ Introduce RELX Group Accessibility awards to recognise exceptional employee efforts to advance accessibility 	Increase our customer base across our four business units through active listening and engagement, and a focus on editorial and quality standards, and accessibility
Community  See page 43-49 for more information	<ul style="list-style-type: none"> ▪ Ensure at least 60% of offices have an RE Cares Champion ▪ Increase skills-based volunteering 	<ul style="list-style-type: none"> ▪ 72% of offices have an RE Cares Champion ▪ Expansion to new locations including Russia, South Korea, Taiwan and the UAE ▪ Six percentage point increase ▪ 34% of RE Cares Champions organised at least one skills-based volunteer event vs 28% in 2016 	<ul style="list-style-type: none"> ▪ Foster development of youth employability skills ▪ Research impact of RE Cares on staff retention 	Use our unique contributions to advance education for disadvantaged young people; track the impact of community investment activities

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Material issues	2017 objectives	Achievement	2018 objectives	By 2030
Supply chain  See page 50-55 for more information	<ul style="list-style-type: none"> ▪ Increase number of suppliers as Code signatories ▪ Continue using Corrective and Preventative Actions tool to ensure continuous improvement in audit results ▪ Continue to advance US Supplier Diversity programme 	<ul style="list-style-type: none"> ▪ 91% on tracking list versus 89% in 2016 ▪ 83 audits completed ▪ Minority, women and veteran-owned spend increased by 8% ▪ Spend with diverse suppliers was 11.4% of total US spend 	<ul style="list-style-type: none"> ▪ Increase number of suppliers as Code signatories ▪ Continue using audits to ensure continuous improvement in supplier performance and compliance ▪ Continue to advance the US Supplier Diversity and Inclusion programme 	Reduce supply chain risks related to human rights, labour, the environment and anti-bribery by ensuring adherence to our Supplier Code of Conduct through training, auditing and remediation; drive supply chain innovation, quality and efficiencies through a strong and diverse network of suppliers
Environment  See page 56-67 for more information	<ul style="list-style-type: none"> ▪ 35% of locations to achieve five or more new Group Environmental Standards ▪ Purchase renewable electricity equal to 70% of global consumption ▪ Achieve ISO 14001 Environmental Management System certification at three additional locations 	<ul style="list-style-type: none"> ▪ 36% of locations achieved five or more Group Environmental Standards ▪ 72% purchased through renewable sources, Green-e Renewable Energy Certificates (RECs) and Gold Power-i-RECs ▪ Achieved at three additional locations: St Louis (US), Holborn (UK) and Alphabet (UK) ▪ Certification equivalent to 19% of total by headcount 	<ul style="list-style-type: none"> ▪ 40% of locations to achieve five or more Group Environmental Standards ▪ Purchase renewable electricity equal to 80% of global consumption ▪ Achieve ISO 14001 Environmental Management System certification at three additional locations 	Use our unique contributions to advance education for disadvantaged young people; track the impact of community investment activities

We worked with EY on assurance of our 2017 data relating to environment, health and safety, people and supply chain as indicated in the summary table on page 10. EY's conclusions are in Appendix 3.

Our unique contributions

Why

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

2017 objectives

- Advance of science and health: expand “Research Without Borders” to build editorial skills through journal mentoring and training
- Protection of society: help broaden reach of ADAM programme; new training programme on missing people for UK law enforcement
- Promotion of the rule of law and access to justice: assist UNGC in embedding Business for the Rule of Law and work with UN Development Programme and Member States to support reporting progress on SDGs
- Fostering communities: World Travel Market (WTM) to convene travel industry roundtable for collaboration on responsible tourism key challenges, including anti-trafficking initiatives
- Universal, sustainable access to information: launch free access SDG Resource Centre

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Working on the ground with the team at the Ethiopian Journal of Health Sciences in Jimma, Southwest Ethiopia, was a fantastic opportunity; I learned about their challenges and offered support on those common to journal development globally.

Louise Curtis

Vice President Publishing, Elsevier, UK

Our unique contributions are the positive impact we make on society through our knowledge, resources and skills.

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 broaden access to its content, Elsevier supports programmes where resources are often scarce. Among them is Research4Life, a partnership with UN agencies and approximately 200 publishers; we provide core and cutting-edge scientific information to researchers in 100 developing countries. As a founding partner and the leading contributor, Elsevier provides over a quarter of the material available in Research4Life, encompassing approximately 3,000 Elsevier journals and 20,000 e-books. In 2017, there were 2.4m Research4Life article downloads from ScienceDirect.

In 2017, The Lancet Countdown Initiative launched an international, multidisciplinary research collaboration between academic institutions and practitioners across the world, to track progress on the complex association between health and climate change, including the health impacts of climate hazards; health resilience and adaptation; and the health co-benefits of climate change mitigation. The authors provide examples of how rising temperatures are correlated with an increase in infectious disease transmission.

2.4m

Research4Life article downloads from Elsevier's ScienceDirect

3,000

Elsevier journals available through Research4Life



Related SDGs



2017 objective:

Advance of science and health

Expand “Research Without Borders” to build editorial skills through journal mentoring and training

African research to address African challenges

Elsevier staff have deep research knowledge, including how editors, using the peer review process, choose the best work avoiding plagiarism and conflict of interest, and the best means of dissemination, including open access. They are sharing this knowledge with African health journals through Research without Borders in partnership with the African Journal Partnership Program (AJPP), a US National Institutes of Health research capacity building initiative, also supported by the US National Library of Medicine and the Council of Science Editors. It is of critical benefit: African researchers are on the front line of health challenges like insect-borne disease, high infant mortality, polio and HIV/AIDS.

Invaluable African research is often not available to African or international researchers. Research without Borders, which also engages other top journal publishers, is working to change this. Founded in 2004, the AJPP provides support to African health journals in countries such as the Democratic Republic of Congo (*Annales Africaines de Médecine*), Ethiopia (*Ethiopian Journal of Health Sciences*), Ghana (*Ghana Medical Journal*), Kenya (*Annals of African Surgery*), Malawi (*Malawi Medical Journal*), Mali (*Mali Medical*), Rwanda (*Rwanda Journal of Health Sciences*) and Uganda (*African Health Sciences*). With a grant from the Elsevier Foundation of \$204,000 (2016–2018), Elsevier staff are providing publishing and marketing, operations and technology training.

In the 2016 pilot, Elsevier experts offered four weeks of training; in 2017 that increased to 48 weeks.

In September 2017, Elsevier also brought two journal teams from the DRC and Mali for a week-long intensive training session in Amsterdam with five volunteers from our Amsterdam, Paris and London offices.

In 2017, Cynthia Clark, Director of Digital Journals at Elsevier spent a month collaborating with the Malawi Medical Journal team, working closely with Dr. Lucinda Manda-Taylor, the journal’s Editor-in-Chief, and considered it, “one of the most professionally rewarding opportunities of my life (image left).”

[Read more about Research Without Borders.](#)

“

I cannot stress enough how helpful it was to have a volunteer Elsevier publisher for the Malawi Medical Journal. It helped the editorial team implement some key tasks that will improve our digital connection with the outside world through interactions on our website and social media pages.

Dr. Lucinda Manda-Taylor
Editor-in-Chief, *Malawi Medical Journal*

20

Elsevier experts spent 48 weeks assisting African health journals



Linked to SDG 17: Partnerships for the Goals

Target 17.9: Enhance international support for implementing effective and targeted capacity-building in developing countries to support national plans to implement all the Sustainable Development Goals, including through North-South, South-South and triangular cooperation



Linked to SDG 3: Good health and well-being

Target 3.13: Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks

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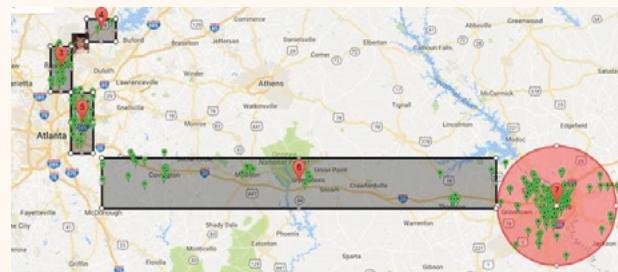
Related SDGs

Risk & Business Analytics

Risk & Business Analytics' tools and resources help law enforcement keep communities safe and help protect society by detecting and preventing fraud across a range of business sectors and at the US federal, state and local government level. Since 2013, the Florida Department of Children and Families has used LexisNexis Risk Solutions identity management solutions to prevent food stamp fraud and improve operational efficiencies, achieving a total cost avoidance of more than \$843.7m. Colleagues in the Government Solutions and Commercial

Healthcare teams began work in 2017 on helping combat opioid abuse. A central objective is to provide pharmacies and doctors among others with a clear view of identities to identify inappropriate drug distribution behaviour.

In 2017, Proagrica, dedicated to feeding the world sustainably through its content and solutions, launched Future Farming, to help farmers use local, national and international field, crop and other data to make better farming decisions.



2017 objective:

Protection of society

Help broaden reach of ADAM programme; new training programme on missing people for UK law enforcement

Using our technology and time to bring missing children home
We developed the ADAM programme more than 17 years ago to help the National Centre for Missing & Exploited Children (NCMEC) in the US to find missing children. ADAM distributes missing child alert posters to law enforcement, hospitals, libraries and businesses within specific geographic search areas. The system was expanded in 2017 to allow individuals to receive an email alert when a child is reported missing near to them. In the year, 14 children were found through ADAM, bringing the total number of children recovered to 177 since the start of the programme in 2000.

In 2017, we added a rectangular search capability to ADAM that allows NCMEC to focus on a highway where a missing child and abductor may be travelling in order to distribute posters to recipients along the relevant corridor. Combining this filter along with the system's radius search allows for broad, yet targeted, poster coverage.

Colleagues also worked in the year on adding new functionality to ADAM to allow members of the US public to sign up for missing child email alerts in their area. The opt-in form, approved after vetting, is available from both the NCMEC and LexisNexis Risk Solutions sites; the 2017 pilot will be expanded widely in the year ahead.

We also worked with Missing People and the UK National Crime Agency to support their Child Rescue Alert service, which disseminates missing alerts via text message, and scoped a training course with Missing People and Charlie Hedges Advisory (Hedges, a former police officer and advisor to Amber Alert Europe, is one of the UK's foremost experts on missing persons) to assist law enforcement, schools, hospitals and others with missing cases, particularly those involving children who are abducted and/or trafficked.

[Read more about the ADAM programme.](#)

“

LexisNexis is using its skills and experiences to make a difference in children's lives.

John Clark President and CEO, National Center for Missing & Exploited Children

177

Children have been located since the start of the programme in 2000

1.8m+

Recipients of automated ADAM alerts in 2017 including law enforcement, news outlets, hospitals, schools, social services and private enterprises

Linked to SDG 16: Peace, justice and strong institutions



Target 16.2: End abuse, exploitation, trafficking and all forms of violence against and torture of children

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Related SDGs

Legal

LexisNexis Legal & Professional promotes the rule of law and access to justice through its products and services. During 2017, we collaborated with the Republic of Fiji to consolidate the country's laws and make them publicly available for the first time.

We assisted the United Nations Global Compact (UNGC) and other UN agencies to promote business engagement on the rule of law throughout the year, including by supporting the documentation of land rights in Myanmar. In the year, we launched the Rule of Law Café, in partnership with the UNGC Network UK, giving peers and members of the legal community an opportunity to share their

efforts to advance the rule of law. In 2017, LexisNexis Legal & Professional received Freedom House's Corporate Leadership Award for its work to advance the rule of law.

LexisNexis Legal & Professional was also named in the CSR Top 10 by the Australian Centre of Corporate Social Responsibility, for its policies and commitment to embed corporate responsibility throughout the business. The business unit also won the Financial Times Innovative Lawyers Award 2017 in recognition of the efforts of the global legal team to advance the rule of law and access to justice around the world.



2017 objective:

Promotion of the rule of law and access to justice

Assist UNGC in embedding Business for the Rule of Law and work with UN Development Programme and Member States to support reporting progress on SDGs

Going beyond legal minimums

General Counsel for LexisNexis Legal and Professional, Ian McDougall says, "the rule of law means equality under the law; an independent judiciary; access to the law; and access to remedy. Accordingly, we advanced the principles of the UN Global Compact's Business for the Rule of Law throughout 2017, fostering dialogue on going beyond legal minimums among the business, government, civil society, legal and academic communities. We moderated a rule of law workshop for officials in El Salvador in conjunction with the Inter-American Bar Association and showcased opportunities around the rule of law at the Conference of Western Attorneys General. We began writing the legal implications of each SDG for an SDG Legal Guide to be published by Advocates for International Development, which will be featured on the RELX Group SDG Resource Centre.

We served on the Steering Committee of the Global Alliance for Reporting Progress on Peaceful, Just and Inclusive Societies, an SDG Resource Centre partner, which was formed by UNDP, UNESCO, UNODC and UNGC to support the measurement and advancement of SDG 16 among others.

LexisNexis Legal & Professional joined forces with Colin Biggers & Paisley Foundation in 2017 on Juris, a pilot allowing legal professionals to collaborate with legal bodies in developing countries on pro bono projects. Among them was international contract law training, utilising LexisNexis legal materials, for more than 50 public prosecutors from Myanmar's Union Attorney General's Office (UAGO) and Department of Energy, among others.

We also highlighted the rule of law at the 2017 UN High-level Political Forum, the US Institute of Peace, the Central and Eastern European Law Initiative Institute (CEELI) and the Wilson Center.

To mark US Independence Day, LexisNexis Legal & Professional released new data correlating the rule of law and life, liberty and happiness. Among 98 countries analysed, the data indicates the stronger a country's rule of law, the greater it performs against measures of life expectancy, civil liberty and happiness.

View the life, liberty, happiness and rule of law graphic.

Linked to SDG 16: Peace, justice and strong institutions



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Related SDGs

Exhibitions

Reed Exhibitions' events strengthen communities and support our CR focus areas.

Each year, World Travel Market (WTM), Reed Exhibitions' flagship show for the travel and tourism industry, holds World Responsible Tourism Day, which includes the Responsible Tourism awards. In recognition of the 2017 International Year of Sustainable Tourism for Development, leaders were chosen for how they are demonstrating impact and their alignment with one or more of the SDGs. Among the winners was Sapa o Chau, a Vietnam based social enterprise committed to empowering women and ethnic minorities through tourism.



2017 objective:

Fostering communities

World Travel Market (WTM) to convene travel industry roundtable for collaboration on responsible tourism key challenges, including anti-trafficking initiatives

Bringing the tourism industry together to address sustainability challenges

In the UN's International Year of Sustainable Tourism for Development, Reed Exhibition's World Travel Market (WTM) London brought the industry together – including 5,000 exhibiting destinations, technology and private sector companies and approximately 50,000 attendees – for its largest responsible tourism programme to date, with 27 sessions across the show's three days.

Human rights and the environment were two critical themes. A Major Environmental Challenges: Carbon & Water session featured Jon Proctor, Chief Executive, Green Tourism; Linh Le, Group Managing Director, ASIA DMC; Lisa Walker, CEO, Ecosphere; and Nicolas Perin, Programme Manager, International Tourism Partnership. The discussion was framed by a recognition that tourism is both a cause and a victim of climate change – excessive temperatures, storms and fire have damaged destinations. Tourists also utilise large volumes of

In 2017, more than 1,700 science and marine technology professionals from 46 countries attended Reed Exhibitions' inaugural Oceanology International North America conference and exhibition in San Diego. Among conference topics was sustainable port management and environmental protection.

Also in the year, Reed Expositions organised its second World Efficiency Solutions show in Paris, France under the patronage of Emmanuel Macron, President of the French Republic. The event attracted 6,000 participants and 200 exhibitors bringing together those creating and those needing low carbon solutions; 400 matchmaking sessions took place over the show's three days.

water in places of water scarcity, yet such places need tourism dollars for economic development. The prevailing view was that there was much more that could be done to use water more efficiently and to reduce the sector's greenhouse gas emissions.

In a session on Human Rights: Trafficking and Modern Slavery, the University of West London's Alexandros Paraskevas estimated that there are more than 100,000 enslaved persons working in the European hospitality industry. Other speakers included Caroline Meledo from Hilton, Jenny Stevenson with Border Force UK, and Márcio Favilla, Executive Director for Operational Programmes and Institutional Relations at the UN World Tourism Organisation. There was consensus that those touching the tourism industry – including hotel personnel, immigration officials, and the travelling public, need clear information about what to look for and how to report any concerns.

In 2017, WTM also held a roundtable at the UK House of Lords, hosted by Baroness Morris of Bolton, with leaders in tourism and other fields to discuss tangible ways of addressing child trafficking and tourism and orphanage tourism. According to Emeritus Professor Harold Goodwin, Founder Director of the International Centre for Responsible Tourism, who led the discussion, following on from the roundtable, the issue was addressed at WTM; the UK's Border Force provided advice about steps those in the industry can take if they have cause for concern.

The 2017 WTM Responsible Tourism Awards, presented on the show's final day, focused on the SDGs, including SDGs 8 (decent work and economic growth), 12 (responsible consumption and production) and 14 (life below water), which specifically mention tourism. Winners included Village Ways, India named best for poverty reduction and Chobe Game Lodge, Botswana named best for carbon reduction.

“

Responsible tourism should be the backbone of this industry.

Simon Press

Senior Exhibition Director, World Travel Market



Linked to SDG 8: Decent work and economic growth

Target 8.7: Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms



Linked to SDG 8: Decent work and economic growth

Target 8.9: By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products

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Related SDGs

Across RELX Group

We draw on expertise across the Group to advance initiatives aligned with our unique contributions.

In 2017, we launched the free RELX Group SDG Resource Centre to advance awareness, understanding and implementation of

the 17 SDGs to end poverty, protect the planet, and ensure prosperity for all people by 2030. The site features articles, tools, news, events, networking and original research, including in 2017, a review of education and sustainable development (SDG 4) with citable statistics on scholarly output, impact and collaboration.



2017 objective:

Universal, sustainable access to information

Launch free access SDG Resource Centre

Illuminating the SDGs for everyone

In 2017, we launched the free RELX Group SDG Resource Centre (sdgresources.relx.com) to advance awareness, understanding and implementation of the 17 SDGs which aim to end poverty, protect the planet, and ensure prosperity for all people by 2030.

To illuminate the SDGs, the site features leading edge articles, reports, tools, events, videos and legal practical guidance from across RELX Group. It also features content from partners, including the United Nations Global Compact and the United Nations Development Programme.

We have developed original research for the site, including in 2017, a review of education and sustainable development in support of SDG 4 with statistics on scholarly output, impact and collaboration. Among key findings are that worldwide scholarly output in the field had a strong compound annual growth rate of 10.3% over the period (2012-2016), with 68% of output produced by high income countries, with only 0.3% originating from low income countries. However, while there is limited North-South collaboration, the lion's share of lower income country output derives from collaboration with higher income countries, demonstrating its importance.

The SDG News Tracker is available on the homepage for up-to-the minute news about the SDGs from around the world, which searches millions of articles published daily across 77,000 news sources in multiple languages including the six UN languages (Arabic, Chinese, English, French, Spanish and Russian), as well as German. The SDG Resource Centre is also fostering discussion about SDG solutions through our Mendeley reference management and online social networking platform.

We held SDG Inspiration Day at London's Southbank Centre to launch the SDG Resource Centre drawing over 100 participants from business, government, civil society and the arts in partnership with the Business Commission for Sustainable Development, the UN Global Compact Network UK and the Responsible Media Forum. Topics ranged from disruptive technology to advance the SDGs to business leaders and the SDGs, a conversation facilitated by broadcaster and journalist, Lucy Siegle featuring Elsevier CEO Ron Mobed; LexisNexis Legal & Professional CEO Mike Walsh; and Reed Exhibitions CEO Chet Burchett.

Watch videos from Inspiration Day.

“

What we do impacts the world. Our products and services shed light on some of the most pressing global issues. The RELX SDG Resource Centre aids understanding of the SDGs for researchers and the public by giving them access to relevant, critical content.

Erik Engstrom CEO, RELX Group

77,000

Sources power the SDG News Tracker, providing up-to-the minute news on the SDGs from around the world

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Related SDGs

Across RELX Group



An artist translated conversations and comments from the RELX Group Inspiration Day in graphic form.

 View the image on the RELX Group SDG Resource Centre.

2018 objectives

Advance, and make publicly available, research on the state of science underpinning the SDGs

Partner with the National Center for Missing & Exploited Children to expand ADAM programme email alerts to US consumers; advance training course for UK policing on missing cases

Roll out RELX Group Rule of Law Cafés across multiple jurisdictions

Advance sustainability content across show portfolios

New functionality for SDG Resource Centre including integration of UN and other partner content

By 2030

SDG 4: Quality education

SDG 10: Reduced inequality

SDG 13: Climate action

Governance

Why

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

2017 objectives

- Expand fraud prevention and cyber security awareness efforts and continue to tighten related controls
- More structured approach to compliance training for employees in higher-risk roles and locations across the Group
- Broaden awareness of RELX Group Tax Principles in external communications, with internal training for relevant staff

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Governance



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Good governance is embedded in the RELX Group culture, and is the foundation that ensures trust and transparency for our customers, investors, employees and other stakeholders.

Kenneth R. Thompson II

Chief Compliance Officer, RELX Group, US

We support the principles and provisions of corporate governance contained in the UK Corporate Governance Code 2016 (the UK Code) and the Dutch Corporate Governance Code (the Dutch Code).

RELX PLC, which has its primary listing on the London Stock Exchange, and RELX NV, which has its primary listing on the Euronext Amsterdam Stock Exchange, have complied throughout 2017 with the UK Code. For information on the application of the Dutch Code by RELX NV, please see the Corporate Governance statement of RELX NV which is available on our website, www.relx.com.

RELX PLC and RELX NV have implemented standards of corporate governance and disclosure policies applicable to companies listed on the London, Amsterdam and New York stock exchanges. The effect of this 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.relx.com.

The RELX Group plc consolidated financial statements and the financial statements of RELX PLC and RELX NV, are prepared in accordance with International Financial Reporting Standards. We integrate CR information into our Annual Report, including in the Strategic Report.

[Read more about our corporate structure.](#)

We monitor the progress of each business in embedding our values – which are communicated to all employees on our corporate website – and all employees are evaluated on the values as part of the Annual Performance Development Process.

Our leaders reinforce the values. In 2017, Reed Exhibitions' Worldwide Board recognised 11 employees from ten countries across 11 different organisational units for making major contributions to the business by exemplifying our values. Winners will attend a special presentation ceremony in April 2018.

Our values



Customer focus



Valuing our people



Innovation



Passion for winning



Boundarylessness

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Helping our people to pursue the highest ethical standards

Our Code of Ethics and Business Conduct (the Code) is disseminated to every employee and sets the standards for our corporate and individual conduct. Among other topics, the Code continues to address fair competition, anti-bribery, conflicts of interest, employment practices, data protection and appropriate use of company property and information. It also encourages reporting of violations – with an anonymous reporting option – and prohibits retaliation against anyone who believes a violation of the Code or law may have occurred and reports it.

The Code incorporates the principles of the UNGC and stresses our commitment to human rights. 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. For more information on human rights see Supply chain on page 52. In 2017, we updated our Modern Slavery Act Statement which highlights how we are working internally through our supply chain and externally with partners to address the risk of slavery and human trafficking.

We maintain a comprehensive set of compliance policies and procedures in support of the Code. These are reviewed at least annually to ensure they remain current and effective. Our policies and procedures help us comply with the law and conduct our business in an open, honest, ethical and principled way. In the case of our anti-bribery efforts, they comprise part of our adequate procedures for compliance with applicable laws.

Employees receive mandatory training on the Code – both new hires and at regular intervals for all employees – in order to maintain a respectful workplace, prevent bribery and protect personal and company data. Mandatory periodic training covers key Code topics in depth, such as competition law and records management, which is supplemented by in-person training for higher-risk roles.

In 2017, we took a number of steps to further enhance and embed our culture of compliance across RELX Group, including reorganising the RELX Group Compliance function around globally recognised compliance principles, creating a central compliance team devoted to training, communications and investigations, and creating another team assigned to risk assessment and monitoring, as well as increasing the number of employees dedicated to compliance and facilitating collaboration among RELX Group compliance committees.

We offer employees a confidential reporting line, managed by an independent third party, accessible by telephone or online 24 hours a day, 365 days a year (as allowed under applicable law, employees may submit reports to the confidential line anonymously).

Reports of violations of the Code or related policies are promptly investigated, with careful tracking and monitoring of violations and related mitigation and remediation efforts by compliance teams across the business. In 2017, we continued training of investigators who handle employee relations and financial misconduct matters.



Linked to SDG 16: Peace, Justice and Strong Institutions

Target 16.5: Substantially reduce corruption and bribery in all their forms

2017 objective:

Expand fraud prevention and cyber security awareness efforts and continue to tighten related controls

In 2017, we expanded fraud prevention and cyber security awareness efforts and continued to tighten related controls through mandatory training Group-wide, with risk-based information security presentations for finance and HR teams across the business and employees in Manila, the Philippines and Chennai, India. We also began rolling out a PhishMe button integrated into our email client to allow employees to make an immediate report, and provided a Group-wide phishing simulation.

Key points:

Ethics and compliance policies, training and tracking



Read our Code of Ethics and Business Conduct

To help employees comply with all laws, we supplement the Code with other policies in areas critical to our business, including anti-bribery, competition, data privacy and security, trade sanctions and workplace conduct.

To facilitate understanding of the Code and our other policies we require cyclical mandatory training and use a range of communication tools, including video.

We maintain compliance committees for all parts of RELX Group with information for employees on how to report suspected violations of the Code or law.

We provide in-person training and webinars for colleagues in higher-risk roles and locations, e.g., privacy training for employees with access to personal or regulated data.

The Code stipulates protection against retaliation if a suspected violation of the Code or law is reported.

100%

Close to 100% completion rates for all courses within 90 days of issuance

14

Our Code of Ethics and Business Conduct is available in 14 languages



We remained diligent in our ongoing efforts to ensure compliance with applicable bribery and sanctions laws and to mitigate bribery risks, we continue to monitor and assess the implementation of our anti-bribery requirements, including developing detailed, risk-based internal policies and procedures for key compliance-related business processes and functions; conducting periodic risk assessments; establishing gift and entertainment limits; and enforcing clear rules on doing business with government officials. In addition, intermediary relationships and acquisition targets are specifically evaluated for risk using third-party questionnaires, references and detailed electronic searches. Similarly, in the area of sanctions compliance, we refreshed our internal policies and guidance to comport with changes in applicable regulations, implemented "Know Your Customer" tools to enhance customer screening efforts and enhanced quality assurance reviews and risk assessments.

The Code and a related supplemental policy also address corporate 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. In 2017, our companies in the US contributed \$81,000 in corporate political contributions to candidates and state political parties.

Data privacy and security

In 2017, we expanded fraud prevention and cyber security awareness efforts and continued to tighten related controls through mandatory training Group-wide, with risk-based information security presentations for finance and HR teams across the business and employees in Manila and Chennai. We also began rolling out a PhishMe button integrated into our email client to allow employees to make an immediate report, and provided a Group-wide phishing simulation. For more information on data privacy and security see Customers on page 39.

Pensions and investments

The Statement of Investment Principles for the UK pension scheme indicates that the extent to which social, environmental or ethical issues may have a financial impact on the portfolio, or a detrimental effect on the strength of the employer covenant, is taken into account when making investment decisions. CR issues are relevant to other investment decisions we make. Among our sustainable investments are Agworld, a farm management software platform that allows farmers, agronomists and farm contractors to capture, manage and share on-farm data and recommendations to improve the sustainability of land and better yields.

£449m

Paid in corporate taxes in 2017

2,400+

Employees completed advanced in-person compliance training in 2017

2017 objective:

Broaden awareness of RELX Group Tax Principles in external communications, with internal training for relevant staff

During 2017, we refreshed our Tax Principles and incorporated them into our tax strategy, which also includes additional disclosures around where we pay taxes and our broader contribution to society.

We have published our tax strategy, including our Tax Principles, on our website at www.relx.com/go/TaxPrinciples. We provided training on the Tax Principles to key internal staff and are rolling out an interactive training module to reach a wider group of RELX Group employees. We have also built the Tax Principles into our risk management processes, including a sign-off by finance leaders. Finally, we have discussed the Tax Principles with a variety of external stakeholders in the year.

2017 objective:

More structured approach to compliance training for employees in higher-risk roles and locations across the Group

Employees in higher-risk roles, like those whose work brings them in contact with government officials, and employees in higher-risk locations, such as countries with a higher risk of bribery and corruption as indicated by Transparency International's Corruption Perceptions Index, need support to ensure they always remain within legal and normative boundaries. In 2017, we applied a more structured approach to identify candidates and schedule appropriate training.

In the year, more than 2,400 relevant employees completed advanced in-person compliance training conducted by RELX Group Compliance in collaboration with business unit leads. We also created a resource library with a range of presentations on topics such as competition law, anti-bribery, culture of compliance, harassment, trade sanctions and management, for any-time staff access.

2018 objectives

Expand corporate security incident response preparedness using a combination of technology, awareness training and simulations

Establish risk mitigation framework for monitoring operational effectiveness of key internal compliance controls

Engagement on rule of tax law

By 2030

Undertake consistent actions that reinforce excellence in corporate governance and compliance with all applicable legislation and our principles and policies

People

Why

We owe our success to the talented employees who make RELX Group a trusted organisation: people like researchers, technologists, editors, event managers, designers, lawyers, publishers, and many more besides. We depend on them and they depend on us to create a fair, challenging, rewarding and supportive work environment where they can achieve their potential.

2017 objectives

- Scale women in technology mentoring programme; mentor pilot for high-potential women
- Enhance flexible working policies
- Introduce a workplace well-being award scheme

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Being part of Elsevier Pride Chennai puts our D&I Policy into action in order to realise the potential of a diverse workforce, where all colleagues can perform without reticence or fear.

Divya Kaliyaperumal

Journal Manager, Elsevier, Chennai, India

We have a responsibility to protect the human rights of our people. In doing so we are guided by the Universal Declaration of Human Rights, the UNGC's Human Rights Principles, the Women's Empowerment Principles, the OECD Guidelines and the UN Guiding Principles on Business and Human Rights.

Given where, how and why we operate, we have concluded that there is low human rights risk in our direct employment activities.

See the Supply chain section for more information on human rights.

Valuing our people, one of our five values, means being known as an employer of choice, with excellence in recruiting and retaining the best staff. By being a company where employees can do their best work, we will 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 UNGC regarding fair and non-discriminatory labour activities.

We work closely with our staff/works councils in Europe, the US and elsewhere to foster 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.

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 taking such actions. To help affected employees, we provide career advice and, where possible, retraining assistance.

In 2017, Forbes ranked RELX Group as one of the world's best employers. Based on the results of an independent survey, RELX Group was 53rd in the list out of 2,000 companies. We are the only UK-based company in computer services to feature; more than 360,000 global recommendations were analysed to create the list.

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People at RELX Group

Our people are our strength. Our workforce of about 30,000 people is 51% female and 49% male, with an average length of service of nine years. There were 43% female and 57% male managers, and 29% female and 71% male senior operational managers. Our oldest employee is 81 years old.

At year-end 2017, women made up more than 35% of the members of the RELX Group Boards. The two Executive Directors on the Boards are male. The Nominations Committee considers the knowledge, experience and background of individual Board directors.

Diversity and inclusion

Our Code of Ethics and Business Conduct makes it clear: "We prohibit discrimination. We recruit, hire, develop, promote...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."

In addition, our Diversity and Inclusion (D&I) Statement articulates our commitment to a diverse workforce and an environment that respects individuals and their contributions, regardless of gender, race or other characteristics. Our D&I Strategy is focused on translating the Statement into practical action. Among its commitments is maintaining a D&I Advisory Group composed of a senior business and HR leader from each business unit, supported by a broader D&I Working Group. We encourage more than 35 Employee Resource Groups (ERGs) across the Group, such as women's forums and pride groups, to facilitate support, mentoring and community involvement.

30,000+

RELX Group employees world-wide

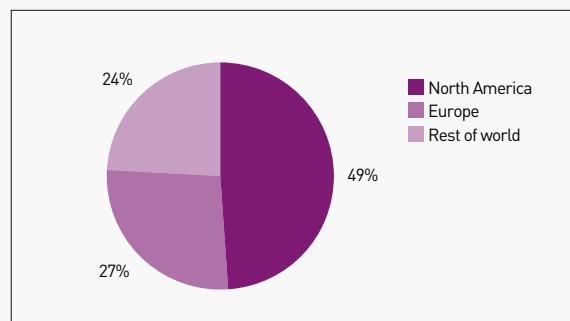
8,000

Approximately 8,000 technologists in RELX Group

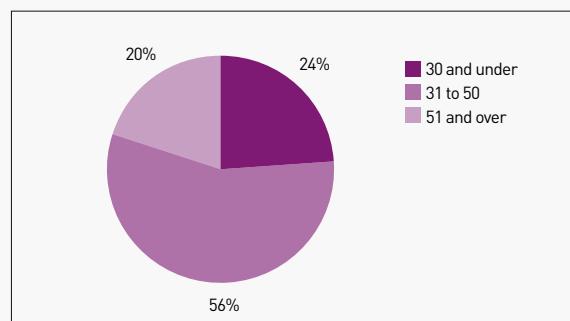
9yrs

Average length of service at RELX Group

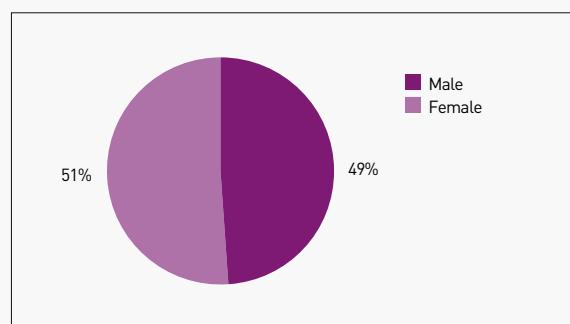
GEOGRAPHIC DISTRIBUTION OF OUR WORKFORCE



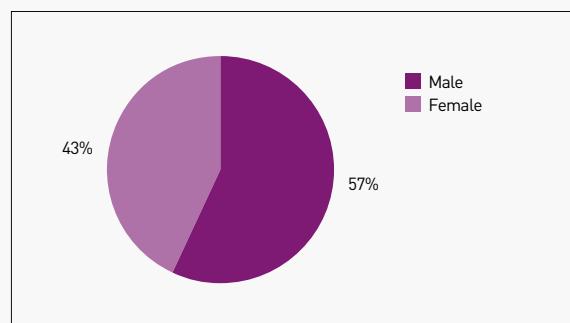
EMPLOYEE AGE SPLIT



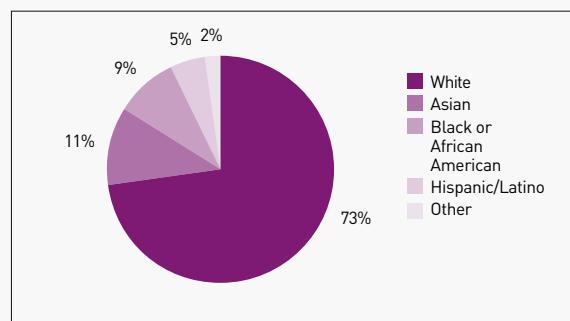
EMPLOYEE GENDER SPLIT



MANAGER GENDER SPLIT



ETHNICITY OF US WORKFORCE



Based on a sampling of 89% employees

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See Gender in the Global Research Landscape Report
elsevier.com/genderreport

In 2017, we placed in the top 20 in Equileap's Ranking, an assessment of more than 3,000 company commitment to gender balance in the workforce, equal compensation, work-life balance, policies promoting gender equality and commitment to women's empowerment.

RELX Group is a signatory to the Women's Empowerment Principles (WEPs), a UNGC and UN Women initiative to help companies empower women and promote gender equality. In the year, we tested a WEPs benchmarking tool to understand gaps between the principles and our performance.

Elsevier has attained the first level of the EDGE gender equality certification, which involved employee surveys across eight countries, an external review of policies and procedures and gender pay benchmarking. An EDGE focus area is flexible working and in 2017 we mapped our flexible working policies across the business as the first step in creating a RELX Group flexible working policy.

We comply with all employee-related reporting requirements. From 2018, this will include the new UK requirement to publish our UK gender pay gap data.

In 2017, Elsevier released Gender in the Global Research Landscape, providing insight and guidance on gender research and policy for governments, funders and institutions worldwide. It covers 20 years, 12 geographies and 27 subject areas.

The report uncovers progress: between 1996–2000, among the 12 countries and regions studied, only Portugal had a women researcher population greater than 40%; by the period 2011–2015, there were nine countries and regions with 40% or more.

The study leverages the power of Elsevier's Scopus citation database and SciVal research performance tool, among other sources, including input from the World Intellectual Property Organization. It shows the global share of women inventors listed in patent applications increased between 1996–2000 (10%) and 2011–2015 (14%), yet women remain strongly underrepresented across all intellectual property comparators. The report is available for free download worldwide.

<25%

Less than 25% of researchers in physical sciences are women

14%

Women accounted for only 14% of patent applications

Standing up for human rights

We are guided in our understanding of the role companies must play in furthering human rights by the UNGC, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises and its mandate that business must "respect the internationally recognised human rights of those affected by their activities". In 2016, we published our first Modern Slavery Act Statement to outline the steps we are taking internally, in our supply chain and through research, partnerships and advocacy to avert modern slavery and human trafficking.



LexisNexis Legal & Professional Business Insight Solutions (BIS) and STOP THE TRAFFIK, a leading non-governmental organisation dedicated to eradicating human trafficking, published Dressed to Kill, a report available on the RELX Group SDG Resource Centre, raising awareness for both organisations and consumers of the issue of forced labour and human trafficking in the cotton industry, to help the cotton industry and the broader public understand what is happening today and actions to eliminate or reduce the risk.

In 2017, LexisNexis Legal & Professional added SDG and human rights news to its free Human Rights app.

“

LexisNexis Legal & Professional is committed to actively working to advance the rule of law, through its day-to-day business, product, services and actions, raising awareness of human trafficking and how to prevent it.

Thomas Ogburn, Managing Director, LexisNexis Legal & Professional Business Insights Solutions (BIS), US

Diversity and inclusion are important to our future. We need the engagement of people from a wide range of backgrounds, experiences and ideas to achieve real innovation for our customers around the world.

Extract from RELX Group D&I Statement

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Diversity and inclusion (D&I) matters at RELX Group

Here are some of the ways we showed this in 2017:

- Elsevier Philadelphia held regular meetings with the City of Philadelphia LGBTQ Chamber of Commerce and ITEM, a group that supports minority students through mentorship, speakers and meetups
- Michiel Kolman, Elsevier's Senior Vice President of Global Academic Relations discussed approaches to D&I at Chennai's inaugural LGBT Workplace Symposium (image above) and Reed Exhibitions announced Proud Experiences, its first exhibition focused on LGBT travel and tourism
- LexisNexis Legal & Professional's BIS Diversity & Inclusion Council prioritised D&I in recruitment by training more than 80 of its leaders on best practice, including what to consider throughout the hiring process
- New ERGs launched in 2017 focusing on working mothers, disability, LGBT and women
- Colleagues marked US Black History Month with activities arranged by the four chapters of the RELX Group African Ancestry Network – with a mission to attract, develop and retain – in Dayton, Alpharetta, New York and Washington DC, encompassing panel discussions, food tastings and movie screenings
- Internal and external speakers shared practical ways of advancing the workplace with our global D&I Working Group, among them was Ted Hodgkinson, lead programmer for Being a Man Festival at London's leading multi arts venue, Southbank Centre, who discussed the challenges and pressures of masculine identity in the 21st century, in particular mental health taboos and high rates of suicide among young men
- The Risk and Business Analytics Disability Forum celebrated International Day of Persons with Disabilities to raise awareness of issues that affect people with disabilities. In 2017, Reed Exhibitions held its United Arab Emirates Inclusion in the Workplace conference

Linked to SDG 8: Decent Work and Economic Growth

Target 8.8: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value



2017 objective:

Scale women in technology mentoring programme; mentor pilot for high-potential women

With approximately 8,000 technologists in our business, we need to attract the best talent for our current and future work, mirroring the diversity of our customers.

In 2017, we expanded our women in technology mentoring programme for mid-career women in technology across our four business units to participants in the US and China as well as the UK. All mentors are internal, and 44% of mentors are RELX Group women in technology. A webinar series for participants showcases the tech career journeys of senior women, including members of the RELX Group Board, and is made available to all employees.

80% of mentees said their mentor was a good match and 91% of mentors said they would like to continue the mentoring relationship after the end of the programme.

Other 2017 cross-business efforts to advance women in technology included Elsevier Technology Tech which supported Girl DevelopIt, a conference which offers affordable technology classes to women, as well as other women in tech events such as Women in Business Internationals and the Silicone Roundabout; RBI's Women in Tech Forum celebrated Ada Lovelace Day with Cakes and Coding and earlier in the year held a Coding Day with students from Carshalton Girls School.

In the year, we scoped a mentor programme for high potential women which will launch officially in 2018.

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It's changed my approach within my job. I have higher expectations for myself.

Mentee Women in Tech mentor programme,
RELX Group

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Listening

Hearing directly from our people is an important driver for improvement. We undertake a triennial Global Employee Opinion Survey (EOS) to help understand staff views. Last conducted in 2015 (and next in 2018), 85% of all employees globally shared their views, our highest response rate. 84% of staff said RELX Group is a company that treats them with respect and fairness. We have been working to address areas for improvement and checking our progress through more frequent pulse surveys across our business.

In 2017, we conducted pulse surveys across the business to hear from employees about how we are doing to make RELX Group a great place to work. Results are reviewed by the CEO, his direct reports and by management teams throughout RELX Group and results are shared with all managers and employees. Each business unit prepares action plans based on results, which are monitored, with follow-up surveys to track progress.

Boundarylessness and training

To promote Boundarylessness, working across geographic and functional boundaries, staff have access to our global job board and can view and apply for available openings around the world. Candidates can complete an online employment profile to specify their preferred work criteria so they can receive notifications about future openings that match their interests. With the support of our HR Management Council, led by the Group Director of HR, we undertake an annual organisational talent review to identify staff advancement opportunities across the Group.

In 2017, 23 employees were selected for Reed Exhibition's Global Talent Exchange programme – a 35% increase over 2016 – which allows employees to work in a different part of the business for a limited time. They expand their skills and networks without having to relocate. Among the 2017 class was Deborah Carella, Sales Manager at Reed MIDEM in France, travelling to the US to work with the Reed POP teams and Greg Dionne, Digital Marketing Specialist at Reed Exhibitions in the US, travelling to Reed Exhibitions Austria to work with the Digital Marketing Team there.

Training to develop our people

Every employee in the Group takes part in the annual Performance Development Process (PDP) which reviews skills and performance and identifies opportunities for recognition and advancement. The PDP is also the primary tool for assessing and planning employee training. In 2017, we invested more than \$13m in training (including courses, seminars, one-to-one instruction and tuition reimbursement) to develop the capabilities and future potential of our people. For the year, we calculated a total of approximately 241,000 training hours across the Group. We are investing in leading digital learning for all employees to support their personal and professional development via mobile and other devices; among them is Cultural Navigator, which highlights how cultural preferences can affect the way we work.

By the close of 2017, approximately 150 of the Group's top executives had either completed a Management Development Process (MDP) or had their existing development plan revisited. Each MDP leads to precise actions for attaining present and future career objectives; provides an insightful view of the individual; and encourages openness, as sensitive issues are addressed in a spirit of confidentiality and respect. The MDP involves in-depth interviews to assess strengths and development areas; agreeing an action plan with the individual and their manager on present role, skills/knowledge; and discussing future career aspirations. Plans may include gaining international experience, focused coaching and engagement outside the Group, including charity placements in new areas. Progress against development plans are regularly updated and checked by the CEO.



2017 objective:

Enhance flexible working policies

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 flexitime working, job sharing, home working, time off to care for children or other family members and career breaks. We developed a definition for and mapped flexible working practices across the business. We shared flexible working case studies through our Diversity and Inclusion Working Group – made available to all employees on our global intranet – and heard external perspectives, including insights from research on flexible working conducted by Business in the Community.

“

We are creating offices to support dynamic and agile working, including through hot desking and shared seating to accommodate job shares.

Randy W. Dinnison
Facilities Manager, RELX Group, US

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Support and recognition

We offer employee assistance programmes, including in the UK a free confidential helpline and counselling agency encompassing personal, legal, financial, tax and relationship advice. The service operates 24 hours a day throughout the year and is available to all employees and their immediate families.

In the US, the Work-Life Assistance Program helps employees and their family members with issues such as stress, alcohol and substance abuse, and child and elder care needs.

We recognise the contributions of our people through numerous internal award programmes, including the Innovation Honour Roll – in 2017, for example, LexisNexis Legal & Professional's Mark Fassbender and Vaqar Khamisani were recognised for improving the speed and accuracy of web analytics testing with artificial intelligence; they were featured in the Friday Update emailed to all employees in the company each week.

\$13m+

Invested in training in 2017

150

Approximately 150 of the Group's top executives either completed a Management Development Process (MDP) or had their existing development plan revisited

23

Employees were selected for Reed Exhibition's Global Talent Exchange programme – a 35% increase over 2016

Health and safety

The importance of employee health and safety is emphasised in the Code of Ethics and Business Conduct and also in our Health and Safety Policy covering the whole of RELX Group. 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 RELX Group Boards. Good practice is reinforced through a network of Health and Safety Champions reporting to business unit CEOs. They receive support from Health and Safety Managers and other colleagues in the business, encompassing bi-monthly calls, a Health Resources intranet site and an annual Health and Safety Champions meeting. We consult with employees globally on health and safety through staff and works councils. Adopting a risk-based approach, we have dedicated safety committees at relevant locations that meet monthly (or as needed) to review safety concerns and any incidents.

We provide tailored health and safety training to employees at higher risk of injury in the workplace, including warehouse, facilities and sales staff who regularly lift or carry products. In the US, we engage a third-party specialist to inspect locations that had high incident rates in the previous 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 using forklifts. For example, Reed Exhibitions UK runs accredited health and safety management training for operational staff to ensure operational teams can appropriately respond to any incident.

During 2017, the Health and Safety Manager, accredited by the Institution of Occupational Safety and Health, delivered Managing Safely courses to event organisers and facilities managers at major UK locations.

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

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.

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 who works with the employer, employee and treating physician to get an employee back to health and work in the shortest possible time.



Linked to SDG 8: Decent Work and Economic Growth

Target 8.8: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

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Absence

Our global HR information system covers 89% of our workforce, helping us better understand absence. In the UK and the Netherlands, there was an absence rate of 1.75% (number of unscheduled absent days out of total days worked in 2017) for reasons such as sick, compassionate and unpaid leave. In the US, there were 1114 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, or for an employee's own serious health condition.

96%

Of the business reported accident data, which is assured by EY

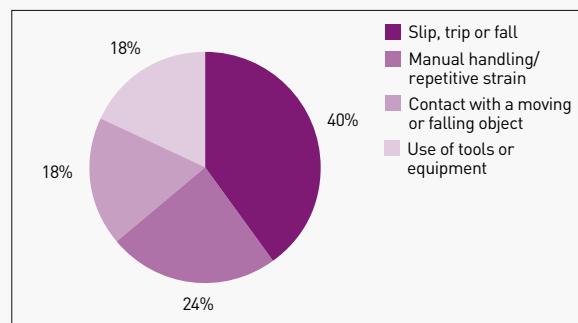
17

Lost-time incidents reported in 2017

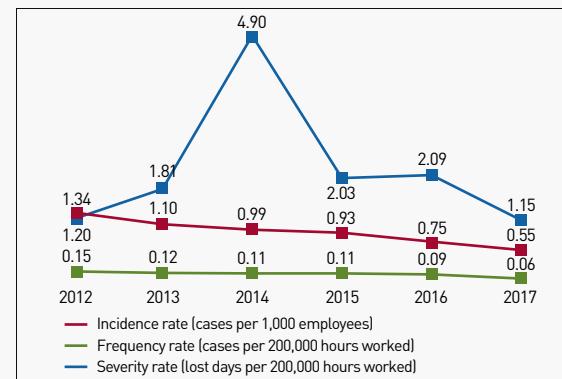
0.06

Frequency rate of lost time cases per 200,000 hours worked

2017 HEALTH AND SAFETY PERFORMANCE (LOST TIME) CASES BY TYPE



2017 HEALTH AND SAFETY PERFORMANCE (LOST TIME) CASES



Accident Reporting covers 96% of employees



We produce products and services that advance understanding of people and health and safety issues for our customers. Among them in 2017, we published LGBTQ Employment Law Practice Guide; Health and Safety at Work magazine; Elsevier Performance Manager; Health and Safety Bulletin; Disability and Health Journal; Pay and Benefits; Personnel Today; Safety and Health at Work; and XpertHR; we also organised exhibitions such as Safety First Conference & Expo.

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Well-being

Dedicated health and well-being programmes are now available to more than 19,000 employees around the world, equating to over 60% of our employees. We also maintain a network of more than 90 Wellness Champions.

To mark Mental Health Awareness Week 2017, Elsevier published content showcasing latest research on good mental health.



2017 objective:

Introduce a workplace well-being award scheme

The well-being of our people is critical to ensure they feel happy and able to realise their full potential at work.

We thus prioritise broad well-being initiatives for employees across RELX Group, among them is the Employee Assistance Programme which allows employees to receive confidential support for any professional or personal issue they might be facing.

To encourage location-specific action on well-being, in 2017 we introduced the RELX Group Well-being Awards. Employees, in partnership with their local Well-being Champion (90 colleagues form part of our well-being network) submitted proposals for well-being initiatives to benefit their site.. Winners, as chosen by a panel of judges, received grants to carry out their ideas.

Among the sixty applications, winning projects included organising yoga and boxercise fitness sessions, creating a mindfulness karaoke event and an April Fool's Day run.



Fit2Win: health with a purpose

Our annual global well-being competition, 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 2017, 106 teams took part in a combined 25,000 hours of exercise: running, walking, cycling and swimming a total 93,457 miles (150,405 km) to win \$1,000 for the charity of their choice.

The Risk & Business Analytics in Nottingham, UK, Notts Lacemarket Ladies, won the walking prize – walking the equivalent of London to Cairo – and donated \$1,000 to the British Heart Foundation; Mumbai Runners, another Risk & Business Analytics team, won the running prize and donated \$1,000 to World Vision India; BON COURAGE!, a combined team from LexisNexis Legal & Professional and Reed Technology Information Services in the US and Netherlands, cycled the equivalent of this year's Tour de France route four times, winning the cycling prize for the third year in a row and donated \$1,000 to World Bicycle Relief; and Aqualitics, a team from Risk & Business Analytics , Alpharetta, (image above), won the swimming prize, donating \$1,000 to The Leukemia & Lymphoma Society.

2018 objectives

Conduct a Global Employee Opinion Survey including questions on culture, ethics and well-being

Update D&I Strategy including launch of D&I progress indicators

External partnership to raise awareness of mental health across RELX Group

By 2030

Focus on talent development, diversity and inclusion and well-being to ensure a high-performing and satisfied workforce

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Why

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

2017 objectives

- Pursue Philippine Quality Award as a demonstration of drive for quality excellence
- Create role plays for sales staff showing CR as a Sales Tool in action
- Improve reporting on compliance with customer accessibility requests

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Customer feedback is critical to establish competitive advantage and customer loyalty. In 2017, we launched automated text analytics so each employee can instantly access feedback relevant to their role.

Maegan Simpson Senior Director, Global Customer Insights, LexisNexis Legal & Professional, US

Improving customer outcomes

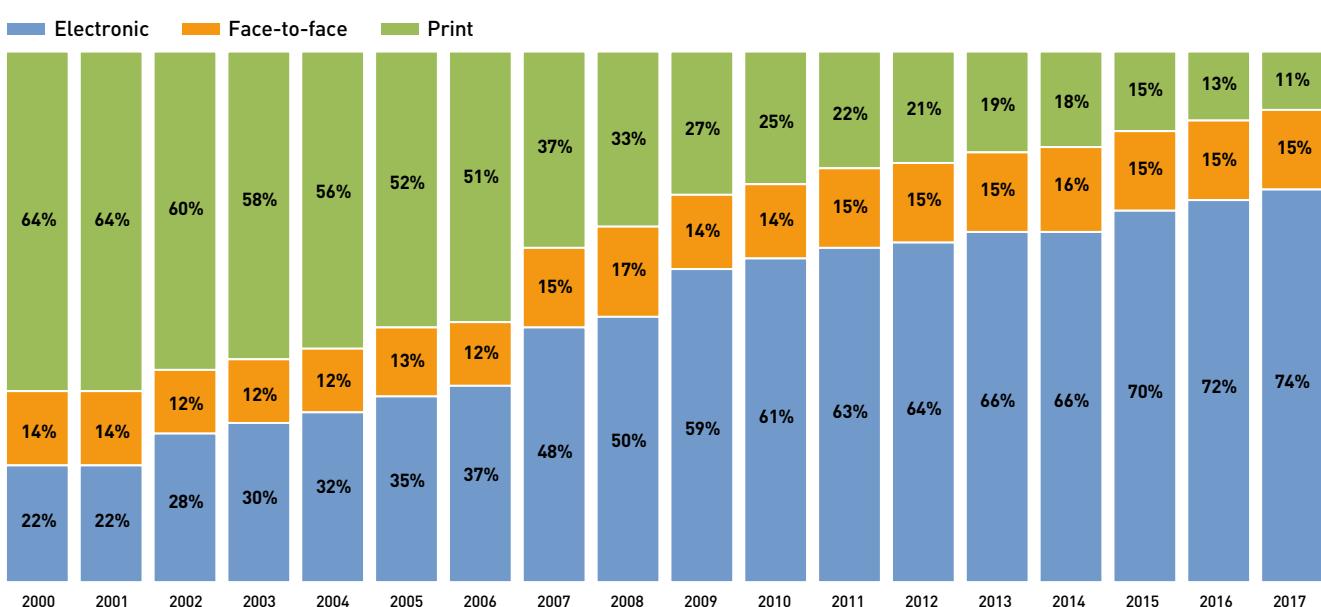
Our goal is to improve outcomes for our customers by providing online and other solutions that benefit their daily work. In 2017, electronic products and services accounted for 76% of revenue, up from 37% in 2006.

Editorial standards

Maintaining the integrity of what we publish is vital to the trust of customers and other stakeholders. Our Editorial Policy stipulates our responsibility to make clear distinctions between fact and opinion and user-generated or other content, and encourages dialogue, including through social media; it commits us to producing information of the highest quality and among other things, accuracy, clarity, timeliness, avoiding bias, defamation, conflict of interest, plagiarism and distinguishing between editorial and advertising. A 2017 highlight of our cross-business Editorial Policy Working Group was our CR Forum Stakeholder Session, Truth and Trust and Reliable Content that engaged members of our CR Forum, Editorial Policy Working Group, employees, peers, and sector stakeholders for a practical discussion on this key issue for RELX Group. Participant Charlie Beckett, founding director of POLIS, the think-tank for research and debate in international journalism and society at the London School of Economics noted “it is entirely the responsibility of anybody who produces information – not just journalists – but governments and corporations, to make their information intelligible, accessible and critically accountable.” The event was simulcast for employees and made available for download on the RELX Group global intranet.

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

[Read about peer review](#)





STATdx, Elsevier's award-winning diagnostic decision support system for radiologists.

Digital innovation: solving customer challenges

Across RELX Group, we work to address customer challenges through digital innovation.

Elsevier: Increasing diagnostic accuracy for front-line doctors
In 2017, Elsevier won the North America Technology Innovation Award for its ExpertPath and STATdx industry-leading diagnostic support systems for pathologists and radiologists to help improve patient outcomes.

ExpertPath helps physicians and care teams get every diagnosis right by diagnosing complex or unusual cases. Content includes differential diagnosis lists, ancillary tests, image galleries and specimen-handling protocols. It is also a useful tool for medical students and residents.

STATdx serves more than 50,000 users across 100 countries and is used in 99% of academic hospitals in North America. Written by top radiologists in each specialty, STATdx increases accuracy and confidence in diagnosing complex imaging cases and includes over 4,000 common and complex diagnoses, 200,000 expert-selected and annotated image examples, more than 1,300 differential diagnosis modules, and 20,000 sortable patient cases with video clips for select topics.

Risk & Business Analytics: A Smarter Hard Hat

Colleagues working on HPCC Systems the open-source offering that powers LexisNexis Risk Solutions, continued work in 2017 on a life-saving Internet of Things (IoT) project.

More than 4,000 US workers died on the job in 2014. A key component of workplace safety in a number of sectors, the protective hard hat, has remained largely unchanged since it was first developed. LexisNexis Risk Solutions is collaborating with Michigan-based GuardHat to update hard hats to protect more workers. GuardHat developed a smart hard hat containing up to a dozen sensors, local processing and storage, and audio and video communication.

Each hard hat continuously transmits data to a GuardHat safety control centre for monitoring and rapid response. For example, in the event of a fall, the device instantly sends an alert to the control centre with precise location coordinates, and notifies nearby workers wearing GuardHat-equipped helmets; the safety control centre establishes contact with the injured worker and immediately sends help.

Because GuardHat generates vast amounts of data by collecting information from each connected hard hat multiple times each second – during just one eight-hour shift, a GuardHat-equipped construction site with 400 workers produces more than 200 GB of data – the company turned to HPCC Systems. Using ECL, a unified data-centric programming language, and two high-performance platforms – Thor, a batch-oriented workflow processing and analytics system and ROXIE, a front-end real-time data delivery system – analyse historical information to identify trends that can be used to predict future problems through machine learning. According to LexisNexis Risk Solutions' Arjuna Chala, "GuardHat ingests fine-grained data like levels of oxygen, carbon dioxide, carbon monoxide and then predicts coarse-gained outcomes, such as fire, air contamination."

LexisNexis Legal & Professional: Artificial intelligence delivering the most concise and authoritative answers to common legal questions

In the year, LexisNexis Legal & Professional launched Lexis Answers, an artificial intelligence enhancement within its flagship product, Lexis Advance. Using machine learning, cognitive computing and advanced natural language processing technologies, Lexis Answers transforms legal research by understanding a user's natural language question to deliver the clearest, most concise and authoritative answer, as well as more finely tuned, comprehensive search results.

Unlike traditional search, which require users to translate their query into key words or Boolean syntax, with the input of just a few words, Lexis Answers begins anticipating and recommending suggested questions. After analyzing millions of annotated legal documents and other content, Lexis Answers delivers the single best possible answer via a Lexis Answer Card. Each Lexis Answer Card links directly to the specific text within the document – rather than just the document – significantly speeding up the research process for common legal questions.

Reed Exhibitions: The power of new insight

Reed Exhibitions and its research project partner, The Sound, won the 2017 MRS Market Research Award, which celebrates research that drives innovation and results, for the 7 Behaviours, a global customer research project exploring the similarities in B2B customer needs across Reed Exhibitions' portfolio. The senior team wanted to re-align digital development around the most common attendee needs and activities.

It was Reed Exhibitions' largest research study which included filmed interviews and self-shot Flip Camera stories, enabling show attendees across multiple markets, languages and industry sectors to reveal their experience at a Reed Exhibitions event. Over 600 employees then considered the implications in 30 workshops around the world. The result is a new framework for digital product development, which has already underpinned the launch of two new shows.

“

We've come a long way from the canary in a coalmine.

Arjuna Chala Senior Director of Operations, Risk & Business Analytics, US



Data privacy and security

As described in the Governance section of this report, we recognise that data privacy and protection is essential to our customers. To mark Data Privacy Day, a global initiative to promote privacy awareness, we continued our annual RELX Group Privacy Principles Champion Competition, highlighting employee achievements in protecting data privacy in accordance with the RELX Group Privacy Principles. The 2017 winner was the Reed Exhibitions UK Information Management Team which implemented Profiler, an Oracle marketing tool which details exactly what emails have been sent to an individual email address. It sits alongside our other global business systems such, as Salesforce enabling, detailed understanding of our customers.

In October 2017, we also observed Cyber Security Awareness Month with videos, newsletters and secure computing sessions for employees. In the year, we also exchanged knowledge through data privacy and security networks like the Financial Services Information Sharing and Analysis Center, the Electronic Crimes Task Force, and the Cyber Security Information Sharing Partnership. We also continued educating our employees on the dangers of phishing attacks by performing simulations, providing reporting tools, and using technology to detect and delete suspicious emails.

Responding to customer needs

In 2017, we surveyed approximately 450,000 customers through Net Promoter Score (NPS), which measures customer advocacy, and business dashboard programmes. This allows us to deepen our understanding of customer needs and drive improvements. Results are reviewed by the CEO and senior operational managers and communicated to staff. In 2017, LexisNexis Legal & Professional's NPS Explorer tool won three awards and top recognition in the Confirmit ACE Awards for Voice of the Customer, Business Impact, and Innovation in Customer Engagement.

In 2017, Elsevier held a conference for employees in its Science, Technology and Medical Journals and Education, Reference and Continuity units to gain further insight into customer needs and the customer journey. Empathising with our customers allows us to leverage our content with data and analytics in order to provide beneficial solutions to advance their work. RELX Group's Innovation team supported the conference with training on customer journey mapping, to experience what the customer does when trying to do key tasks. Participants mapped out the customer's journey step by incremental step to identify areas for opportunity and improvement.

To aid colleagues, during the year, our CR as a Sales Tool Working Group produced a video featuring colleagues from across the business highlighting the competitive advantage of our CR focus. We also created a 'desk drop' highlighting CR at RELX Group for all employees with role play guidance to showcase how we can engage customers on CR issues, helping build deeper relationships through discussion of shared values.

We advanced our Quality First Principles (QFPs) in the year to include more areas of the business including supplier management and customer support. In 2017, we applied for a Philippines Quality Award to demonstrate excellence in managing and delivering quality throughout the business.



2017 objective:

Pursue Philippine Quality Award as a demonstration of drive for quality excellence

With a growing presence in the Philippines, and to demonstrate our Quality First Principles in action, we applied for a Philippine Quality Award (PQA) in 2017, an integrated approach to assessing excellence in performance management. The PQA recognises quality management systems which improve the delivery of products and services and which satisfy customer needs and requirements.

The award took more than 1,400 hours over the course of a year to prepare and involved approximately 30 colleagues, with coaching from the 2017 chair of the RELX Quality First Principles Working Group, Tracy Owens, Director of Continuous Improvement at LexisNexis Legal & Professional. Communications about the submission reached more than 2,500 employees connected with RE Philippines to share information about the award and its benefits.

Announcement of the award will take place in 2018.



We produce products and services that advance understanding of customer issues, including Lexis InterAction; Technovation; Journal of Retailing and Consumer Services; and exhibitions such as Online Retailer; and the Popai Awards Paris, highlighting creativity and innovation in retail marketing.



Access to information

Our scientific, technical and medical (STM) primary publications, like those of most of our competitors, are published largely on a paid subscription basis. There is debate in the government, academic and library communities – the principal customers for our STM publications – regarding whether such publications should be funded instead through fees charged to authors (or their funders or institutions) and/or if a draft version should be made freely available after a period following publication.

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

We are committed to providing universal access to high-quality scientific information in sustainable ways. Providing the broadest possible access to publications, while upholding the highest level of quality. We embrace different publication models and remain committed to maximising dissemination of research in all forms.

Elsevier has quickly grown to become the second largest open access publisher, incorporating new business models into our publishing portfolio. We now produce approximately 170 open access journals and offer open access options across our portfolio of journals.

To expand publication choices, we work with research communities to launch open access journals, provide open access options in existing titles and pursue initiatives to help expand public access. We are a founding partner of Clearinghouse for the Open Research of the United States (CHORUS) which enables public access to US federally funded research. CHORUS utilises publishers' existing infrastructure for discoverability, search, archiving and preservation of scientific and medical research articles and it is now integrated into ScienceDirect platform.

Elsevier has flexible pricing models to expand access to the diverse library market through the established subscription model. 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 of 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. Alternatively customers with limited needs can access any individual article via pay-per-view or groups of articles (Article Choice). Libraries have also been good at exercising their collective power, for example by forming purchasing consortia. Customer choice, competition between publishers and investment in technology have all driven down the average cost of accessing a journal article to nearly a quarter of what it was more than ten years ago.

For readers who do not have access to an academic library, there are a number of 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
- Free access to full-text articles to support libraries affected by disasters through programs such as the National Library of Medicine Emergency Access Initiative

450,000

Approximately 450,000 customers surveyed through Net Promoter Score (NPS)

2017 objective:

Create role plays for sales staff showing CR as a Sales Tool in action

Our CR as a Sales Tool working group created a 'desk drop' for all employees, CR at RELX Group, summarising our approach to CR for all employees. We shared it with sales colleagues with advice on how they might use it to foster dialogue with their customers, including asking how customers approach CR and whether there are opportunities for collaboration.

We also encouraged sales staff to flag the RELX Group SDG Resource Centre, featuring content from all four RELX Group business units, as an example of how we are using our information and expertise to advance the United Nations' 17 Sustainable Development Goals.



Elsevier's Library Connect publications, events and online channels provide library and information science (LIS) professionals world-wide with opportunities for knowledge sharing. In 2017, more than 37,000 LIS professionals from 160 countries subscribed to the Library Connect Newsletter, a complimentary publication covering LIS best practices, trends and technology. More than 10,000 LIS professionals from 100 countries participated in Library Connect webinars; regional teams supplemented online offerings with in-person seminars and workshops. The Library Connect website, containing hundreds of articles, infographics, video and other resources, had approximately 100,000 visitors from 190 nations and territories in the year. Downloaded more than 4,000 times, a free resource for librarians on literature search and evaluating information helped them address issues such as "fake news" with their library users.

In 2017, the Library Connect website was ranked 12th in the Top 50 Librarian Blogs and Websites for Librarians by Feedspot, a content aggregator for blogs and websites.

Accessibility

We are committed to improving access to our products and services for all users, regardless of physical ability. Our Accessibility Policy aims to lead the industry in providing accessibility solutions to customers, with products that are operable, understandable and robust. In 2017, members of the Accessibility Working Group logged over 200 accessibility projects and Elsevier's Global Books Digital Archive fulfilled more than 5000 disability requests, 77% of them through AccessText.org, a service we helped establish.

With the support of Chief Technology Officers across the business, in the year, to improve our reporting on compliance with customer accessibility requests, we refined our accessibility review toolkit

to include product scorecards with ratings on process maturity, fix lists, customer inquiries and revenue at stake.

We continued to work with Bookshare, a not-for-profit which provides an online library for people with print disabilities, making a collection of top Elsevier titles available in accessible format. We continued to grow our usability research with people with disabilities by running 19 research sessions covering a range of web platforms. To ensure we stay abreast with best practice, we continued to collaborate with accessibility thought leaders such as HighCharts, the DIAGRAM Center and Light for the World.



All research libraries that subscribe to Elsevier content are permitted to make content freely available to walk-in users

Elsevier's Library Connect provides library and information science (LIS) professionals world-wide with opportunities for knowledge sharing

37,000

Library and information science (LIS) professionals from 160 countries subscribed to the Library Connect Newsletter



Colleagues attended and presented at numerous accessibility events including the Miami University Accessible Technology Symposium and the Better Together Conference part of Vision 2017, the 12th International Conference by the International Society for Low Vision Research and Rehabilitation.

And, in 2017, Reed Exhibitions UAE hosted AccessAbilities Expo, a trade, professional and consumer event aimed at enhancing the lives of people with disabilities. The event drew some 6,000 attendees and nearly 150 exhibitors from 24 exhibiting countries (image below).

200+

Accessibility projects logged by the Elsevier Accessibility Working Group

5,000+

Elsevier's Global Books Digital Archive fulfilled more than 5000 disability requests



In 2017, we promoted wider understanding of accessibility issues through publications such as *Research Methods in Human Computer Interaction* and *Designing User Interfaces for an Aging Population*.



Linked to SDG10: Reduced Inequalities

Target 10.3: Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.



2017 objective:

Improve reporting on compliance with customer accessibility requests

We are passionate about accessibility but it is not just a nice to do. It is critical to our business: many of our customers, including those in government and academia, have policies that require vendor products to follow accessibility standards.

In 2017, we created a new company accessibility report to improve reporting on compliance with customer accessibility requests. The report breaks down customer Voluntary Product Accessibility Template inquiries, which allows product teams and senior managers to understand the accessibility of a given product — how it accords with Section 508 Standards of the US Workforce Rehabilitation Act of 1973. The document lists how the product aligns with each criteria and also indicates remediation, revenue at stake and process maturity.

Community

Why

Contributing to our local and global communities is a responsibility and an opportunity. We meet our obligations and improve our reputation and we inspire employees and assist beneficiaries.

2017 objectives

- Ensure at least 60% of offices have an RE Cares Champion
- Increase skills-based volunteering

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“

RE Cares allows us to connect with and support our communities. I find it empowering to know that our collective contributions make a real difference.

Monica Garrett

Community Relations Director, Risk & Business Analytics, US

220+

A network of more than 220 RE Cares Champions ensures the vibrancy of our community engagement

72%

Of our offices across the world had an RE Cares Champion in 2017

RE Cares, our global community programme, supports employee volunteering and giving that makes a positive impact on society.

In addition to local initiatives of importance to employees, the programme's core focus is on education for disadvantaged young people that advances one or more of our unique contributions as a business. Staff have up to two days' paid leave per year for their own community work.

A network of more than 220 RE Cares Champions ensures the vibrancy of our community engagement. In 2017, 72% of our offices across the world had an RE Cares Champion. In our last global employee opinion survey, 87% of staff said that we are a company that supports community engagement.

Giving

Our central donations programme aligns with the RE Cares mission of advancing education for disadvantaged young people that furthers one or more of our unique contributions as a business, including universal, sustainable access to information.

Employees across RELX Group sponsor charities for funding through a central RE Cares fund; RE Cares Champions vote on all applications, using decision criteria such as value to the beneficiary and opportunities for staff engagement. In 2017, RE Cares Champions donated more than \$366,805 to 34 charities supporting over 24,000 young people including educational support for Syrian refugee children in Greece, enabling them to attend local schools; education funds for books, school materials, registration fees, uniforms, school shoes and transportation for orphaned and abandoned children in Baja, Mexico; providing access to education for at-risk street children in Cambodia; enabling young girls in India to complete their education, helping to prevent child marriage; and helping finance essential classroom materials in low-income schools in Ohio.

In managing community involvement, we apply the same rigour and standards as in other parts of our business. Following the LBG methodology, a global standard for measuring and reporting corporate community investment, we conduct an annual Group Community Survey with RELX Group Accounting Services and RE Cares Champions. It divides our aggregate giving into short-term charitable gifts, ongoing community investment and commercial initiatives of direct business benefit.

The mission of RE Cares is education for disadvantaged young people that furthers one or more of our unique contributions as a business, including universal, sustainable access to information.



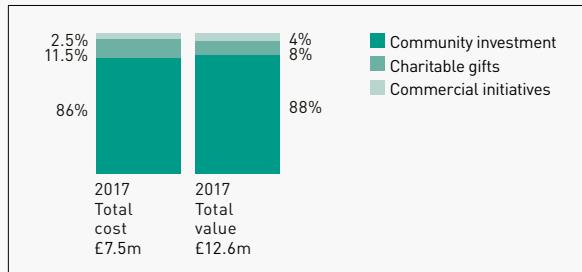
Related SDGs

In 2017, our global data reporting methodology was assured by LBG, of which we are members. Read the assurance statement in Appendix 2. We donated £3.4m in cash (including through matching gifts) and the equivalent of £9.2m in products, services and staff time in 2017. 45% of employees were engaged in volunteering through RE Cares and we reached more than 24,000 disadvantaged young people through time, in-kind and cash donations. In 2017, we increased skills-based volunteering, applying business knowledge and expertise to benefit communities. For example, colleagues at Risk & Business Analytics Alpharetta began building the Global Business Coalition for Education's Rapid Education Action (REACT) database to record private sector educational contributions and assets that can be deployed quickly in an emergency. According to LBG data, the average volunteering rate is approximately 18% for our sector and 14% for all sectors. Throughout 2017, we encouraged in-kind contributions, such as product and equipment donations, in line with our Product Donation Policy. For example, through a partnership with charity Camara Education, we donated over \$41,307 worth of IT equipment to e-learning centres for more than 11,340 disadvantaged students in developing countries, including Kenya, Ethiopia and Zambia (any material that cannot be refurbished is responsibly recycled).

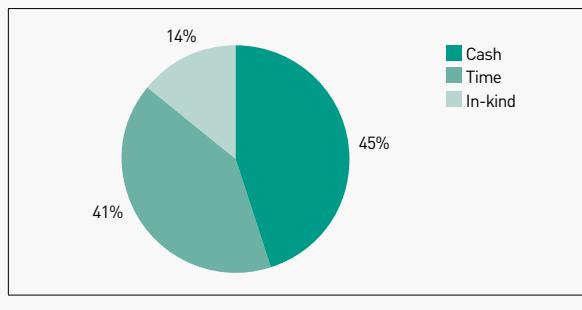
LexisNexis Legal & Professional UK is a founding partner and a patron of the UK's International Law Book Facility (ILBF), an independent charity distributing good quality second hand legal texts to professional bodies, advice centres, pro bono groups, law schools and other not-for-profit institutions around the world, supporting access to the law and access to justice. Since its inception, the ILBF has sent over 51,000 books to 180 organisations in 50 countries.

Book Aid International is one of our longest standing charity partners: we have worked with Book Aid International for more than 20 years. And since 2004, we have donated more than 745,000 books including some 22,646 in 2017, the majority from our UK warehouse. In 2017, we continued to support Book Aid International's Inspiring Readers programme in Uganda, where few schools have reading books. Along with teacher training, every school receives a Book Box Library of 1,250 books, including about 100 purchased locally, as well as a small grant for shelving. At Reed Exhibitions' 2017 London Book Fair, where we have provided free space to Book Aid for more than ten years, Inspiring Readers was awarded an International Excellence Award for Educational Initiatives.

COMMUNITY INVOLVEMENT



WHAT WE CONTRIBUTED IN 2017



2017 objective:

Ensure at least 60% of offices have an RE Cares Champion

More than 220 RE Cares Champions around the world play a critical role in facilitating community engagement.

RE Cares Champions research and liaise with community organisations; craft, market and run events; help us capture metrics for our reporting, including the benefits to employees and beneficiaries; and involve colleagues in such activities by leading local RE Cares committees. In addition, they participate in a host of Group-level activities such as regular calls and special events like global fundraising drives, global RE Cares Champions calls and biannual funding rounds when we choose beneficiaries that fit the RE Cares mission, nominated by employees. All this, in addition to busy day jobs, which range from entry level support roles to senior leaders. They have one thing in common: they are passionate about RE Cares.

In 2017, 72% of our offices globally had an RE Cares Champion. According to Risk and Business Analytics' Julie Lever, who has been an RE Cares Champion for 15 years, "I have stayed involved because I've seen the difference we have made to so many different charities around the world through donations and employees' using their volunteer time."

We encourage RE Cares Champions to get credit for their impressive efforts by including their work for RE Cares in their PDP, the main way we track performance and reward.

We are always working to add RE Cares Champions in new locations including in 2017, Russia, South Korea, Taiwan and the UAE. In South Korea, in a joint initiative between Elsevier and LexisNexis Legal & Professional, employees prepared 100 boxes of kimchi to be delivered to low-income families (image above) and senior executives led a cycling challenge.

“

Being part of the RE Cares Champions network enables me to identify worthwhile causes and bring our various Middle East teams together.

Jeremy Shayler Business Development Manager,
LexisNexis Legal & Professional Business Insight
Solutions, UAE

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Related SDGs

Engagement

In 2017, we held our 13th RE Cares Challenge to encourage staff to work together to build skills and relationships while supporting their local communities. Business units across the Group submitted ideas for new or extended business-sponsored volunteer activities that fit the RE Cares mission; eight were funded. Global employees voted and Elsevier Chennai won the \$10,000 first prize for a project with Concern India Foundation, which promotes quality education and life skills for children displaced after the 2004 tsunami and living in slum communities. Employees shared simple tools for learning about maths, science, English and other subjects. Because children living in poverty often have limited confidence, poor self-image and find it difficult to explore new avenues, colleagues are acting as role models and mentors.

We held our 11th RE Cares Month Global Book Drive in 2017. Employees donated more than 6,600 books to charitable organisations. Risk & Business Analytics in Duluth, Georgia, won the \$1,000 prize for the charity of their choice, Sports For You, collecting the most books, 30.8 books per employee. Elsevier St. Louis collected the largest number of books overall —1,490— winning \$500 for Books for STL Kids.



Jeffrey P Mladenik & Andrew Curry-Green Memorial Scholarship

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

In 2017, we awarded grants to Caroline Anne Craig (image left) – daughter of Sean Craig, Legal Editor for LexisNexis Legal & Professional based in Ponte Vedra Beach, Florida, who will be attending the Southern Methodist University in Dallas, Texas, majoring in business and Evan Morin (image right), son of Catherine Morin, Editorial Supervisor for LexisNexis Legal & Professional Canada, based in Toronto, Canada. Evan will be attending Wilfrid Laurier University in Waterloo for Voice Performance and plans to attend law school upon graduation.

RE Cares Month: Engaging employees across the world

RE Cares Month, spotlighting global community involvement, takes place each September.

Business unit CEOs and other senior leaders launched activities for 2017 with messages to staff and a video which showcased skills-based volunteering.

During the Month, which touched thousands of employees with creative volunteering and fundraising, on 14 September we held a Global RE Cares Day to encourage combined community action across the Group. RE Cares Month activities included:

Elsevier:

- Sydney, Australia — volunteering at the offices of The Kids Cancer Project, an independent national charity dedicated to supporting childhood cancer research
- Chennai, India — taking primary school children from Thavthiru Nagamani Adigalar School to Birla Planetarium, as part of an ongoing science education programme

Risk & Business Analytics:

- Orlando, US — making lunch for families at Ronald McDonald House at Arnold Palmer Hospital for Children
- Cardiff, UK — participating in a school makeover project on behalf of Valley's Kids
- Beachwood, US — assisting with local Senior Day, helping the elderly and performing various tasks at Lake Metroparks Farmpark
- Sutton and London, UK — 100 staff walked 14 miles raising money for Royal Marsden Cancer Charity



LexisNexis Legal & Professional:

- Toronto, Canada — preparing meals and serving food for Lawyers Feed the Hungry
- Elsevier & LexisNexis Legal & Professional, Tokyo — holding a Russian language class as part of Charity Culture Classes, as well as fundraising for SOS Children's Villages

Reed Exhibitions:

- Paris, France — collecting sample soaps, shower gels and other toiletries for Mobil'Douche, which organises mobile showers for the homeless
- Norwalk, US — hosting an interactive lesson with Hunger 101 on how difficult it is to stretch budgets to purchase food

RELX Group:

- RELX Group, Alpharetta — volunteering with Easter Seals which provides education, outreach and advocacy for children and adults living with autism and other disabilities

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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.

In addition, we measure the impact of volunteering on employees via an automated survey link following volunteer activity. In 2017, we received a total of 4,706 responses compared to 3,887 responses in 2016.

“

Since part of my job is to help editors improve their writing, this ongoing volunteer experience will allow me to hone my skills while helping underserved minority children in my city, which makes me feel great.

Employee
LexisNexis Legal & Professional Philadelphia, US

89%

Of employees said their motivation and pride in the company had increased as a result of volunteering

82%

Of employees said their team spirit had increased as a result of volunteering

90%

Of employees experienced a positive change in behaviour or attitude as a result of volunteering



2017 objective:

Increase skills-based volunteering

In 2017, we increased skills-based volunteering by six percentage points over the previous year.

34% of RE Cares Champions organised at least one skills-based volunteer event vs. 28% the previous year. For example, colleagues at Risk & Business Analytics Alpharetta began building the Global Business Coalition for Education's Rapid Education Action (REACT) database to record private sector educational contributions and assets that can be deployed quickly in an emergency. Other examples in the year included:

Elsevier colleagues in:

- Philadelphia, US – built a software tool for the AIDS Fund to help them allocate and distribute grants
- Cambridge, US – collaborated with 826 Boston to bring a group of 30 high school seniors from a Boston public school into the office to help them workshop their college application essays; with a panel to share information about our work and the industry

Risk & Business Analytics colleagues in:

- Evanston, US – provided career advice, writing and computer skills training with disadvantaged young people from My Block My Hood My City
- Sutton, UK, held a Careers in STEM event for local young women
- Karlsruhe, Germany – helped update the website of the charity, Share the Miracle
- Alpharetta, US – took part in 48in48 where local companies create 48 websites for local non-profits, completing three in 48 hours
- Boca Raton, US – hosted a robotics programme with American Heritage School mentoring students and helping them to build their own autonomous vehicle (image above)

LexisNexis Legal & Professional colleagues in:

- Dayton, US – reviewed approximately 3,000 state statutes across 30 states for Shared Hope's annual Protected Innocence Challenge Report, which grades states on 41 key legislative components that must be addressed in a state's laws in order to effectively respond to child sex trafficking
- Toronto, Canada – assisted Innocence Canada with the review of thousands of documents in a Freedom of Information request to support one of their cases

Reed Exhibitions colleagues in:

- Paris, France – used their event management and customer service skills to promote charity partners at Reed Exposition's FIAC art fair with visibility in the catalogue, high-level participation at the event.

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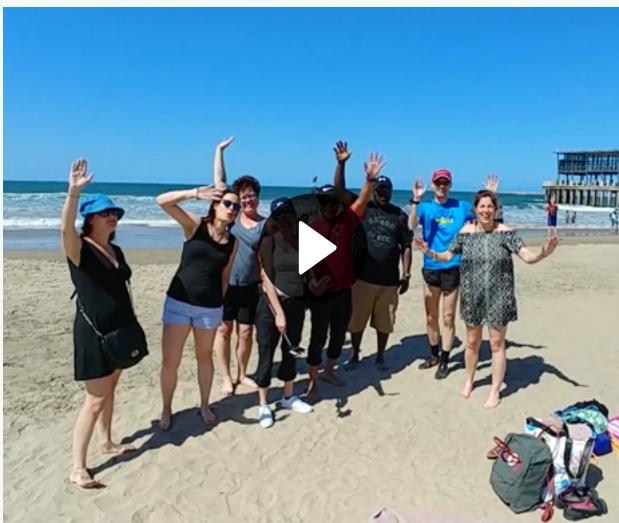
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The LexisNexis Legal & Professional Durban office participated in an awareness walk against human trafficking and were joined by the 2017 Recognising Those Who Care trip winners.

Recognising Those Who Care

During RE Cares Month 2017, we announced the winners of the seventh Recognising Those Who Care Awards to highlight the exceptional contributions to RE Cares of ten individuals and four RE Cares teams from across the Group.

The 2017 individual winners travelled to Durban, South Africa to work with local colleagues in support of local charities. The organisations focus on anti-human trafficking and survivor rehabilitation, among them the Domino Foundation, the Open Door Crisis Centre and Umgeni Community Empowerment Centre; winners participated in a five kilometre awareness-raising city walk, as well as an anti-trafficking outreach session in a local village. They also cooked and distributed meals for underserved communities and visited a children's centre.

The trip was led by senior leader, Youngsuk "YS" Chi, Director of Corporate Affairs, who has led each Recognising Those Who Care trip since the first in 2011.

“

The Recognising Those Who Care awards inspire our RE Cares leaders to return to their day jobs with new ideas, insight into other parts of the company and many new friends, along with motivation to do even more. The professional and personal impact is remarkable.

Emili Budell-Rhodes
Community Manager, RELX Group, UK

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Partnerships that make a difference: SOS Children's Villages

We believe in building strategic partnerships that benefit all participants – the charities and their beneficiaries and RELX Group – through opportunities to mobilise our people and resources for employee and business benefit.

SOS Children's Villages Partnership – Getting girls back to school in Ivory Coast

In 2016, employees chose SOS Children's Villages Netherlands (SOS) as our 2016–2018 fundraising partner in order to support their educational work for girls in Ivory Coast's capital, Yamoussoukro. SOS works to prevent family breakdown by supporting children who do not have parental care or are at risk of losing it.

In the busy city of Yamoussoukro, girls often serve as baggage carriers, working 13-hour days for approximately \$1. Under-age employment attracts children from the most vulnerable families, putting them at risk of prostitution, child-trafficking and street violence, as well as associated challenges like depression,

HIV and early pregnancy. The project focuses on helping girls enter (or return to) the educational system, empowering families and raising awareness in local communities.

In addition to working directly with the girls and their families, SOS has engaged social workers, provided literacy lessons for care givers, as well as school materials and teacher training. SOS has also created a micro-fund for families who want to undertake an income-generating activity, such as setting up a shop or farm. And there has been training for government officials and community stakeholders on avoiding child labour in Yamoussoukro's markets.

By the close of 2017, we raised \$96,700 toward a minimum \$100,000 target. LexisNexis Legal & Professional in the Netherlands have also provided access to products to support SOS, and plans for 2018 include a hackathon to develop new tools to facilitate the charity's work.

18

Families supported so far by SOS Children's Villages' project in Yamoussoukro, Ivory Coast

2018 objectives

Foster development of youth employability skills

Research impact of RE Cares on staff retention

By 2030

Use our unique contributions to advance education for disadvantaged young people; track the impact of community investment activities



Linked to SDG5: Gender Equality

Target 5.1: End all forms of discrimination against all women and girls everywhere

Supply Chain

Why

Our customers depend on us to provide them with ethically sourced and produced products and services. Our suppliers are therefore partners that we must ensure meet the same high standard we set for our own behaviour.

2017 objectives

- Increase number of suppliers as Code signatories
- Continue using Corrective and Preventative Actions tool to ensure continuous improvement in audit results
- Continue to advance US Supplier Diversity programme

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“

I am proud to be a part of an organisation that is committed to helping suppliers create better working conditions for thousands of workers across the globe.

Sara Bodison Director Supplier Responsibility & Risk, RELX Group, US

We have a comprehensive Supplier Code of Conduct (Supplier Code), available in 16 languages, which we ask suppliers to sign and display prominently in the workplace.

It commits them to following all laws, promoting best practice in their business operations, treating their people well and respecting the environment, as indicated in the ten principles of the UN Global Compact.

We ask suppliers to require the same standards in their supply chains, specifically requiring subcontractors to enter into a written commitment to uphold the Supplier Code. The Supplier Code states that where local industry standards are higher than applicable legal requirements, we expect suppliers to meet the higher standards.

Managing an ethical supply chain

Given the importance of an ethical supply chain to us, we have a Socially Responsible Supplier (SRS) programme encompassing all of our businesses, supported by a working group comprised of colleagues with operations, distribution and procurement expertise, and a dedicated SRS Director from the Global Procurement team.

37,000

Purchase orders valued at nearly \$600m with our Supplier Code embedded into standard contract terms

16

Our Supplier Code of Conduct is available in 16 languages



Related SDGs

Monitoring suppliers

Our Supplier Code of Conduct stipulates adherence to all laws and best practice in areas such as human rights, labour and the environment. Through our Socially Responsible Supplier (SRS) database, in 2017 we tracked 344 key suppliers and those located in high-risk countries as designated by our Supplier Risk Tool, incorporating eight indicators, including human trafficking information from the US State Department and Environmental Performance Index results produced by Yale University and partners. The tracking list changes year-on-year based on the number of suppliers we do business with who meet the required criteria. We ended 2017 with 91% of suppliers on the SRS tracking list as signatories to the Supplier Code vs. 89% in 2016. We have embedded signing the Supplier Code into our sourcing process as a criterion for doing business with us, and have an additional 2,624 suppliers not on the SRS tracking list who have signed the Supplier Code.

Review our SRS risk rankings.

Specialist supply chain auditors, Intertek, undertook 83 external audits as part of their comprehensive Workplace Conditions Assessment and Corrective and Preventative Actions programme. An incidence of non-compliance triggers continuous improvement reports summarising audit results; remediation plans and submission dates are agreed and signed by the auditor and the supplier. Intertek staff review evidence of corrections and accept or reject it, working with suppliers until full remediation is reached. Audit locations in 2017 included Brazil, China, India, Malaysia, Mauritius, Philippines, Romania, Russia, South Africa and Turkey.

For paper suppliers we rely on PREPS, a shared industry resource for sustainable paper which we helped establish. By the close of 2017, 90% of the Group's papers by weight were graded on PREPS, 100% of which came from known and responsible (sustainable) sources.

As a founding member of the Publishing Industry Product Safety Forum we monitor our products for safety, covering: ink, varnish, spiral wire, lamination, glue and packaging (packaging materials or packaging components that enter landfills, waste incinerators, recycling streams).

83

Independent audits completed

11.4%

Total US spend with diverse suppliers

Promoting human rights through the Supplier Code

Our Supplier Code contains provisions on child labour, involuntary labour, wages, coercion and harassment, nondiscrimination, freedom of association, health and safety, environment and anti-corruption.

In line with the UK's Modern Slavery Act 2015, our Supplier Code specifically prohibits participation in any activity related to human trafficking, based on the American Bar Association's Model Business Conduct Standards to Eradicate Labor Human Rights Impacts in Hiring and Supply Chain Practices. In 2016, we published our RELX Group Modern Slavery Act Statement to highlight how we are working to avoid slavery and human trafficking in our supply chain as well as our direct activities.

The Supplier Code requires a remediation process to assist any children found working. It stipulates that where required by law, suppliers will have employment contracts signed with all employees and requires mechanisms for reporting grievances. We maintain a confidential reporting line so employees of suppliers can report concerns in good faith without fear of retaliation.

Our Supplier Code states, "Failure to comply with any RELX Group term, condition, requirement, policy or procedure... may result in the cancellation of all existing orders and termination of the business relationship between RELX Group and supplier. In 2017, our key suppliers demonstrated interest and ability to remediate their noncompliance issues in accordance with the Supplier Code.



We produce numerous products on supply chain issues, including Lexis Diligence; Journal of Purchasing & Supply Management; LexisNexis SmartWatch; LexisNexis Entity Insight; and exhibitions such as Intralogistics; the Supply Chain Event; and SITL Europe, the trade fair for transport and logistics.

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Supporting suppliers

In 2017 we provided our suppliers with Modern Slavery Awareness training materials and held and recorded a webinar to help our suppliers recognise and report instances of modern slavery in their supply chains.

2017 objective:

Continue to advance US Supplier Diversity programme

We are committed to proactive engagement with suppliers that reflects the diversity of our communities. The roll-out of our US Supplier Diversity programme continued in 2017 with efforts to improve the mix of diverse suppliers with a focus on minority, woman and veteran-owned businesses. In 2017, the number of minority, woman and veteran-owned businesses increased by 8%. In total, 11.4% of US spend was with diverse suppliers.

Among them was Shumsky, part of Boost Engagement LLC. Established in 1953, and recognised in the top 50 List of Fastest Growing Women-Led Businesses in the World (2016), Shumsky supplies RELX Group in US with branded promotional products.

2,624

344

Additional suppliers outside SRS tracking criteria that have signed the Supplier Code

Suppliers tracked

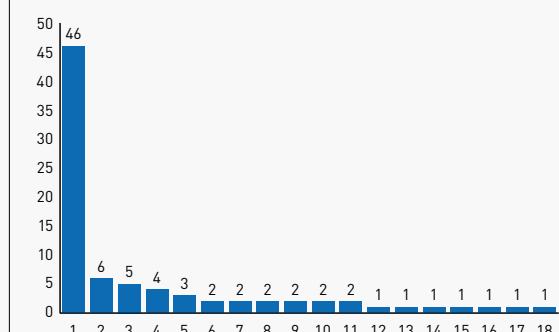
82

91%

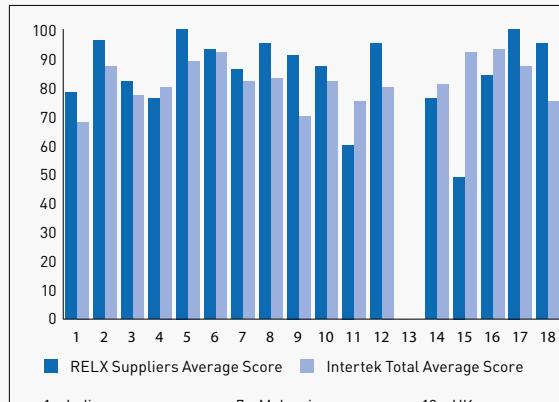
The average overall 2017 audit score (out of 100), slightly better than our external auditor Intertek's global average of 78

Signatories to the Supplier Code on our tracking list

AUDITS BY COUNTRY



AVERAGE AUDIT SCORE BY COUNTRY



SUPPLIER NON-COMPLIANCE ISSUES





Related SDGs

To gauge areas where we can support suppliers, we conduct an annual SRS survey.

Each year, we survey our key suppliers to gauge their CR position and how we can support them.

SRS SURVEY RESULTS		2017
General		
% of supplier respondents		21
Suppliers with a Board-level representative responsible for CR		79
Suppliers with code of conduct		90
Suppliers with supplier code of conduct		57
Suppliers with diversity statement		63
Suppliers with community programme		67
Suppliers with training and development programmes		75
Suppliers with supplier diversity statement and/or stated supplier diversity policy		31
Suppliers with annual CR targets		56
Suppliers who report publicly on CR performance		37
Suppliers who monitor CR		65
Suppliers who gain external assurance over CR-related data		20
Suppliers who involve stakeholders in shaping their views and responses on CR		69
Suppliers who have joined the UNGC		23
Suppliers who conduct formal training on prevention of Human Trafficking		31
Suppliers with a Modern Slavery Act (MSA) statement		27
Environmental		
Suppliers with a formal Environmental Management System		59
Suppliers with environmental reduction targets for greenhouse gas		27
Suppliers with environmental reduction targets for solid waste		31
Suppliers with environmental reduction targets for water usage		33
Suppliers with external environmental certification		39
Suppliers with ISO 14001 certification		33
Suppliers with an environmental policy		67
Suppliers who externally report on their environmental performance		42
Suppliers who externally report on their full carbon emissions		26
Suppliers who incurred any fines and/or prosecutions		8
Suppliers who conduct formal environmental audits		53
Suppliers who gain independent assurance for environmental management systems		46



Related SDGs



Celebrating good partners: HCL Technologies, India

HCL Technologies helps global enterprises reimagine their businesses for the digital age. We support cloud, automation, cybersecurity and analytics and employ over 120,000 professionals encompassing 140 nationalities, who operate from 32 countries.

Sustainability is a business imperative at HCL Technologies and RELX Group's Socially Responsible Supplier efforts map to our own priorities. We work to empower our employees, protect the environment and support education.

Among the ways we do this are through the HCL Foundation's Power Of One initiative, which in 2017 involved more than 35,000 employees who are contributing to the social and economic uplift of vulnerable communities.

We estimate that over the last two years, the HCL Foundation has benefitted over 100,000 people in these priority areas:

- Education — 54,108 people received early childcare, development, free meal and enhanced reading and writing skills training
- Health — 37,356 people took part in our monthly health camps and community healthcare programmes

- Environment — 9,645 trees planted in schools and resident welfare associations
- Livelihood — 2,250 young people received skills-based training in areas such as mechanical engineering, computing and nursing
- Humanitarian — 12,817 people received assistance through relief efforts

We were pleased that the HCL Foundation was awarded Best Corporate Foundation Award by World CSR Day in 2017.

“

At HCL, like RELX Group, we aim to provide customers with solutions that benefit people and profits while making a positive impact on communities and the environment.

C Vijay Kumar President & CEO, HCL Technologies

35k+

In 2017, more than 35,000 HCL Technologies employees were involved in the HCL Foundation's Power Of One initiative, contributing to the social and economic uplift of vulnerable communities.

100k+

People have benefitted from HCL Foundation over the past two years

2018 objectives

Increase number of suppliers as Code signatories

Continue using audits to ensure continuous improvement in supplier performance and compliance

Continue to advance the US Supplier Diversity and Inclusion programme

By 2030

Reduce supply chain risks related to human rights, labour, the environment and anti-bribery by ensuring adherence to our Supplier Code of Conduct through training, auditing and remediation; drive supply chain innovation, quality and efficiencies through a strong, diverse network of suppliers.

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Why

We have an impact on the environment through consumption of natural resources in our direct operations and supply chain as well as customer use of our products and services. By continually improving our environmental performance, we are committed to reducing any negative environmental impact of conducting our business.

2017 objectives

- 35% of reporting locations to achieve five or more new Group Environmental Standards
- Purchase renewable electricity equal to 70% of RELX Group's global electricity consumption
- Achieve ISO 14001 Environmental Management System certification at three additional locations

Key issues in this section

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I'm proud to lead a portfolio of shows such as World Future Energy and International Water Summits and EcoWaste which unite policy, business and technology leaders in finding solutions to the most pressing sustainability challenges.

Naji El Haddad Director of World Future Energy Summit, Reed Exhibitions UAE

We make a positive environmental impact through our products and services which inform debate, aid decision makers and encourage research and development.

We support progressive environmental legislation, and, in 2017, continued our involvement with the Aldersgate Group, which engages with the UK government on environmental issues. In the year, we hosted the Aldersgate Group's launch of a report highlighting where UK policy should be strengthened to support greater business action on resource efficiency.

We also signed up to We Are Still In, reaffirming our commitment to combatting climate change, joining more than 1,700 businesses, universities, cities, states and other organisations.

Environmental risks and opportunities

We assess, prioritise and mitigate environmental risks as part of our overall risk management process. In addition, our Global Environmental Policy applies to all areas of the business and is supported by a global Environmental Management System (EMS), aligned with the ISO 14001 environmental standard. It indicates that we must consider, among other risks, those that require legislative compliance; have significant cost implications for the business; and/or which may affect our reputation.

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

Among our environmental risks are green taxes and greater regulation of climate change and sustainable paper.

Opportunities include increased demand for the environmental information we produce and reduced expenditure as a result of efficiencies.

Read more about our material environmental risks and opportunities.

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Managing our impact

The CEO is responsible to the Boards for environmental performance; business unit CEOs are responsible for complying with environmental policy, legislation and regulations, and the CFO is our most senior environmental advocate.

Our Environmental Champions network, led by the Global Environment and Health and Safety Manager, includes key employees in all operational areas of our business. We work with Environmental Champions and dedicated engineering, design and real estate specialists to identify improved efficiency wherever possible in our portfolio.



Our best environmental impact: environmental knowledge

In producing our products and services we have an impact on the environment in areas such as carbon emissions, energy and water usage. But arguably bigger and more important is our growing portfolio of environmental products and services which 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 65% in energy and fuels.

Scientific, Technical & Medical

In 2017, Elsevier published more than 430,000 articles and launched 26 new journal titles, further expanding the scientific record. New in 2017 was also Elsevier's partnership with the International Solar Energy Society on the first Renewable Transformation Challenge. The top prize \$20,000 winner was ME SOLshare Ltd, for the Energiewende 3.0 - Smart P2P Solar Grids (image above). The grids link SMEs and rural households in a 'swarm network' that combine existing and new solar home systems and storage devices, enabling larger loads. The judges were also impressed by founder Dr. Sebastian Groh's peer-to-peer solar energy trading platform empowering solar entrepreneurs through pay-as-you-go and cash-in-as-you-go electricity solutions for low-income households.

In its second year the Elsevier Foundation Green and Sustainable Chemistry Challenge, which seeks to stimulate innovative chemistry research that benefits low-resource communities and benefits the environment. Of 680 proposals from around the world, the \$50,000 first prize was awarded to Dênis de Lima Professor, Institute of Chemistry, Federal University of Mato Grosso do Sul in Brazil, for his Biosurfactants to Combat Mosquito-borne Diseases proposal, while the \$25,000 second prize was awarded to Dr Chioma Blaise Chikere, a lecturer at the University of Port Harcourt, Nigeria, for her proposal Crude Oil-polluted Site Ecorestoration.

Risk & Business Analytics

ICIS launched the ICIS Power Perspective beta platform – a new approach to provide better understanding of the ever-changing policy landscape for electricity markets. By combining the expertise of ICIS analysts and editors, the product models how policy news might influence future electricity markets. As Philipp Ruf, Director of EU Power & Carbon Analytics at ICIS notes, "A statement from an environment minister about a change in subsidies for renewable energy can have a much higher effect on prices than a change in GDP."

Legal

LexisNexis Legal & Professional Launched LexisPSL Energy, the first online resource for lawyers advising on the energy sector. It helps lawyers get to the right answer more quickly by providing collated content across the breadth of the energy sector. Coverage spans the electricity and upstream, midstream and downstream oil and gas arenas, including materials relevant to conventional and unconventional oil and gas, flexible capacity, renewable energy, nuclear energy, energy networks, and energy supply.

Given the various contexts for legal advice on the energy sector, LexisPSL Energy provides over 50 subtopics structured by project type, regulatory structures and practice area, providing a user-friendly engagement with the content.

Exhibitions

World Smart Energy Week 2017 took place in Japan bringing together 1,570 exhibitors across nine renewable energy shows.

Over 1,700 science and marine technology professionals from 46 countries came together in San Diego for Reed Exhibitions' inaugural Oceanology International North America exhibition and conference. Sessions included Big data, Visualization and Modeling to better utilise the rising tide of oceanographic data and Promoting OceanSTEM & Blue Economy Workforce Development, a session organised by the Maritime Alliance exploring how best to cultivate the entrepreneurs and technical workforce needed to develop the blue economy.

Also in the year, Reed Expositions organised its second World Efficiency Solutions show in Paris, France under the patronage of Emmanuel Macron, President of the French Republic. The event attracted 6,000 participants and 200 exhibitors bringing together those creating and those needing low carbon solutions; 400 matchmaking sessions took place over the show's three days.

1,700+

Science and marine technology professionals attended Reed Exhibitions' inaugural Oceanology International North America exhibition and conference in 2017

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Our global EMS is aligned to the requirements of ISO 14001. We provide our facilities teams an EMS Implementation Pack containing documentation, training and audit materials to aid the certification process. In 2017, 3 additional locations used it to achieve certification to the new ISO 14001:2015 standard (equating to 19% of our business by employee count). We are committed to increasing certification in 2018 and beyond. Green Teams, employee-led environmental groups representing nearly 19,000 employees in 49 key facilities, help us implement our EMS and achieve environmental improvements at the local level.

Consistent dialogue with a range of stakeholders, from employees to NGOs such as Earthwatch also helps. 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 CDP.

Although all our environmental impacts are important, we prioritise climate change, minimising the use of natural resources and waste generated in our own operations. Throughout 2017, we worked to reduce our direct environmental impact by minimising the use of natural resources and efficiently employing sustainable materials and technologies.

Third-party verification of our environmental data gives us confidence in its reliability and improves our reporting. See EY's full assurance statement in Appendix 3.



“

Throughout 2017, I held Environment Checkpoint meetings with our core team of environmental champions to ensure we are on course to meet our reduction targets – generating savings, engaging our employees, and limiting our impact on the planet.

Nick Luff CFO and Chief Environmental Champion

2017 Environmental Performance

	Absolute performance			Intensity ratio (absolute/£m revenue)		
	2017	variance	2016	2017	variance	2016
Scope 1 (direct emissions) tCO ₂ e	8,231	3%	7,966	1.12	-3%	1.16
Scope 2 (location-based emissions) tCO ₂ e	84,590	-8%	91,913	11.50	-14%	13.33
Scope 2 (market-based emissions) tCO ₂ e	21,831	-32%	32,153	2.97	-36%	4.66
Total energy (MWh)	186,228	-5%	195,556	25.32	-11%	28.36
Water (m ³)	344,918	2%	337,889	46.90	-4%	49.00
Waste sent to landfill (%)*	24%	0 %pts	24%	0.22	-12%	0.25
Production paper (t)	36,484	-21%	46,128	4.96	-26%	6.69

* Intensity metric shows tonnes of waste sent to landfill/ £m revenue

Actual environmental data covers 85% of our occupied floor space based on electricity reporting. Where we are unable to obtain reliable data, for example from small serviced offices, we estimate energy consumption, water usage and waste based on actual data from our portfolio. In this way our reported data covers all operations, for which we have operational control, for a full calendar year.

Scope 2 (location-based) emissions are calculated using grid average carbon emissions factors for all electricity sources. This is directly comparable to Scope 2 (gross electricity and heat) emissions as listed in previous reports.

Scope 2 (market-based) emissions are calculated using supplier specific carbon emissions factors (where available) for renewable energy purchases.



Linked to SDG12: Responsible Consumption and Production

Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources

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Targets and standards

We are a Science Based Targets Committed Company and set our carbon reduction target using the Sectoral Decarbonisation Approach designed by CDP, the UN Global Compact, the World Resources Institute and WWF. It aligns our carbon reductions with those deemed necessary by climate scientists in order to avoid the worst impacts of climate change. Performance against the target is measured in Scope 1 and Scope 2 (location-based) emissions, which means no carbon has been subtracted from our emissions (e.g., because of renewable electricity we purchase).

Our carbon target applies to combined Scope 1 and Scope 2 (location-based) emissions as defined by the Greenhouse Gas (GHG) Protocol. We continue to report on our indirect Scope 3 emissions. See Climate Change, below, for more information.

Other targets are for reducing energy and fuel consumption, increasing the amount of renewable electricity we purchase and decreasing the amount of water we use. We also aim to reduce waste we produce and increase the percentage of waste diverted from landfill in alignment with circular economy principles.

Environmental Targets

Focus area	TARGETS – 2020	2017 performance
Climate Change	Reduce Scope 1 and 2 location-based carbon emissions by 40% against a 2010 baseline	-42%
Energy	Reduce energy and fuel consumption by 30% against a 2010 baseline	-32%
Energy	Purchase renewable electricity equivalent to 100% of RELX Group's global electricity consumption	72%
Waste	Decrease total waste generated at reporting locations by 40% against a 2010 baseline	-47%
Waste	90% of waste from reporting locations to be diverted from landfill	87%
Production paper*	100% of RELX Group production papers, graded in PREPS, to be rated as 'known and responsible sources'	100%
Environmental management system	Achieve ISO14001 certification for 50% of the business by 2020	19%

* All paper we graded in 2017 - 90% of total production stock - was graded 3 or 5 stars (known and responsible sources).

We have reported on all emission sources required under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013. We have included emissions from all operating companies within the Group.

We have used the GHG Protocol Corporate Accounting and Reporting Standard (revised edition) and the data has been assured by an independent third party, EY.

View a summary of key environmental data or create custom charts with the environmental charting tool

36%

Of reporting locations achieved five or more Enhanced Environmental Standards and achieved Green status

Enhanced Environmental Standards

Performance standards

Quantitative performance levels for environmental impacts directly related to company operations.

Energy	3,800 kWh of energy per person per year (warehouse: 12 kWh per sq ft)
Waste (total generated)	135 kg of total waste generated per person per year (warehouse: 4.5 kg per sq ft)
Waste (diverted from landfill)	80% of waste from the location diverted from landfill (warehouse: 95%)
Water	9 m³ of water per person per year (warehouse: 9 m³ per 1,000 sq ft)
Office paper	2,800 sheets of paper per person per year (warehouse: 95%)

Management Standards

Specific activities which help a location to improve performance in important impact areas.

ISO 14001 certification	Achieve certification against the ISO 14001 standard
Travel planning	Produce a local travel plan for employee commuting
Opportunity assessments	Conduct environmental improvement assessments
Employee engagement	Local colleagues involved in improving environmental performance
Additional recognition	Discretionary award for outstanding environmental achievement

Read more about the Enhanced Environmental Standards

In 2017 we made all employees aware of our Environmental Standards, which create positive competition between offices, in the CFO's annual communication for World Environment Day.

36% of reporting locations achieved five or more Enhanced 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. These new more challenging performance standards mean fewer locations meet the standards, but we expect achievement to increase over time.

We agree with scientific opinion that we must reduce the quantity of absolute greenhouse gases in the atmosphere – as stated in our environmental publications, such as Elsevier's Global Environmental Change – to avoid the most significant impacts of climate change. For this reason, our carbon target aims for an absolute reduction in carbon emissions from our operations, in line with the required global carbon reductions calculated by climate scientists.

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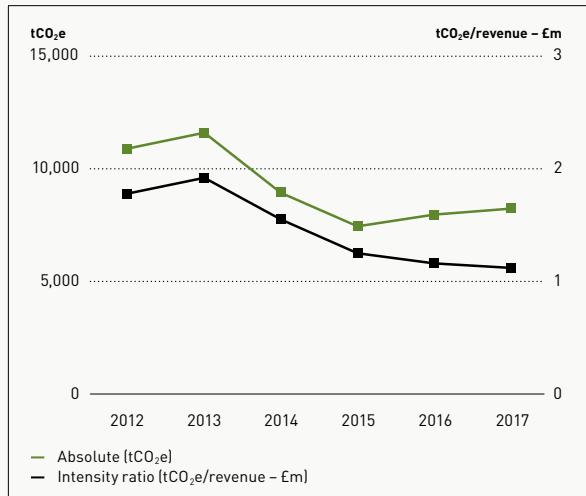
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Climate Change

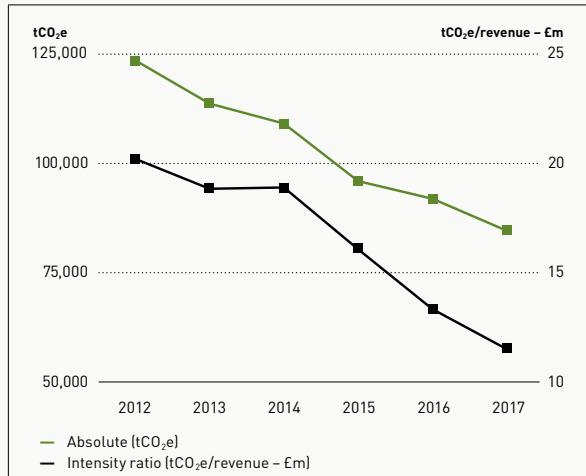
Our Climate Change Statement supports the scientific community's opinion that human activity is contributing to climate change; we back the global intention to limit climate change to 2°C or below. We support mitigation activities to reduce climate change, including reducing deforestation and protecting rainforests (e.g., by committing to only purchase sustainable paper for production purposes). It also outlines our commitment to mitigation and adaptation and our belief in ambitious, robust and equitable policies on climate change. We engage with governments on climate change regulation accordingly. As an endorser of the UN Global Compact's Caring for Climate and through the European Network for Sustainable Business, we share good practice.

2017 Climate change performance

SCOPE 1 (DIRECT) EMISSIONS



SCOPE 2 (LOCATION-BASED) EMISSIONS



Scope 2 (location-based) emissions are responsible for our greatest share of operational GHG emissions; efficiency projects in data centres and office locations and continued consolidation of space led to a 42% reduction in absolute terms and 45% in emissions intensity since 2010.

19%

Of the company by headcount is certified to ISO 14001

We report emissions according to the GHG Protocol. Total Scope 1 emissions increased by 3%, due to an increase in car fleet emissions from improved fleet reporting. Car fleet emissions, which constitute approximately half of our scope 1 emissions have decreased by 27% since 2010. We have reduced Scope 1 emissions by 37% since 2010.

The GHG Protocol has new categories for reporting Scope 2 emissions: location-based and market-based factors (replacing gross and net emissions), in order to clarify reporting on renewable energy. We have measured 2017 performance against targets using location-based emissions (equivalent to gross emissions).

Scope 3 business travel data is collected through our travel provider, BCD, and covers approximately 95% of the Group by air travel spend.

We use the Radiative Forcing (RF) emissions factors provided by the UK Department for Environment, Food & Rural Affairs for calculating business travel emissions which take account of the full environmental impact of air travel (such as water vapour, contrails and nitrogen oxide emissions).

Scope 3 other

In 2017, we continued to monitor indirect Scope 3 emissions. We continue to identify material areas and develop methodology, however, as much of the data relies on estimates, we separate it from total emissions.

Supply chain (excluding business travel)

Indirect emissions from goods and services we purchase have been estimated using the Comprehensive Environmental Data Archive 4.0, an economic input-output database, on a biennial basis. Our supply chain emissions are seven times larger than our total location-based emissions (Scope 1, Scope 2 and Scope 3 business travel).

Home-based employees

Some 18% of our workforce is home-based and we calculate the impact they have using reimbursement rates from the UK's HM Revenue and Customs for home working and the average 2017 price per kWh from the UK Department of Energy & Climate Change. Supporting home-based employees to reduce their emissions remains a priority.

Commuting

We surveyed the commuting habits of 68% of our workforce over two years and extrapolated results to cover 100% of employees. Through the Group's Environmental Standards programme, 64% of employees were covered by a local travel plan in 2017. Actions from the travel plans, required in our Environmental Standards Programme include publishing information on public transport links, promoting commuter loan schemes and encouraging carpooling.

Cloud Services

While RELX Group has undertaken energy efficiency projects at its own data centres, some of the energy reductions at these facilities have been achieved through moving content to third party cloud services. It is not possible to directly compare carbon emissions between the facilities, but with information from our largest cloud service provider we estimated carbon emissions associated with our use of cloud services in 2017. We continue to develop our understanding and reporting of impacts in our supply chain.

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RELX Group Liftshare Community

Join our car sharing community
Choose the organisation or location you are part of...
or if you're already a member? [Sign in](#)

RELX Alpharetta Liftshare
29 Members [Join](#)

RELX Boca Raton Liftshare
22 Members [Join](#)

RELX Cardiff Liftshare
Sign up now! [Join](#)

Car sharing to save carbon and cash

In 2017, RELX Group launched a new car sharing platform, Liftshare, at seven major locations in the UK and US. The current commuting trends and the level of demand for the service were considered when selecting the locations to maximise the impact of the programme:

Participating sites were Quadrant House, Sutton and Oxford in the UK and Dayton, Alpharetta, Boca Raton, Raleigh and St. Louis in the US.

There is a dedicated portal for RELX Group employees to use allowing anyone based at the site (full time, part time or even occasionally) to log their commute to work and offer to give a ride, receive a ride or both. This allows colleagues to meet and arrange to car share.

The typical commuter who car shares every day saves an average £1,100 per annum. So there are significant financial benefits for employees as well as significant environmental benefits (including reduced carbon emissions) both for employees and the company. We will further incentivise and support the scheme with preferential parking bays and prize draws for confirmed car sharing teams.

More than 400 colleagues are now registered users of the service.

“

Liftshare allows me to make friends and save money. It is very convenient, safe and makes me proud for reducing our impact on the environment.

Vicky Deliwala, Senior Software Engineer, LexisNexis Risk Solutions, US

130,000

Car miles avoided per year

400+

Colleagues are registered users of the service

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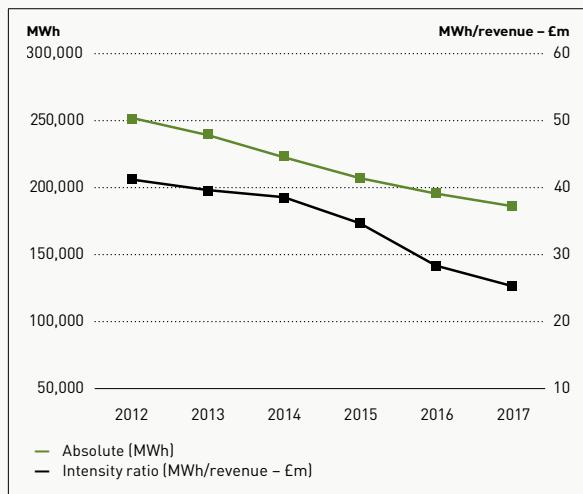
As our businesses predominantly occupy leased locations with few opportunities for onsite generation, we rely on green tariffs and RECS, while we continue to pursue renewable energy supply at more of our locations. Our goal is 80% of our electricity from renewable sources and RECs in 2018; reaching 100% by 2020.

Energy use at our data centres is now responsible for 45% of total energy usage (offices account for 51% and warehouses 4%). Data centre efficiency therefore remains of critical importance with upgrades to efficient hardware and dedicated engineering services that support our data centres.

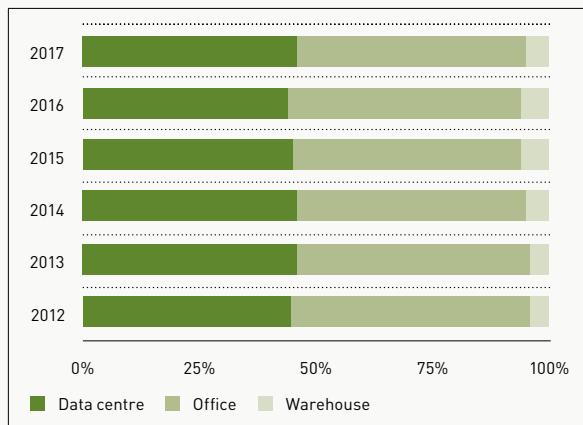
In 2017, we piloted the purchase of Gold Power. The scheme allows us to purchase high quality renewable energy certificates, with the funds reinvested in new renewable energy installations. Our Gold Power was from a solar power project in Thailand.

2017 Energy performance

ENERGY USAGE



ENERGY SPLIT BY BUILDING TYPE



Energy leadership

We are a member of RE100 which promotes corporate purchase of renewable energy. In 2017, we were judged a Leader by the US Environmental Protection Agency's Green Power Partnership. Also in the year, Lexis Nexis' Dayton campus was awarded Energy Project of the Year by the Association of Energy Engineers.



We purchased Green-e-certified RECs from a wind farm in Texas.



We produce products and services that advance understanding of energy production, use and efficiency. Among them in 2017, we published *Applied Energy*; *Energy Policy*; *Renewable Energy*; we also organised exhibitions such as *World Efficiency Solutions*; *World Future Energy Summit*; and *All Energy*, the UK's leading renewable energy and low carbon innovation event (image above).

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Related SDGs

Water

The majority of our sites use water from municipal supply and are in developed countries with a high capability for water adaptation and mitigation.

Our water usage increased by 2% in 2017 due to a leak at one of our larger offices which has since been repaired. Our primary water impacts occur in our supply chain, particularly in regard to paper suppliers, from whom we gather water data through PREPS. We also survey suppliers directly to assess their water footprint (the process involves assumptions and unassured data but gives a useful indicative picture).

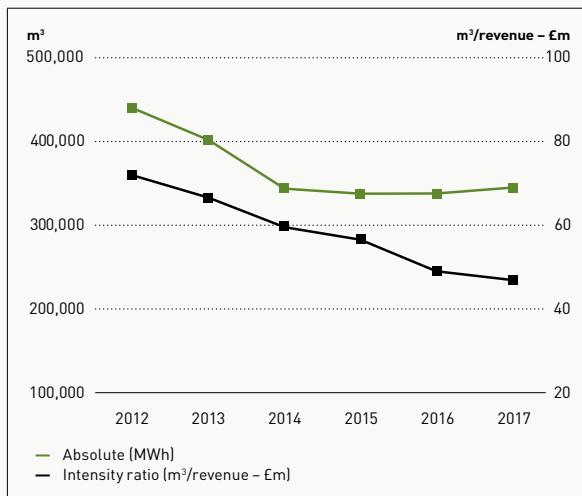
We engage with internal water experts who produce water related content, an area of organic growth for our business. In 2017, we offered customers 31 peer-reviewed journals in aquatic sciences, including the Journal of Hydrology. We also released two water-related Virtual Special Issues (where we select a theme and make papers freely available online for a period of time): one on oceans for World Oceans Day and one, Better Water, Better Jobs, for UN Water Day highlighting safe and sustainable water management as a precondition for health and well-being.

We are a member of the UN Global Compact CEO Water Mandate, which brings together businesses to address the challenges posed by water quality and scarcity for communities and ecosystems. We continue to support the advancement of water research and in 2017, Elsevier held a showcase at the Stockholm World Water Week conference to launch its new Water Security Journal.

In 2017, we participated in CDP's Water Programme as a voluntary participant and were awarded a score of B for our disclosure.

2017 Water performance

WATER CONSUMPTION



The majority of our sites use water from municipal supply and are in developed countries with a high capability for water adaptation and mitigation.

27%

Reduction in water consumption since 2010

31

Peer-reviewed journals in aquatic sciences, including the Journal of Hydrology

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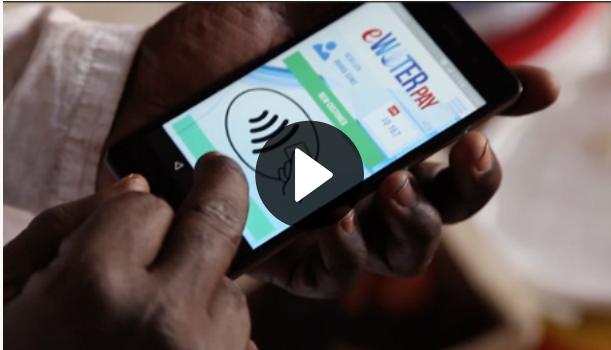
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RELX Group ENVIRONMENTAL CHALLENGE



The RELX Group Environmental Challenge: driving innovations in water and sanitation for the developing world.

The RELX Group Environmental Challenge supports the Sustainable Development Goals, including SDG 6 focused on clean water and sanitation, by fostering innovative solutions for improving sustainable access to safe water and sanitation.

Awarded during World Water Week at the UN Global Compact's CEO Water Mandate annual meeting; the 2017 \$50,000 first prize winner was UK-based eWATER, which uses mobile and contactless payment technology for accountable revenue collection and data management, to sustain urban and rural water systems throughout the developing world.

Nearly 40% of all water points in Africa are broken due to lack of revenue or operational means to manage maintenance. Because more people in Africa have access to a mobile phone than to clean water, eWater uses mobile money and Near Field Communication pre-payment to enable low cost, transparent collection of user fees for each litre of water consumed. They operate in the most remote communities deploying live cloud reporting to ensure a community's water supply system is always working. Following successful piloting in nine villages in Tanzania and Gambia, they are using the prize to expand into three villages in Upper River and Lower River of The Gambia,

installing 60 eWATERtaps and repairing three large solar pumped water systems, in order to benefit over 8,000 people.

A shortlist of four projects were chosen from more than 80 original applications from 25 countries, across six continents. The goal is to identify winning projects like eWater – and \$25,000 second prize winner, Colombia's Aeropurifier, a wholly wind powered solution to desalinate brackish water, designed by scientist and engineer Juan Carlos Borrero – which are replicable, scalable, sustainable and innovative, with practical applicability and community involvement. The Challenge's distinguished panel of judges included Dr Mark van Loosdrecht, Professor of Biochemical Engineering, Delft University of Technology and Valerie Labi, Director of Water, Sanitation and Hygiene for iDE and founder of Sama Sama, a Ghanaian sanitation social enterprise.

Watch videos of previous RELX Group Environmental Challenge winners.

“

eWATER was absolutely thrilled to win the RELX Group Environmental Challenge 2017. Our goal at eWATER is to transform a billion lives by guaranteeing access to clean water.”

Alison Wedgwood, CEO, eWater

Linked to SDG 6: Clean Water and Sanitation

Target 6.1: By 2030, achieve universal and equitable access to safe and affordable drinking water for all



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Related SDGs

Waste

We reduced the total waste we generated by 6% (6,664t in 2017 vs 7,106t in 2016). Of this, 69% was recycled and 76% diverted from landfill through recycling, composting and the generation of energy from waste. We do not produce any material amounts of hazardous waste.

As the majority of our offices are leased and situated in shared buildings, we work closely with managing agents and landlords as well as waste contractors to understand our waste performance.

Where complete measurements are not available, we use a methodology to calculate waste based on weight sampling and by counting waste containers leaving our premises. Although we know local municipalities most often carry out sorting and recycling, we report all waste as going to landfill unless we have robust evidence.

In the year, our LexisNexis Legal & Professional Dayton updated their waste management processes to send non-recyclable waste to an energy from waste plant rather than to landfill.

Our target to reduce total waste generated at reporting locations was achieved early, primarily due to the closure of two sites with relatively high levels of waste. We will continue to make efforts to reduce waste generated at our reporting locations.

For example, in 2017 an investigation into waste removals from a warehouse location revealed surplus printed products which could be donated to charity rather than disposed.

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

6%

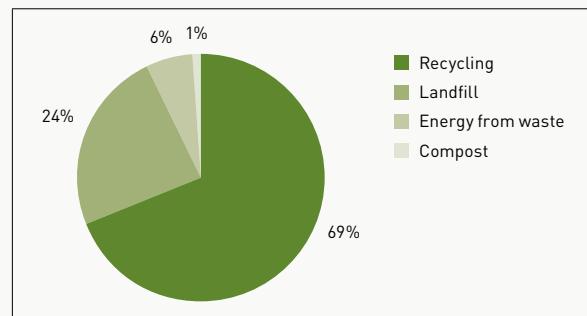
We reduced the total waste we generated by 6%

76%

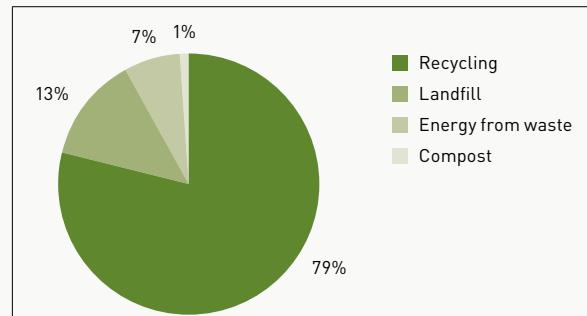
diverted from landfill through recycling, composting and the generation of energy from waste

2017 Waste performance

WASTE (ALL LOCATIONS)



WASTE (REPORTING LOCATIONS)



A new life for old equipment

Defunct hardware and other electronic waste is disposed of according to regulations and is only recycled if it cannot be reused. Through a partnership with charity Camara, UK computer equipment we no longer need is reused at schools in Zambia, Ethiopia and Kenya (including 405 computers and 350 monitors). Camara tell us our equipment donations have benefitted over 11,340 children so far.



Linked to SDG 12: Responsible Consumption and Production

Target 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

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Related SDGs



Passion for the environment: employees make a difference

Our people care about the environment and drive good environmental practice through RELX Group Green Teams. In 2017:

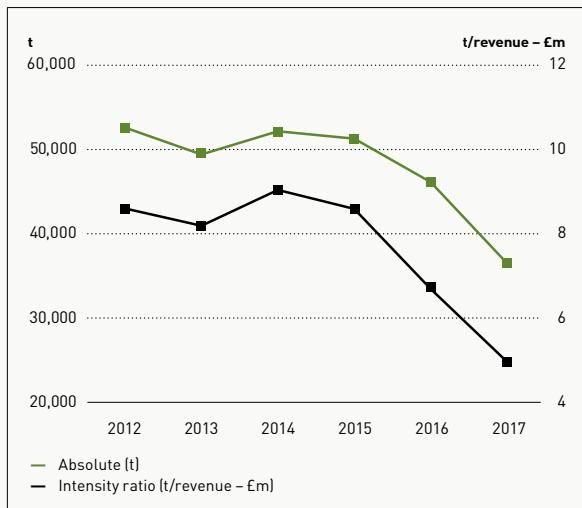
- Colleagues across the business participated in our Annual Shoe Drive, donating old shoes to organisations that provide them to recipients in the developing world or sell them to raise funds; 12,943 shoes were diverted from landfill and donated by colleagues at 23 locations; the winning location was Elsevier Michigan, which gave its \$1,000 first prize for collecting the most shoes to Grace's Table, a local charity that mentors young mothers.
- Elsevier, Linn implemented a No-Desk-Can policy eliminating nearly 100 trash can liners from landfill per week saving \$369 per month.
- Elsevier, San Diego participated in clean-up days with I Love a Clean San Diego.
- Risk and Business Analytics and Elsevier Amsterdam and Doetinchem partnered with Stichting the Noordzee, collecting 257kg of trash from the coastline which was then analysed to identify their original source.
- LexisNexis Legal & Professional Dayton joined quarterly adopt-a-highway clean ups and organised a bike to work week to encourage employees to consider cycling to the office; they also encourage waste collection through special bins for used eye glasses, batteries, CDs/DVDs, water filters and supplies, and beauty/personal care product containers – the latter items are collected as part of the TerraCycle campaign, earning credits per pound of items reclaimed for donations to the environmental and social causes of their choice.
- LexisNexis Legal & Professional Dayton also organised nine days of volunteering at the Gateway Greening Urban Farm (image above).
- Reed Midem, Paris partnered with Ahtarame and a local kayaking club on Clean up the Seine for a second year, retrieving 23 bags of trash by kayak; they also ran an awareness campaign about waste management with games, video and other tools.

Paper

We have decreased our use of production paper by 45% since 2010 as we deliver more of our products online, reflecting a circular economy approach to conducting our business. We continue to reduce waste and the environmental impact of producing our products through measures such as smaller print runs, litho over digital printing, print on demand and lighter papers where possible.

2017 Paper performance

PRODUCTION PAPER



Focus on sustainable paper

We are a founding member of PREPS and helped create the PREPS database which identifies the pulps and forest sources of 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.

In 2017, we used approximately 300t of office paper (some 2,000 sheets per person). To reduce levels, we have set a target of 2,800 sheets per person in our enhanced 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.

2018 objectives

40% of locations to achieve five or more new Group Environmental Standards

Purchase renewable electricity equal to 80% of global consumption

Achieve ISO 14001 Environmental Management System certification at three additional locations

By 2030

Meet long-range environmental targets that will contribute to keeping global average climate warming to below two degrees Celsius and help others do so through our environmental content and services.

Linked to SDG 15: Life on Land

Target 15.2: By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally



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- 71 Appendix 3 – EY assurance statement 2017
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- 81 Appendix 5 – Blueprint for SDG Leadership
- 83 Credits

Appendix 1 – 2017 Stakeholder engagement examples

Stakeholder group	Importance	Engagement
Employees	Our people are essential to our success; we must attract, retain and develop the best employees; hearing directly from them is an important driver for improvement	We involve some 900 colleagues across the Group in CR networks. In 2017, we scaled our Women in Technology mentoring programme and scoped a mentor programme for high potential women; and expanded the Wellbeing Champions group. We received more than 4,700 responses from colleagues on the positive impact of volunteering through our global community programme, RE Cares. We live streamed our annual Stakeholder Session on Truth, Trust and Reliable Content to employees across the business and made it available on the global intranet
Investors	Regular engagement helps investors understand the CR issues that affect our business and how we address them	Direct meetings on CR with institutional investors; completed numerous CR-related surveys and information requests, including CDP, the FTSE4Good Index and Euronext Vigeo
Customers	The growth and future of our company relies on our ability to deliver sustainable, essential information and services to customers and their willingness to accept the value placed on them	Surveyed approximately 450,000 customers through Net Promoter Score (measuring customer advocacy) and business dashboard programmes; fulfilled more than 5,000 disability requests; provided customers with details on our CR activities in response to requests for information; involved customer-facing staff through CR as a Sales Tool activities, encompassing role plays encouraging CR dialogue with customers. Customers also participated in our Business for the Rule of Law Cafés that drive engagement on rule of law challenges and opportunities
Government	Governments set the external environment in which we operate, not least through laws, regulation and advice; engagement allows us to follow important developments and share our company perspective	One-to-one communication with governments as well as through networks such as the European Network for Sustainable Business; the UK Aldersgate Group; the UK All Party Parliamentary Corporate Responsibility Group; the responsible business section of the International Chamber of Commerce; and the UK HM Revenue and Customs' Business Tax Forum. We worked with member states as a member of the Steering Committee of the Global Alliance for Reporting Progress on Promoting Peaceful, Just and Inclusive Societies. We assisted the Dutch government on reporting on the SDGs by providing data and analytics
Suppliers	We must ensure our suppliers meet the same ethical standards we set for our corporate behaviour	We engaged with more than 300 key suppliers through our Socially Responsible Supplier programme, encompassing Supplier Code of Conduct awareness activities, training, audits, remediation and surveys; we continued to advance our US Supplier Diversity programme, identifying and inviting tenders from diverse suppliers and providing feedback and developed anti-human trafficking awareness materials for suppliers, supported by a webinar (recorded for any time use) in order to solicit feedback
Non-governmental organisations (NGOs)	NGOs have expert knowledge in a range of areas and can inform best practice performance	Focused on key issues with NGOs such as renewable energy through RE100, and education for all through our global fundraising project with SOS Children's Villages, and our membership in the Global Business Coalition on Education, among others; provided support for NGOs through RE Cares central donations, skills-based volunteering and other in-kind contributions
CR networks	CR networks allow us to gain insight from sector and other corporate peers	Actively contributed to networks such as the UN Global Compact and the UN Global Compact UK and Dutch Networks; Responsible Media Forum; Business in the Community; Publishers' Database for Responsible Environmental Paper Sourcing; Publishing Industry Product Safety Forum; LBG Steering Group, the Uptime Institute; UKSSD; Partnership for Sustainable Development Data, among others
Communities	Our 'licence to operate' depends on good relations with communities around the world	Through our global community programme, RE Cares, 45% of staff volunteered with charities; centrally, as a donor, we engaged with more than 53 community organisations. We engaged with communities local to our operations through school coding days as well as hackathons and data dives, mirrored by activities by RELX Group business unit offices around the world

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Appendix 2 – LBG assurance statement 2017

Corporate Citizenship has been asked by RELX Group to review its use of the LBG Framework for measuring corporate community involvement activity occurring between January 2017 and December 2017.

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

As managers of LBG, we have worked with RELX Group to ensure its operations understand the LBG model and have applied its principles to the measurement of community investment programmes in 2017. Having conducted an assessment, we are satisfied that the data reflects the LBG principles. Our work has not extended to an independent audit of the data.

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

Commentary

Data collection process

RELX Group continues to maintain a consistent and robust application of the LBG framework to the measurement of its community investment activities. The data is primarily gathered from finance and HR reports, as well as a low level of manual input. RELX Group's RE Cares Champions network is responsible for collecting and reviewing the data, which then undergoes further review from the central CR team before being signed off by divisional CFOs. Both volunteer and financial data is de-duplicated. Evidence from this review also demonstrates that overall, a more strategic approach to community investment has been developed, demonstrated by an increase in commercial initiatives and time contributions this year.

Understanding beneficiary organisations

RELX Group has strengthened its system to ensure that cash, time and in-kind contributions reach eligible and strategically aligned beneficiary organisations in line with the LBG principles. RELX Group's RE Cares Champions network provide input to ensure that cash and in-kind contributions reach eligible organisations in line with RELX Group's internal policies and the LBG Framework, whilst line managers are required to approve volunteering leave with the same principles in mind. Members of the RE Cares Champions network are provided with extensive guidance notes, and invited to training calls twice a year.

Valuing in-kind contributions

With a significant amount of in-kind contributions, we are pleased to see that RELX Group has developed a methodology to value certain types of in-kind contributions. However, as RELX Group plans to increase in-kind contributions in future years, we encourage RELX Group to expand the methodology to cover an extended scope of in-kind contributions.

Corporate Citizenship

www.corporate-citizenship.com

February 2018

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Appendix 3 – EY assurance statement 2017

We have performed a limited assurance engagement on selected performance data presented in the RELX Group plc ("RELX Group") Corporate Responsibility Report 2017 ("the Report").

Respective responsibilities

RELX Group management is responsible for the collection and presentation of the information within the Report. RELX Group management is also responsible for the design, implementation and maintenance of internal controls relevant to the preparation of the Report, so that it is free from material misstatement, whether due to fraud or error.

Our responsibility, in accordance with our engagement terms with RELX Group management, is to carry out a 'limited level' assurance engagement on the selected data ("the Subject Matter Information") outlined under the following headings in the Report:

- Diversity
- Environment
- Paper
- Health and safety
- Climate change
- Socially Responsible Suppliers
- Waste

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.

Our assurance engagement has been planned and performed in accordance with the International Standard for Assurance Engagements (ISAE) 3000 Revised, *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information*. The Report has been evaluated against the following criteria (collectively "the Criteria"):

Completeness

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

Consistency

- Whether the RELX Group Environmental Guidance, Guidance for Completion of the RELX Health & Safety Survey and RELX Supplier Criteria have been consistently applied to the data.

Accuracy

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

Summary of work performed

The procedures we performed were based on our professional judgement and included the steps outlined below:

1. Interviewed a selection of management to understand the management of corporate responsibility issues within the organisation.
2. Reviewed a selection of management documentation and reporting tools including guidance documents.
3. Performed a review of the Hara online data collection tool, including testing outputs and selected conversions made within the tool.
4. Reviewed underlying documentation for a sample of site-level, environmental, health and safety, diversity and supplier data points.
5. Reviewed and challenged the validation and collation processes undertaken by RELX Group management in relation to the Subject Matter Information.
6. Reviewed the Report for the appropriate presentation of the Subject Matter Information, including the discussion of limitations and assumptions relating to the data presented.

Limitations of our review

Our evidence gathering procedures were designed to obtain a 'limited level' of assurance (as set out in ISAE3000 (Revised)) on which to base our conclusions. The extent of evidence gathering procedures performed is less than that of a reasonable assurance engagement (such as a financial audit) and therefore a lower level of assurance is provided.

Completion of our testing activities has involved placing reliance on RELX Group's controls for managing and reporting corporate responsibility information, with the degree of reliance informed by the results of our review of the effectiveness of these controls. We have not sought to review systems and controls at RELX Group beyond those used for selected corporate responsibility data (defined as the Subject Matter Information above).

The scope of our engagement was limited to the reporting period, and therefore 2017 performance only.

The responsibility for the prevention and detection of fraud, error and non-compliance with laws or regulations rests with RELX Group management. Our work should not be relied upon to disclose all such material misstatements, frauds, errors or instances of non-compliance that may exist.

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Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Subject Matter Information was not prepared, in all material respects, in accordance with the Criteria, which were applied by management.

Our independence

We have implemented measures to comply with the applicable independence and professional competence rules as articulated by the IFAC Code of Ethics for Professional Accountants and ISQC1². EY's independence policies apply to the firm, partners and professional staff. These policies prohibit any financial interests in our clients that would or might be seen to impair independence. Each year, partners and staff are required to confirm their compliance with the firm's policies.

We confirm annually to RELX Group whether there have been any events, including the provision of prohibited services, that could impair our independence or objectivity. There were no such events or services in 2017. Our assurance team has been drawn from our global Climate Change and Sustainability Services Practice, which undertakes engagements similar to this with a number of significant UK and international businesses.

Ernst & Young LLP

London

22 February 2018

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Appendix 4 – 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 how this report aligns with the GRI G4 comprehensive guidelines.

EY has audited the Group consolidated financial statements. EY has carried out 'limited level' assurance on health and safety, environment, climate change, waste and paper data. LBG has assessed community data.

G4 Content Index

General Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
STRATEGY AND ANALYSIS			
G4-1	Statement from the most senior decision-maker of the organisation.	4	
G4-2	Description of key impacts, risks, and opportunities.	6–8, 57	
ORGANISATIONAL PROFILE			
G4-3	Name of the organisation.	1	
G4-4	Primary brands, products, and services.	5	
G4-5	Location of organisation's headquarters.	24	
G4-6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	AR: 194	
G4-7	Nature of ownership and legal form.	5, 24	
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	5; AR: 7–39	
G4-9	Scale of the reporting organisation.	5	
G4-10	Total number employees by employment contract and gender; number of permanent employees by employment type and gender; total workforce by employees, supervised workers and by gender; total workforce by region and gender. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognized as self-employed or contract workers. Report any significant variations in employment numbers.	29	
G4-11	Percentage of total employees covered by collective bargaining agreements.	28. The percentage of employees covered by bargaining agreements is managed and monitored at a local level	
G4-12	Describe the organisation's supply chain.	51–55	
G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain.	4	
G4-14	Whether and how the precautionary approach or principle is addressed by the organisation.	52; AR: 60–63	
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	8, 28	
G4-16	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic	8, 30	

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

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

General Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	List all entities included in the organisation's consolidated financial statements and indicate whether any entity is not covered in the report.	AR: 8–9	
G4-18	Process for defining the report content and the Aspect Boundaries and how the organisation has implemented the Reporting Principles for Defining Report Content.	6–7	
G4-19	List all the material aspects identified in the process for defining report content.	7	
G4-20	Report the boundaries for each material aspect within the organisation. Indicate whether or not each aspect is material within the organisation; if it is material for all entities within the organisation; if there are any limitations regarding the aspect boundaries.	7	
G4-21	Report the boundaries for each material aspect outside the organisation. Identify the entities or groups for which the aspect is material as well as the geographical location. Describe any limitations regarding the aspect boundary outside the organisation.	7	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.		
G4-23	Report significant changes from previous reporting periods in the scope and aspect boundaries.	10–11	
STAKEHOLDER ENGAGEMENT			
G4-24	Stakeholder groups engaged by the organisation.	7–8	
G4-25	Basis for identification and selection of stakeholders with whom to engage.	7–8	
G4-26	Approaches and frequency of engagement by type and by stakeholder group, and indicate whether any of the engagement was undertaken specifically as part of the report preparation process.	7–8	
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	8	
REPORT PROFILE			
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	1	
G4-29	Date of most recent previous report (if any).	10	
G4-30	Reporting cycle (such as annual, biennial).	10	
G4-31	Provide the contact point for questions regarding the report or its contents.	2	
G4-32	Report the 'in accordance' option the organisation has chosen; report the GRI Content Index for the chosen option; report the reference to the External Assurance Report, if the report has been externally assured.	73	
G4-33	Policy and current practice with regard to seeking external assurance for the report.	73 AR: 110	
GOVERNANCE			
G4-34	Governance structure of the organisation, including committees under the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	6; AR:63–92	
G4-35	The process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	6	
G4-36	Whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	6	
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	6–8	
G4-38	The composition of the highest governance body and its committees.	AR:66	
G4-39	Indicate whether the Chair of the highest governance body is also an executive officer.	AR:66	
G4-40	Process for determining the qualifications and expertise of the members of the highest governance body.	AR:71–72	
G4-41	Processes in place for the highest governance body to ensure, that conflicts of interest are avoided.	AR:80	
G4-42	Roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals.	AR:71	
G4-43	The measures taken to develop and enhance the highest governance body's collective knowledge.	AR:75	
G4-44	Processes for evaluating the highest governance body's own performance.	AR:77–78	

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General Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
G4-45	Procedures of the highest governance body for overseeing the organisation's identification and management of performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	AR:70+	
G4-46	The highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	AR:107	
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	AR:71+	
G4-48	The highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.	6	
G4-49	The process for communicating critical concerns to the highest governance body.	6; AR:107-108	
G4-50	The nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	AR:107-108	
G4-51	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organisation's performance.	AR: 95	
G4-52	The process for determining remuneration; whether remuneration consultants are involved.	AR:81+	
G4-53	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	AR: 77	
G4-54	The ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	AR: 106	
G4-55	The ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	AR:106	
ETHICS AND INTEGRITY			
G4-56	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.	24+	
G4-57	The internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organisational integrity, such as helplines or advice lines.	24+	
G4-58	The internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	24+	

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Specific Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
ECONOMIC			
G4-DMA	General management approach	5	
ECONOMIC PERFORMANCE			
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee wages and benefits, payments to providers of capital, payments to government (by country) and community investments; xxxxxxxx	5, 26, 45; AR: 2, Corporate Citizenship provided LBG methodology assurance for community data 54–55	
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	57+	
G4-EC3	Coverage of the organisation's defined benefit plan obligations.	AR: 130+	
G4-EC4	Significant financial assistance received from government.	We received no significant financial assistance from government	
MARKET PRESENCE			
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation		
G4-EC6	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation		
INDIRECT ECONOMIC IMPACTS			
G4-EC7	Development and impact of infrastructure investments and services supported	7–8	Corporate Citizenship provided LBG methodology assurance for community data
G4-EC8	Significant indirect economic impacts, including the extent of impacts	7–8, 44–49	Corporate Citizenship provided LBG methodology assurance for community data
PROCUREMENT PRACTICES			
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	52–55	
ENVIRONMENT			
G4-DMA	General management approach	57–67	
MATERIALS			
G4-EN1	Materials used by weight or volume.	We report on paper, our significant material – 67	Yes
G4-EN2	Percentage of materials used that are recycled input materials.	We report on paper, our significant material – 67	Yes
ENERGY			
G4-EN3	Energy consumption within the organisation	10, 63	Yes
G4-EN4	Energy consumption outside of the organisation	61	
G4-EN5	Energy intensity	59	Yes
G4-EN6	Reduction of energy consumption	10, 63	Yes
G4-EN7	Reductions in energy requirements of products and services	63	
WATER			
G4-EN8	Total water withdrawal by source.	10, 64	Yes
G4-EN9	Water sources significantly affected by withdrawal of water.	64	
G4-EN10	Percentage and total volume of water recycled and reused.	64	

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Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
BIODIVERSITY			
G4-EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	67- RELX Group is a predominantly office-based organisation. The majority of our locations are in cities	67
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	67	
G4-EN13	Habitats protected or restored.	67	
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	67	
Environment			
EMISSIONS			
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	10, 59	Yes
G4-EN16	Indirect greenhouse gas (GHG) emissions (Scope 2)	10, 59	Yes
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	10, 59	Yes
G4-EN18	Greenhouse gas (GHG) emissions intensity	59	Yes
G4-EN19	Emissions of ozone-depleting substances (ODS)	59	Yes
G4-EN20	Emissions of ozone-depleting substances by weight	59	Yes
G4-EN21	NOx, SOx, and other significant air emissions	RELX Group do not have other significant air emissions	
EFFLUENTS AND WASTE			
G4-EN22	Total water discharge by quality and destination	Our water discharge is through municipal systems	
G4-EN23	Total weight of waste by type and disposal method	66	Yes
G4-EN24	Total number and volume of significant spills	66	
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	66	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff	64–66	
PRODUCTS AND SERVICES			
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	56–67	
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	66	
COMPLIANCE			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	We had no significant fines in the reporting period	
TRANSPORT			
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	60–62	
OVERALL			
G4-EN31	Total environmental protection expenditures and investments by type.	This is managed and monitored at a local level	
SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	51–54	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	51–54	

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Specific Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
ENVIRONMENTAL GRIEVANCE MECHANISMS			
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	We had no grievances in the reporting period	
Labor Practices and Decent Work			
G4-DMA	General management approach	27–35	
EMPLOYMENT			
G4-LA1	Total workforce by employment type, employment contract and region	29	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	24+ ; RELX Group complies with all applicable national laws	
G4-LA3	Return to work and retention rates after parental leave, by gender	This is managed and monitored at a local level	
LABOR/MANAGEMENT RELATIONS			
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	This is managed and monitored at a local level	
Labor Practices and Decent Work			
OCCUPATIONAL HEALTH AND SAFETY			
G4-LA5	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	33	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	33–34	Yes
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	33	
G4-LA8	Health and safety topics covered in formal agreements with trade unions	33–34	
TRAINING AND EDUCATION			
G4-LA9	Average hours of training per year per employee by gender, and by employee category	32	
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	32	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	32	
DIVERSITY AND EQUAL OPPORTUNITY			
G4-LA12	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	29; AR: 73	
EQUAL REMUNERATION FOR WOMEN AND MEN			
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	This is managed and monitored at a local level	
SUPPLIER ASSESSMENT FOR LABOR PRACTICES			
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	51–54	
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	51–54	
SUPPLIER ASSESSMENT FOR LABOR PRACTICES			
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	This is managed and monitored at a local level	
Human Rights			
G4-DMA	General management approach	24–25, 28, 52	
INVESTMENT			
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	24+, 50+	
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	24, 50	

Specific Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
NON-DISCRIMINATION			
G4-HR3	Total number of incidents of discrimination and actions taken	This is managed and monitored at a local level	
FREEDOM OF			
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	51–55	
CHILD LABOR			
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	52–53	
FORCED OR COMPULSORY LABOR			
G4-HR6	Operations and 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	52–53	
SECURITY PRACTICES			
G4-HR7	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations	24–25, 52–53	
Human Rights			
INDIGENOUS RIGHTS			
G4-HR8	Total number of incidents of violations involving rights of indigenous people and actions taken	This is managed and monitored at a local level	
ASSESSMENT			
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	This is managed and monitored at a local level	
SUPPLIER HUMAN RIGHTS ASSESSMENT			
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	52–54	
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	52–54	
HUMAN RIGHTS GRIEVANCE MECHANISMS			
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	This is managed and monitored at a local level	
Society			
G4-DMA	General management approach	24–25	
LOCAL COMMUNITIES			
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	44–47	Corporate Citizenship provided LBG methodology assurance for community data
G4-SO2	Operations with significant actual or potential negative impacts on local communities	57–67	
ANTI-CORRUPTION			
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	24–26	
G4-SO4	Communication and training on anti-corruption policies and procedures	24–26	
G4-SO5	Confirmed incidents of corruption and actions taken	24–26	
PUBLIC POLICY			
G4-SO6	Total value of political contributions by country and recipient/beneficiary	26	
ANTI-COMPETITIVE BEHAVIOR			
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	This is managed and monitored at a local level	

Specific Standard Disclosures

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
COMPLIANCE			
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	RELX Group had no significant fines in the reporting period	
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	52–53	
G4-S010	Significant actual and potential negative impacts on society in the supply chain and actions taken	53	
GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY			
G4-S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	This is managed and monitored at a local level	
Product Responsibility			
G4-DMA	General management approach	36–42	
CUSTOMER HEALTH AND SAFETY			
G4-PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	33, 56	
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	This is managed and monitored at a local level	
PRODUCT AND SERVICE LABELLING			
G4-PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	36–42	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	24–25	
G4-PR5	Results of surveys measuring customer satisfaction	39	
MARKETING COMMUNICATIONS			
G4-PR6	Sale of banned or disputed products		
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	7	
CUSTOMER PRIVACY			
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		
COMPLIANCE			
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	RELX Group had no significant fines in the reporting period	

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Appendix 5 - Blueprint for SDG Leadership

SDG 3: Good Health and wellbeing

Business actions in support of goal 3	Do your actions satisfy the leadership qualities?				
	Intentional (1)	Ambitious (2)	Consistent (2)	Collaborative (1)	Accountable (1)
<p>Ensure the best possible health outcomes for employees and surrounding communities across own and supply chain operations.</p> <p>Research, develop, and deploy products, services, and business models for improved health outcomes.</p> <p>Lead on multi-stakeholder initiatives that encourage healthy behaviors and improve access to healthcare.</p>	<p>Advance of science and health is one of our unique contributions as a business and is one way we positively impact society through our business. This commitment is approved at Board level.</p>	<p>We have Well-being Champions within the business to advance the health and wellbeing of our employees. We ensure the health of employees in our supply chain through the Supplier Code of Conduct.</p>	<p>Goal 3 is embedded across a number of functions within the business.</p>	<p>We actively collaborate with a range of stakeholders to advance SDG 3 challenges. For example, The Lancet Countdown Initiative launched an international, multidisciplinary research collaboration between academic institutions and practitioners across the world, to track progress on the complex association between health and climate change.</p>	<p>We actively commit to advancing SDG 3 through our products and services, notably through our Elsevier business, the world's leading provider of scientific, technical and medical information.</p>

SDG 4: Quality education

Business actions in support of goal 4	Do your actions satisfy the leadership qualities?				
	Intentional 2	Ambitious 2	Consistent 1	Collaborative 1	Accountable 1
<p>Ensure that all employees across the business and supply chain have access to vocational training and life-long learning opportunities.</p> <p>Ensure that all employees across the business and supply chain earn a wage that allows them to support the education of dependents and that there is zero child labour.</p> <p>Implement programmes to support higher education and access to free, equitable, and inclusive primary and secondary education.</p> <p>Research, develop, and deploy products and services that improve educational access and learning outcomes.</p>	<p>We have strong leadership in support of SDG 4; there is an opportunity for us to tailor our activities even more closely with Goal 4 targets.</p>	<p>Elsevier provides over a quarter of the material available in Research4Life, encompassing approximately 3,000 Elsevier journals and 20,000 e-books. In 2017, there were 2.4m Research4Life article downloads from ScienceDirect.</p> <p>We have reviewed education and sustainable development (SDG 4) with citable statistics on scholarly output, impact and collaboration with the results posted on the RELX Group SDG Resource Centre.</p>	<p>Quality education is embedded across our business: particularly through the Scientific & Medical and the Legal business. It is also the core focus of our global community programme: advancing education for disadvantaged young people.</p>	<p>As members of the Global Business Coalition for Education we are developing a database to record record private sector educational contributions and assets that can be deployed quickly in an emergency.</p> <p>We are involved in partnerships to advance SDG 4 for example Research Without Borders aims to build the capacity of researchers across Africa.</p> <p>Our RE Cares programme is focused on education for disadvantaged young people and encourages skills-based volunteering.</p>	<p>We have made a global commitment to advance SDG 4 in our CR Report. We provide high-quality higher-educational materials.</p> <p>We measure the amount of money we invest in training and are reporting the number of training hours used in our online training centre.</p> <p>Our Supplier Code of Conduct forbids child labour and supports decent work.</p>

SDG 10: Reduced inequalities

Business actions in support of goal 10		Do your actions satisfy the leadership qualities?				
		Intentional (1)	Ambitious (1)	Consistent (2)	Collaborative (2)	Accountable (2)
Assess the distribution of economic value across stakeholder groups and implement policies and practices to make it more equal.	We have a clear commitment to reduce inequalities in direct and indirect operations as stated in our Code of Ethics and Business Conduct and in our Supplier Code of Conduct, both available from www.relx.com	Our supplier diversity programme creates opportunity for minorities and disadvantaged groups beyond our direct operations.	Accessibility of our digital products ensures that those with disabilities are able to access our content.	Risk & Business Analytics' tools and resources help law enforcement keep communities safe and help protect society by detecting and preventing fraud across a range of business sectors and at the US federal, state and local government levels.	Through RE Cares we partner with NGOs and community organisations to reduce inequalities and support disadvantaged young people. For example, we partner with Book Aid International to support literacy and development opportunities in Uganda.	We have made a public commitment to SDG 10 in our CR Report.
Support the establishment and expansion of social protection measures at the national level.				Internally we support inclusion through our employee resource groups.		We are Living Wage accredited in the UK.
Implement policies and practices to support equality of opportunity, treatment and outcome for all across own and supply chain operations.						We are committed to gender pay gap reporting in the UK.
Design and implement products, services, and business models that explicitly target the needs of disadvantaged and marginalized populations.		Our AccessAbilities Exhibition in Abu Dhabi creates inclusion for disabled people in the Middle East.				

SDG 13: Climate action

Business actions in support of goal 13		Do your actions satisfy the leadership qualities?				
		Intentional (1)	Ambitious (2)	Consistent (1)	Collaborative (1)	Accountable (1)
Ensure climate resilience of company and supply chain operations, and the communities surrounding them.	Top level executive support for climate action through Chief Financial Officer, who serves as Chief Environmental Champion, and who serves on the Board.	We set targets and ask our suppliers if they set environmental targets. We created Supplier Academy content for our suppliers on climate-related issues.	Our most important environmental impact is through our growing portfolio of environmental products and services which spread good practice, encourage debate and aid researchers and decision makers.	Three collaborations in 2017 include the UNGC CEO Water Mandate, the RELX Group Environmental Challenge, and the Lancet Countdown Initiative launched to track health implications of climate change.	We commit to SDG 13 in our CR Report and report our climate risks and opportunities there and on www.relx.com	
Substantially reduce emissions associated with own and supply chain operations, in alignment with climate science.						
Shift to a portfolio of goods and services that have, and promote, negligible emissions from use.						
Promote climate conscious behavior and build capacity for climate action.						

SDG 16: Peace, Justice and Strong Institutions

Business actions in support of goal 16		Do your actions satisfy the leadership qualities?				
		Intentional (1)	Ambitious (1)	Consistent (1)	Collaborative (1)	Accountable (1)
Identify and take robust action against corruption and violence in own operations and the supply chain.	Advancing rule of law is at the heart of LexisNexis' strategy and is one of our unique contributions as a business.	We are ambitious in our support of SDG 16 through the pro bono projects we undertake, such as supporting the documentation of land rights in Myanmar and the collaboration with the Republic of Fiji to consolidate the country's laws and make them publicly available for the first time in 2017.	SDG 16 actions are embedded in our strategy. See the Unique contributions section of this report.	We actively engage in partnerships to advance SDG 16. For example, we convene different stakeholders at our Business for the Rule of Law Cafés; we also serve on the Global Alliance: Reporting Peace, Justice & Inclusion, which is also a partner on our free SDG Resource Centre, sdgresources.relx.com	We publicly commit to advancing SDG 16, indicating our support for human rights in our direct and indirect operations in our Code of Ethics and Business Conduct and in our Supplier Code.	
Work with government to strengthen institutions and increase respect and support for the rule of law.						
Work with government and/or international institutions in areas of conflict and humanitarian crises to contribute to peace and institution building.						

Credits

The RELX Group Corporate Responsibility Report is available at www.relx.com/go/CRReport

We print other key corporate documents. The 2017 Annual Reports and Financial Statements is printed using paper containing a minimum of 75% recycled content, of which 100% is de-inked post-consumer waste. All of the pulp is bleached using an elemental chlorine free process (ECF). Printed in the UK by Pureprint using their alcofree® and pureprint® environmental printing technology; vegetable inks were used throughout. Pureprint is a CarbonNeutral® company. Both manufacturing mill and printer are ISO 14001 registered and are Forest Stewardship Council® (FSC) chain-of-custody certified.

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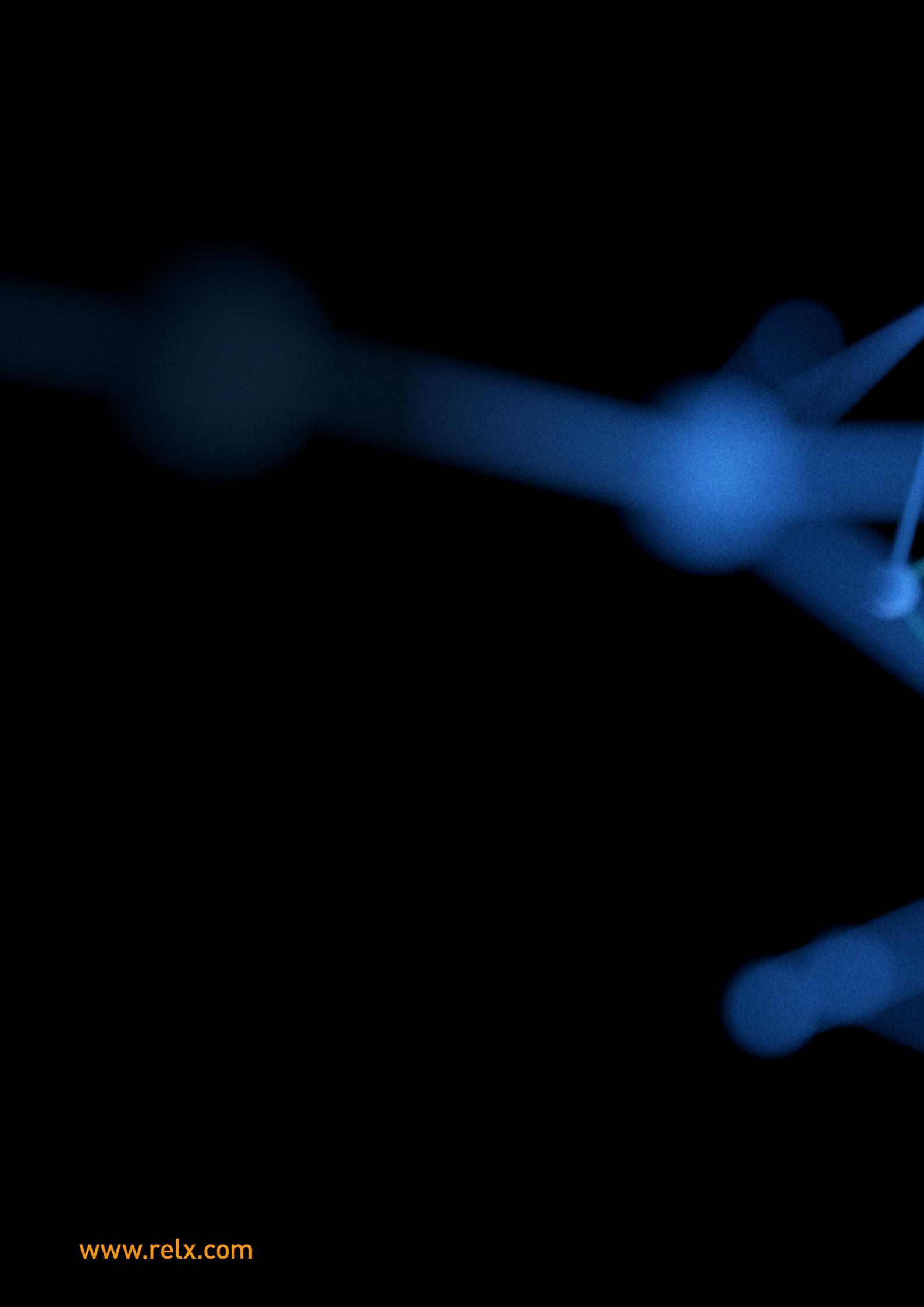
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The background of the image is dark and atmospheric, with a strong blue light source on the right side that creates a glowing, ethereal effect. The rest of the scene is in deep shadow.

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